



# BENEFITS OVERVIEW

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## BENEFITS OVERVIEW

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**25+ Years**

Focused on the home-based care industry



Privately Held

**10%+ Growth**  
Year Over Year

EBITA positive  
since 2005



**\$50M R&D**

Invested back into *post-acute* solutions annually



## THE HCHB STORY

Homecare Homebase was started by industry veterans in 1999 to tackle the real-world challenges of caregivers on the front lines of home health and hospice.

With the steady growth and evolution of services, we've expanded into a comprehensive and innovative platform to support the evolving needs of all home-based care, *empowering care across the entire care journey.*

# HCHB AT-A-GLANCE

Proven Software Solutions & Services for Home-Based Care

- Caregiver Interactions -

**121,899,787**  
Annual Visits

- Number of Users-

**418,132**  
Back Office &  
Clinical Field Users

- Patients Served Daily -

**1,026,487**  
Average Daily Census

**333,972**  
Average Daily Visits

- Size Range -

Startup  
to a census of over  
**97,000**  
PATIENTS

- Longevity -

**7.3** Years  
average customer age

- Number of Customers -

**351** CURRENT CUSTOMERS  
across **7,325**  
BRANCHES

- Market Share -

**OVER 1/3**  
of the US Medicare  
Home Health & Hospice Market

- FOCUSED ON QUALITY -

**3.8**

HCHB Customers'  
Average STAR  
Rating

**91%**

HCHB Agencies  
3 Stars or Better

**58%**

HCHB Agencies  
4 Stars or Better

*\*National average of CMS Quality of Patient Care Star Rating is 3.3*

- Staying Power -

**97.6%**  
average  
Customer  
Retention

**42%**

HOME HEALTH

**40%**

HOSPICE

# THE HCHB COMMUNITY

HCHB partners with the nation's leading home-based care providers



# THE HCHB SOLUTION

The HCHB enterprise platform is our core product—software and complementary services that enable customers to implement, adopt and maintain HCHB as their EHR solution

## HCHB ENTERPRISE PLATFORM



### Core Software

Home Health, Hospice & Personal Care



### Online Learning Hub

Resources to Educate & Train Users



### Client Success Team

Dedicated Team Ensuring Your Success



### Client Support

Our Team Here for You 24/7

## PLATFORM EXTENSIONS

Additional Products & Services to enhance the HCHB platform

### HCHB Connect

- Interoperability Suite

### HCHB Intelligence

- HCHB Analytics
- Smart Scheduling

### HCHB Services

- Revenue Cycle Services
- Intake Services
- Scheduling Services
- Authorization Services
- Help Desk Staffing

## PROFESSIONAL SERVICES

Additional Services Support Staff & Optimize Processes

### Education

- HCHB University
- HCHB Users Conference
- Continuing Education Credits
- On Demand Training

### Consulting

- Optimization Consulting Services
- Implementation Consulting Services

# CONTACT US

<https://hchb.com/lp-interim-success/>



1-800-535-HCHB (4242)

# APPENDIX



# PRICING

Tailored pricing models for agencies of all sizes that adjusts to fit your census each month

SaaS Fees				
Base Fees				
	Census Range (service lines combined)		Monthly List Amount (per service line)	
Base Fees	0-1500		\$3,000	
Base Fees	1501+		\$8,000	
Per Patient Per Month (ADC) Fees				
	Tier Package	Home Health	Hospice	Personal Care
ADC Fees (List)	Standard	\$25	\$43	\$15
ADC Fees (List)	Intermediate	\$29	\$48	\$19
ADC Fees (List)	Advanced	\$40	\$59	\$25

Implementation	
OPTION 1 Pay Upfront	OPTION 2 Pay Overtime

# CLIENT SUCCESS TEAM

HCHB has a proven team to partner with you along the way to ensure your success

## Executive Sponsor:

Promotes & sustains lasting relationships at the executive level.

## Account Executive:

Ensures strategic relationship management and that all contacts are being well-served.

## Business Manager:

Performs regular business reviews, highlighting key performance indicators for your team and identifying areas of opportunity.

## System Administrator:

Establishes intentional, regular conversations around system setup and operational processes, ensuring both your return on investment and optimal use of new features.















## Incident Manager:

Oversees case escalations, problem escalations, and educational opportunities identified via the case process.



# PARTNERS

HCHB has integration and relationships with industry-leading vendors for Home Health, Hospice & Personal Care to ensure you are connected to the broader care community

Benchmarking & Compliance	Care Optimization	Clinical Triage	Document	General Ledger	Learning
 			 	      	
Managed Mobility	Market Targeting	Medication	Patient Outreach	Payroll / HR Mgmt	Pharmacy
		  		       	    
Revenue Cycle	Speech Recognition	Supplies/DME	Telehealth/Monitoring	Visit Documentation	Wound Management
    	 	     	    	  	 

\* Denotes an HCHB Recommended Partner

# OUR OWNERSHIP

HCHB joined the Hearst Health family of companies in 2013, and maintains a primary position in this strong portfolio of companies that are the fastest growing division at Hearst Corporation



## MISSION

To guide the most important care moments by delivering **vital information** into the hands of everyone who touches a person's health journey.

## 41 YEARS

in the health information industry

## PRIVATELY HELD

for over 130 years

## LONG TERM PARTNER

raising healthcare standards to improve patient outcomes

## REACH

**85%**

of Discharged Patients

**205 Million**

Insured Individuals

**122 Million**

Home Health Visits

**3.2 Billion**

Dispensed Prescriptions

## NETWORK

**fdb**

**mcb**

**mhk**

**homecare**  
**homebase**

**QGenda**

**zynxhealth**