AGENCY STREAMLINES PRE-VOC PROGRAM MANAGEMENT WHILE EXPEDITING BILLING WITH EVERO

Moved from separate documentation and billing systems to eVero's all-in-one platform

BACKGROUND

The Resource Center (TRC) has been dedicated to supporting individuals with disabilities in Chautauqua County since 1958. They provide a comprehensive range of both site-based and community programs, including Self-Direction, pre-employment, job placement, and job retention services. TRC has over 1,300 staff members assisting thousands of individuals, taking pride in offering services customizable to meet each person's unique needs.

CHALLENGE

As part of its long-term growth strategy, TRC aimed to expand its Community Pre-Vocational Services (Pre-Voc) program. However, the current operational processes were cumbersome and not scalable. Staff used one software platform to document services, and billing was done through a different one. Each month, they manually gathered and adjusted data for billing, which took an average of seven hours. This process often led to delays and errors. TRC needed a more modern system to reduce paperwork and manual processes while efficiently managing Pre-Voc's complex documentation, billing, activities, and group code structure.

SOLUTION

TRC's leadership was already familiar with eVero's software platform, as their Self-Direction program had been utilizing it for over a year with impressive results. That program had reached capacity, making it impossible to take on new clients without increasing staff, a move that was not within their budget. However, once they transitioned to eVero, they found that the platform's automated workflows, integrated with TRC's billing system, significantly freed up staff time and expedited their revenue cycle.

After meeting with eVero, they became convinced that eVero's digitalAGENCY™ (dA) EHR module was the solution needed to tackle the intricate complexities of Pre-Voc documentation requirements. They also discovered that eVero's integrated billing module, ACCELERATE™, could further optimize and streamline the billing process.

BEFORE EVERO

∞ Separate systems for documentation & billing

∞ Time-consuming manual data gathering (~7hrs/mo.)

∞ Delayed monthly billing

∞ Manually compiled reporting

AFTER EVERO

∞ **ONE** unified software platform

∞ **Time-saving** automated processes

∞ **Increased accuracy** and **transparency**

∞ **Expedited** revenue cycle

RESULTS

Once they fully implemented eVero's **dA** and **ACCELERATE™** modules, the Pre-Voc program began to thrive. Now, all aspects—from documentation to billing—are managed within a single platform. Service tracking has become more efficient, as staff can document everything directly in the Service Plan rather than in multiple separate areas that were previously linked together.

Billing has become more timely and accurate due to the direct integration of service data and codes into the billing system. This change has eliminated over seven hours of manual data entry each month and significantly reduced the risk of errors. Moreover, addressing invoice inquiries has become much easier, as the team can quickly access the necessary data on the platform. This improvement not only enhances efficiency but also saves considerable time and resources during audits

The reporting options offered by eVero are significantly better and more user-friendly than those previously available through TRC. Reports that once had to be compiled manually, like the 'Billing Detail by Revenue Code,' are now automatically generated in organized formats—sorted alphabetically and by date, and complete with units and rate codes—making them immediately usable for the team. Additionally, TRC staff have discovered new reports and logs that validate service details, such as days absent, which further enhances their productivity.

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CONCLUSION

The transition to eVero has resulted in several efficiencies. It has considerably decreased the administrative time required to manage the Pre-Voc program and bill for those services, leading to quicker revenue realization. Furthermore, TRC has established a new level of transparency and visibility, enhancing the quality of services provided to the individuals they support. This improvement allows for more informed and strategic decision-making moving forward.

"With eVero, it's a simpler, more straightforward process with fewer steps and superior reporting of billing data. The platform is organized by person, whereas other systems we've used are organized more by document."

- ***Faith Baker***,
Employment Services Admin, The Resource Center

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