

CUSTOMER CASE STUDY

GROWING I/DD AGENCY TURNS TO EVERO TO NAVIGATE THE COMPLEXITIES OF SELF-DIRECTION

EMPOWER™ helps them achieve new levels of efficiency, productivity, transparency, and compliance.

CLIENT PROFILE

For over 70 years, Racker has provided strength-based support for individuals with disabilities and their families in Tompkins, Cortland, and Tioga counties. Guided by the vision of a world where all people know they belong, Racker offers programs and supports, including Self-Direction, FSS, and Residential services, to more than 3,500 people, helping them to build lasting connections and lead fulfilling lives.

CHALLENGE

Racker relied on highly manual administrative processes for years. Service data and approvals were captured on paper, then mailed or faxed to staff members who would enter the data into separate HR, Payroll, and Accounting systems. This approach was resource-intensive, time-consuming, and error-prone. It also limited the number of Individuals they could support, as their Fiscal Intermediary team was at maximum case capacity.

Racker's leadership saw Self-Direction as an opportunity to help them grow as an agency while continuing on their mission of helping people build lasting connections and lead fulfilling lives. But they realized that an effective Self-Direction program required modern tools to help them efficiently coordinate all the people, systems, documentation, and compliance requirements involved.

"eVero is a great product and we highly recommend it! We came from an all paper process and can honestly say transitioning to eVero made our work MUCH more transparent, accessible for sharing, more efficient and organized"

Gayle Pado | Director of Community Support Services

SOLUTION

The Racker team learned about eVero and its EMPOWER™ software platform at an industry trade show and were impressed when they saw a demo of its capabilities. They felt it would immediately help them get better organized by automating their processes and digitalizing their paperwork, and the collaborative nature of eVero's web portal and mobile app would make everything easily accessible and more transparent for all support team members. They also were hopeful that bringing data from their Billing, Human Resources, Payroll and Operations systems into one database would eliminate the time and staff needed to manually enter, and re-enter, data multiple times.

BEFORE

- Paper-centered, labor-intensive, manual processes
- Delayed billing cycle
- Limited transparency between FIs, Staff and supported Individuals
- FI team at maximum case capacity

AFTER

- 100% Paperless online platform simplifies organization and information sharing
- Integrations with Financial and Operations systems streamline processes
- Real-time visibility and reporting for entire support team
- Accelerated revenue cycle
- Optimized Internal Resources, now supporting 2x as many cases



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IMPLEMENTATION

Racker recognized that to maximize the impact of EMPOWER™ they would need to properly communicate and transition their entire existing userbase to the new eVero system. Together, eVero and Racker developed a phased, department-sweeping roll-out plan, identifying key team members to serve as 'Champions' to assist with training and adoption. These 'Champions' worked hand-in-hand to learn the system alongside their dedicated partners from eVero Client Support Services.

At the same time, Racker's IT team focused on setting up the necessary bi-directional system integrations. Alongside their external vendors and eVero's Client Success team, Racker ensured that everything was in place and performing as needed prior to the system cutover.

RESULTS

After switching to EMPOWER™ for Self-Direction, Racker gradually started achieving new levels of efficiency, productivity, transparency, and compliance.

Now service documentation - including required Electronic Visit Verification data points - is collected and stored digitally on the eVero platform, where it's easy to organize, share and retrieve when needed. Integrations with their third-party operations and billing platforms pull all their data sources into a single database, eliminating the need for time-consuming, error-prone "swivel chair" manual data entry. Supervisors have immediate online access to all submitted information, speeding up the approval process, and intuitive system alerts help ensure compliance by catching missing items, minimizing staff time spent investigating and rectifying rejected claims.

EMPOWER™'s customizable reporting options provide staff, FIs, care managers, and families real-time insight into budget consumption, schedules, staff activity, and reimbursement requests, allowing them to be more proactive and responsive to the needs of the Individual.

Racker has also optimized its resources with EMPOWER™. Their FIs and agency-sponsored Plan Writers are now supporting twice as many cases, many of them larger in size. The office staff who previously handled data entry, reporting, and document compliance checks are now able to spend more time with staff, families and the people they support. Their billing cycle, which was running 6 weeks behind, now completes in less than a week, so claims are generated -and revenue is realized - much faster. Overall Racker was able to double the revenue generated by its Self-Direction program before they added any additional FI resources.

The Racker team has also been impressed by eVero's ongoing commitment to customer success, and the value they place on client feedback. During implementation, eVero incorporated the needs and requirements from Racker directly into the roll-out process. Now post-Implementation, Racker is also included in eVero User Group panels for open discussions on future enhancements. Moving forward, their team has access to numerous ongoing training resources, including the eVero Ed digital training library, to keep users up-to-date with best practices. Plus, the Racker team knows that when new industry or regulatory issues arise — such as the EVV mandate, or COVID vaccination requirements — eVero is always receptive to suggestions, and will continue to proactively introduce new solutions.

"We have no idea how we managed before eVero!"

"eVero always seems to be a step or two ahead of the industry. Their team has been incredibly responsive to all our requests for improvement, and engages very proactively with clients to ensure satisfaction."

Gayle Pado | Director of Community Support Services