

eVero Simplifies CDPAP Compliance, Enabling Agency to Expand Service Offering

PROFILE

For 50+ years, Access: Supports for Living (Access:SFL) has provided a broad range of services, including Consumer Directed Personal Assistance Program (CDPAP) support, to people and families facing the challenges of disability and mental illness across New York's Hudson Valley. Its many and varied services are all focused on one goal: To help people live the healthiest and fullest lives possible.

Access:SFL's Consumer Directed Personal Assistance Program (CDPAP) is designed for Individuals who receive assistance in their home. The purpose is simple: To give the recipient a central role in selecting, hiring, training and supervising their aide(s).

CHALLENGE

New York State's CDPAP program requirements are complex. Participating agencies, including Access:SFL, are responsible for assisting Individuals with a variety of administrative tasks, including payroll, benefits, and billing, while adhering to the state's rigid requirements around authorizations, documentation, service delivery and hours worked. Manually collecting, organizing and tracking this information for each Individual and caregiver took a lot of time and effort, and issues like missing authorizations and delayed or inaccurate time tracking began to have a negative impact on Access:SFL's bottom line. Existing paper-centric processes made time tracking very reactive, often times resulting in people exceeding their allotted weekly units. It also bogged down the billing cycle, where it could take up to 2 months to receive proper reimbursement from the state for services delivered.

Access:SFL knew that if it wanted to continue to grow its CDPAP program, it needed to find a software solution to help better manage these complex initiatives.

BEFORE

- Manual processes for information gathering, document management & time tracking
- Reactive compliance management – issues not detected until after the fact
- Delayed billing cycle – often times up to 2 months
- Limited transparency
- Team working at maximum case capacity

AFTER

- 100% Paperless
- Automated process & streamlined workflows
- Online organization of all documents
- Automated alert notifications prevent missing/outdated items
- Built-in EVV ensuring service delivery compliance
- Billing lead-time reduced by 66%
- Supporting larger caseload without increasing staffing

CUSTOMER CASE STUDY

SOLUTION

After evaluating a variety of software vendors that could only partially address its needs, Access:SFL was excited to discover that eVero had a comprehensive SaaS solution that could meet all of its requirements – from EHR to EVV to Reporting. eVero's platform, and its digitalAGENCY™ (dA™) software module, would not only help Access:SFL go paperless, it would organize all collected information by person, with automated alerting for missing or expired documents. Built in EVV functionality would effortlessly collect service data, including time worked and location, right at the point of service, to ensure compliance. And since all the service data is collected and stored in the system, it can be easily leveraged for things like reporting and billing, without the need for manually moving data from system to system.

RESULTS

Implementing digitalAGENCY™ gave Access:SFL the tools, technology and transparency to expand its CDPAP Support program. The agency now delivers a higher level of services to more Individuals, and have the confidence that it is always in compliance with New York State's stringent CDPAP requirements.

Access:SFL now benefits from dA™'s 100% paperless *Document Tree* feature to efficiently manage the state's documentation (Health Assessment, PPD CDPAP Authorization, etc.) requirements for both Staff and Individuals. All files are created and securely stored online, and organized by person. Automated system alerts ensure compliance by informing them when items are missing, outdated or need to be resubmitted (such as the CDPAP Authorization forms that needs to be renewed weekly).

The platform's built-in EVV functionality now collects all service data, including location, right at the point of delivery, replacing the old handwritten time sheet process. This helps further achieve compliance in two ways: It quickly and efficiently verifies that Individuals are receiving the authorized level of support each month; and that caregivers are providing those services where and when

"digitalAGENCY™ provides us with a level of transparency, visibility and compliance that were severely lacking."

"eVero is a true partner. They work side-by-side with us to make sure that the platform meets our needs and they encourage development to create more efficiencies."

Melissa Short | DSP Administrator of Operations
Access: Supports for Living

they are supposed to be. This EVV data is also used by dA™'s reporting dashboards to provide up-to-the-minute insight on exact hours used for every Individual in the program, and hours worked for each caregiver. This eliminates questions from participants and staff about remaining weekly capacity, and allows the team to rapidly identify, and proactively address, overages and underages during the period, rather than reactively after the fact. This has stopped Access:SFL from having to pay caregivers for un-authorized hours, which it didn't always catch in the past.

The move to eVero has also enabled Access:SFL to triple its revenue cycle speed, which has significantly accelerated cash flow. Service and time card data is digitally collected at the time of service delivery, and stored right on the platform. This lets the Finance team generate and submit compliant billing claims the same day as service delivery, eliminating the time lag and occasional data entry errors that they used to experience manually collecting, entering, and re-entering data in multiple systems.

