eVero®
CORPORATION

EAST END DISABILITY ASSOCIATES, INC.
EEDA
Creating Opportunities for Happy Lives!

I/DD AGENCY SIMPLIFIES SELF-DIRECTION PROGRAM MANAGEMENT WITH EVERO

EMPOWER™ automates processes, optimizes claims and accelerates their revenue cycle

CLIENT PROFILE

East End Disability Associates, Inc. (EEDA) is a 501 (c)(3) nonprofit organization that provides Traditional In Home and Community Based supports and services, including Self-Direction, for people with intellectual and developmental disabilities (I/DD). Today, EEDA provides services to over 750 individuals and continues to be managed by the same group of parents who started the organization.

EEDA recognized early on that complex OPWDD regulations required a purposeful, efficient and user friendly response and they have never been afraid to pivot and make changes to best meet those needs. They have always been a technologically sophisticated organization, and leveraged software and technology to assure compliance. They believed that the less time EEDA staff were bogged down meeting regulatory and compliance standards the more time they would have to carry out the corporate mission to "Create Opportunities for Happy Lives" for people with intellectual disabilities and their families.

CHALLENGE

As EEDA continued to grow and support more Individuals, the technology infrastructure they had in place wasn't scaling with them. While they were an early adopter of Electronic Health Records (EHR), they still used separate, siloed systems for employee scheduling, service tracking, payroll and billing. Thus, the manual processes that were in place for collecting, re-entering, and reviewing service data, and then processing and submitting payment claims, were time consuming and vulnerable to human error. Generating a single, compliant claim was taking months, and in most cases, they were just meeting Medicaid's 90-day claim submission deadline. This inefficiency significantly impacted their monthly cash flow, and also lead to continual payment status inquiry calls from frustrated Brokers and Families, which tied up valuable EEDA resources.

BEFORE

- Multiple 'siloed' back-office systems
- Time consuming manual processes
- Lengthy claim submission time frames
- 90-day revenue cycle
- Frustrated clients and staff

AFTER

- **UNIFIED,** fully-integrated platform
- **STREAMLINED PROCESES** from automation and online tools
- **SIMPLE EVV DATA COLLECTION** via mobile app
- Claim submission time **CUT IN HALF**
- Revenue realized 2x **FASTER**
- **REAL-TIME VISIBILITY** for staff and clients

"Working with eVero is a true partnership. We work together to make the platform better for everyone. It's a highly collaborative process. Their team values our ideas and opinions, and are really responsive to any suggestions."

Joy O'Shaughnessy
Chief Program Officer
East End Disability Associates, Inc.

SOLUTION

EEDA started evaluating alternative vendors and technology options as they continued to see an increase in Individuals selecting Self-Direction Services (SDS) over traditional HCBS Waiver services. They were interested in a solution that would simplify their SDS program management, limit time-consuming manual processes and, most importantly, accelerate their cash flow by shortening the timeframe between service delivery and payment receipt. They needed a platform that was easy to implement, had a user-friendly interface, was compliant with all state and federal regulatory guidelines, including EVV, and could work together with their existing EHR and billing platforms. They also wanted a vendor that we a true partner, who understood the I/DD provider landscape.

EEDA sought out business partners who will not only provide creative and efficient products but would partner to create the best outcomes for all. After evaluating several options, the EEDA team moved forward with eVero, and their EMPOWER™ SDS module. They liked that EMPOWER™ was purpose-built for the unique challenges of Self-Direction, such as EVV data collection, and leveraged automation and built-in tools, including a user portal and a native mobile app, to increase overall processing speed and data accuracy. Another benefit was that the eVero platform could easily integrate with their existing operational and billing systems, eliminating the burden of manually entering or uploading data from one system to another. Since eVero's platform is cloud-based, regular modifications are made to the system to ensure that it's always HIPAA, HITECH, and SHIELD Act compliant.

The move to eVero would also help East End with the New York State budgeting process. Rather than using physical spreadsheets, EEDA's Fiscal Intermediaries would be able to create and share budgets right in the eVero portal, with built-in validation tools that ensure complete data accuracy. Authorized users can view the budgets at any time, and also access real-time status updates on payments and available budget dollars.

Importantly the EEDA team was also impressed with eVero's corporate culture: their experienced staff, their collaborative product development approach, and their sensitivity towards the mission of I/DD agencies.

RESULTS

Once fully implemented, the eVero solution met EEDA's expectations. Everything eVero promised they delivered.

Service data was easily and accurately collected via the mobile app, and flowed directly to EEDA's billing platform, expediting the claims process. After just two months, the average time it took to submit a billing claim went from almost 3 months to less than 45 days. Reimbursement payments were received much faster, accelerating EEDA's revenue cycle and virtually eliminating the barrage of "What's the status of my reimbursements?" phone calls from families. Plus, eVero's team stays on top of all regulatory requirements to ensure that the platform, and the data EEDA stores on it, remain compliant.

The EMPOWER™ portal has also greatly improved budget transparency and collaboration between EEDA's FI's and the Brokers and Families they work with. Broker's now create budgets online in half the time it used to take, and they can manage and share them right from the portal. EEDA's Self Direction caseload has more than doubled since implementation. Likewise, brokers and Families now log in and track budget usage and payment status in real-time, without needing to contact their EEDA FI directly. This, in turn, enables EEDA's team to shift their attention to more strategic issues.

> "Before eVero, it was taking us almost 90 days to submit a Medicaid claim, which was unmanageable. Once we implemented the eVero solution, that spread was cut in half."
>
> *Joy O'Shaughnessy*
> Chief Program Officer
> East End Disability Associates, Inc.