Electronic Visit Verification

Home healthcare businesses have a number of unique challenges that other businesses don't face.

allGeo

Visit-Colorado

Nova
Checked In   14:30 PM

**IN**
14:30

OUT
17:30

✓
Visit Complete

allGeo
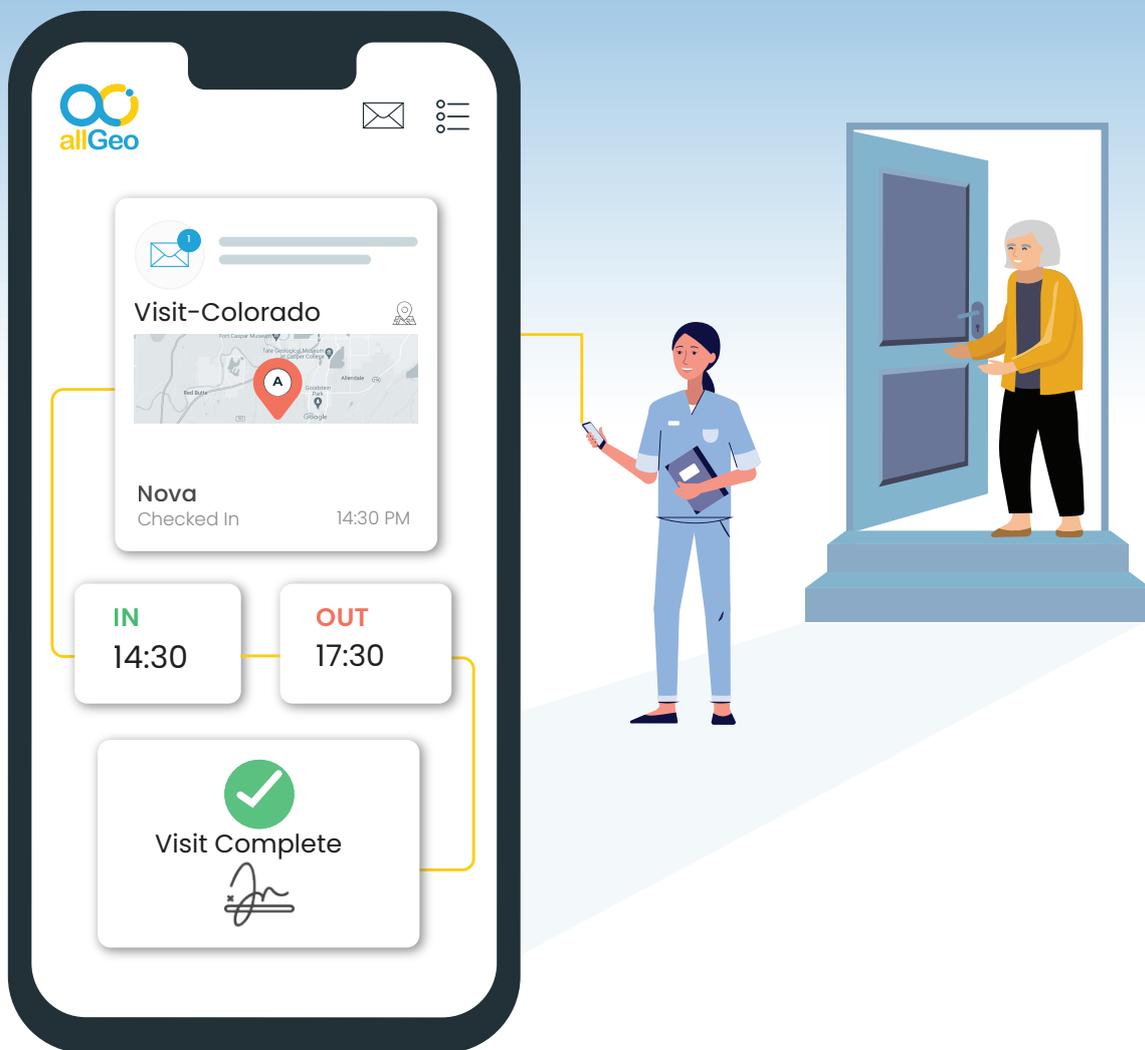
Not only are they tasked with complex scheduling and field management, but they also operate on thin margins due to the nature of their business. And on top of all that, they have to meet compliance requirements like EVV (which is mandated by the 21st Century CURES Act). If homecare businesses can bring more automation into their field operations, they can address their logistics challenges, improve their margins, and meet compliance requirements.

