GROWING HCBS AGENCY TURNS TO EVERO TO ACCELERATE OPERATIONS, OPTIMIZE RESOURCES & ENSURE CONTINUED COMPLIANCE

CLIENT PROFILE

Person Centered Care Services (PCCS) has been providing person-centered supports and services to people with disabilities and their families since 2006. They offer a broad array of home and community-based services designed to not only enhance the lives of people with disabilities but also impact the communities they live in. From Community Habilitation, Day Habilitation and Self Direction to supports in education, training, employment, and housing, all of their initiatives embody their mission of creating social change within communities by supporting people with disabilities on their search for identity and acceptance.

At its inception, PCCS relied on "paper and pen" for most of their administrative processes. Paper forms and timesheets were used to schedule, track, document and approve services, and were submitted via mail, fax or lock box. Once received, all paperwork went through numerous sequential approvals and compliance checks before being manually entered into the appropriate payroll and billing systems. After that, all documents were stored in file cabinets for future reference.

BEFORE
- Timesheets and support documentation completed by hand
- Data manually entered into multiple systems
- Lengthy billing and approval processes, sometimes taking up to a month
- Historical data not easily accessible
- Limited visibility into compliance issues

AFTER
- Staff Check-ins and Check-outs completed and submitted electronically
- System Integrations enable direct data flow to Billing and Payroll systems
- 98% of services are billed the same day they are delivered
- Streamlined approval process with built-in data validation
- Proactive compliance monitoring flags errors before they become problems

"Moving to digitalAGENCY™ has made everything simpler and more seamless. We now have easy access to information, which has allowed us to provide a higher level of customer service."

Alexa Donnelly | Deputy Executive Director | PCCS

CHALLENGE

As PCCS rapidly expanded and supported more and more Individuals, these paper-intensive processes became increasingly time consuming and much less efficient. Physically collecting, validating, approving and processing a timesheet with their increased caseload often times took over a month. Along with that, the need to manually enter data multiple times into multiple systems increased the chance of errors or conflicting data, which would take additional time to address.

Compliance was another concern in this growing environment. Incomplete, invalid or missing timesheets or support documentation not only held up the billing process, it required additional resources to identify and rectify. And any time support documentation was requested for a customer inquiry or audit, someone had to stop what they were doing to locate and retrieve the physical paper file.

As PCCS was experiencing this rapid growth, their team quickly realized that they needed to find a way to leverage technology to be more efficient, more compliant and more responsive.

SOLUTION

PCCS, along with six other similarly-situated members of a regional I/DD service provider alliance, jointly investigated numerous Electronic Health Record (EHR) providers to find the optimal way to automate their workflows and digitize and protect their paperwork and documentation. While it appeared that many providers had retrofit their offerings to try to meet the specific needs of the I/DD community, it was crystal clear that eVero's platform was different, with software modules specifically built for that audience.

Upon moving forward with eVero, the alliance members experienced immediate benefits. eVero's digitalAGENCY™ EHR software module digitized and streamlined PCCS's processes, so timesheets and documents are now completed and approved online, via eVero's web portal or mobile app, in a third of the time it used to take. Its workflows include built-in validation checks to ensure that all fields are completed, and that the data entered is correct. Now all documentation is centrally stored in the Cloud, and automatically organized by Individual so everything is 'audit-ready' and easily accessible from any PC or mobile device.

Additionally, API between eVero and PCCS's financial platforms allow all service and timesheet data to flow directly into their billing and payroll systems; increasing accuracy by eliminating manual data entry and cutting the billing processing time in half.

Storing all data digitally and redundantly in the Cloud allows it to be accessible anywhere and anytime. This was immeasurably helpful during the pandemic, but also helps PCCS easily locate information to provide immediate responses to customer and auditor inquiries. Cloud storage also shifts the time and resource burden of data security and compliance to eVero. PCCS also was able to upload their historical documents, plans and records to digitalAGENCY™, so now they have all the complete records for Individuals they service in one place.

> "The safeguards that eVero builds into their system are invaluable. It catches missing documents, flags invalid data, and sends us alerts when we are out of compliance with requirements. It's amazing!"
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> *Alexa Donnelly*
> Deputy Executive Director
> PCCS

digitalAGENCY™'s reporting capabilities gives PCCS up-to-the-minute visibility that they were lacking. Over 300 report options provide high-level snapshots on items like billing trends, caregiver performance, and care plan status, and they can pull local-level specifics by region, facility, or staff. These immediate insights have helped their team be more proactive in their management approach to ensure that they are providing the best care possible to their clients.