

CUSTOMER CASE STUDY

FISCAL INTERMEDIARY STREAMLINES PROCESSES, IMPROVES COMMUNICATION & CUTS PAYMENT PROCESSING TIME IN HALF

PROFILE

East End Disability Associates, Inc. (EEDA) is a 501 (c)(3) nonprofit organization that provides In-Home and Community-Based supports and services to 750+ Individuals with intellectual and developmental disabilities. As part of its Self-Direction program, EEDA provides Fiscal Intermediary (FI) services to help Individuals manage the supports identified in their Life Plan and Budget.

As a Fiscal Intermediary, EEDA works hand-in-hand with outside Support Brokers to address the needs of the Individual receiving services. The FI acts as the employer of record for all self-hired staff and ensures that the costs of goods and services related to the Individual's Self-Direction plan are paid in accordance with the plan and budget determined by the Broker. FI's also make sure that all documentation and reporting are compliant with often-changing Medicaid and State criteria, guidelines and deadlines.

BEFORE

- Manual processes featuring paper & fax
- Disjointed communications between FI, Support Brokers, Staff and Families
- Payment timeframes of up to 10 weeks
- Missed compliance items

AFTER

- Unified online platform with digitization and automation
- Single unified database for entire team
- Immediate & compliant communication via text messaging
- Billing in 2-week intervals
- Built-in Compliance monitoring & alerting

CHALLENGE

The interactions between EEDA's FI team, Support Brokers and the Individuals and families they support were paperwork-intensive and highly manual. Budgets were created and tracked via spreadsheets, and shared with support team members, along with support documents and receipts, via email and fax. Mandatory compliance requirements, such as bi-annual mandatory Circle of Care meetings, were not being proactively monitored, and sometimes missed.

It would take days or sometimes weeks for compliant service documentation to get to the Brokers. This slowed down the FI approval process, resulting in delayed Medicaid claim submissions, which ultimately delayed payments to the staff and reimbursements to families. The overall delay sometimes reached 3 months, frustrating the Support Brokers and families. Medicaid audits also were time-intensive tasks, as FI staff members had to drop their day-to-day tasks to sort through paperwork and emails to locate required data.

As EEDA's FI business continued to grow, it knew it would be working with more and more Support Brokers and families, which further highlighted the need to find a way to increase efficiency and work together in real-time.

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SOLUTION

The EEDA team was in search of a secure and compliant way to bring all of an Individual's data together digitally in one place. They were familiar with eVero's digitalAGENCY™ (dA™) Electronic Health Record software module, and were convinced it was the right choice when they learned about specific workflows eVero designed to support Budget tracking, documentation management, team communication and billing compliance.

Moving to eVero gave EEDA one unified system where FI's, Brokers and families upload, share and view person-specific documents in real-time. Support Brokers have easy access to all service documentation and notes, which has cut approval time in half. Families can upload images of receipts the same day as service, eliminating the fax and paper trail. Life Plans and Budgets are shared and updated right on the platform, ensuring that the entire care team is working with the most updated information. SMS messaging functionality within dA™ allowed FI's to instantly contact self-hired staff via text message when items are missing or incomplete, and archive all messages for compliance purposes. All files are digital and logically organized so they are easy to locate when needed, ensuring that the EEDA team is armed with all the information they need when they are audited.

Additionally, EEDA's payment and reimbursement processes have become much more streamlined and super-efficient. Brokers approve services documents in half the time it previously took, and FI's use that, and receipts uploaded by Families, to submit claims to Medicaid within days, instead of weeks.

Before eVero, it could take as long as 10 weeks for Staff and Families to receive payment. Now, with these new efficiencies, the EEDA team is billing in two-week intervals, making Staff and Families very happy.



"The move to eVero has been a game-changer for us. Eliminating manual paperwork, spreadsheets and faxes had made us much more efficient. Staff are paid properly and on time, in half the time it used to take. It's made our team happy, which keeps the families happy."

"eVero thinks of everything and they always have our back. The system is logically organized, so it's simple to find documents when you need them, and built-in compliance features track requirements like Circle of Care meetings, so we're covered when we are audited."

Diane Lagoumis | Director of Self-Directed Services
East End Disability Associates, Inc.