What are the challenges facing field operations today?
A typical homecare business has several caregivers they have to manage. An operations manager usually has the task of assigning jobs and schedules to them on a daily basis.

The scheduling process is usually manual and when you have more staff, it becomes a complex problem. The outcome is an inefficient process that results in longer routes, higher costs, and reduced client care standards.
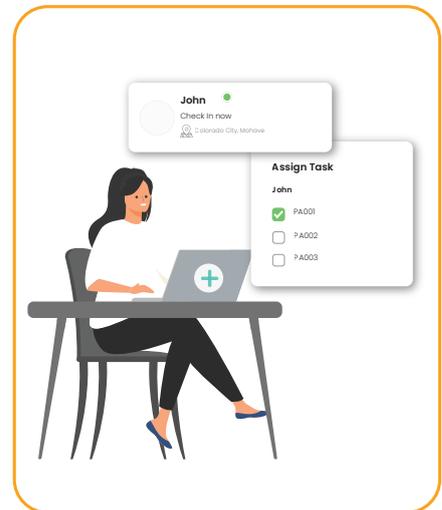
It's essential that caregivers are aware of their duties for the day before they begin their homecare visits. They need to take note of their mileage, time spent with clients, and any observations made while examining the client. After each visit, caregivers must file a report including these details as well as their timesheet for payroll. However, this process is often cumbersome for caregivers who already have a lot on their plate. Studies have shown that many inaccuracies occur in these reports, resulting in higher than expected costs.

Managers have to collate the information collected by caregivers from each client and store it appropriately for audits and compliance purposes. They will also have to use this information to make decisions on when the next visit should take place. As caregivers make their visits, their safety at remote job sites is an issue that merits attention. A lone worker safety workflow that puts in place protocols to communicate with caregivers and mechanisms for them to get help if needed will indeed be reassuring.

EVV (Electronic Visit Verification) is an important compliance requirement for homecare businesses in the United States. The 21st Century CURES Act, signed into law in 2016, requires that States set up an EVV system to verify that services for all Medicaid-funded personal care and home healthcare services occurred.

The EVV (Electronic Visit Verification) system is used to confirm that home healthcare visits have actually taken place, and to make sure that clients aren't being neglected. State governments are responsible for deciding how data from EVV vendors will be collected and reported, and whether any extra EVV compliance rules need to be followed. If managers are creating these compliance reports by hand, it can take a long time and there's a greater chance of mistakes being made.

The issues that homecare businesses face are varied, as you can see. How can they overcome these challenges? The answer is simpler than it might seem: by adopting automation. But what does that entail, exactly? Let's explore how an EVV solution can help homecare businesses to address many of the challenges they face.

Exploring the challenges in-home care businesses face

Manual scheduling

Even if you have a smaller client base, manually booking and scheduling can still be troublesome. A paper-based system for tracking appointments and scheduling will eventually become outdated and hard to follow. Introducing a paperless workflow, automated booking, and scheduling allows you to provide better service to clients and saves time.

Lack of financial oversight

In-home care businesses often have to manage payments to different bank accounts, which can be difficult to keep track of. It's also hard to get a holistic view of your finances. That's why using software that manages cash flow, payroll, and incoming payments is beneficial. Senior care businesses can use software platforms to gain more control over their finances.

Inconsistent onboarding processes

An ideal onboarding process would be tailored specifically to each individual, but this is often not the case due to inconsistency and inefficiency in manual processes. Having a robust onboarding system is key to success in providing tailored care - one that can recognize different health conditions and demands on the client side, and match caregivers accordingly on the other. Furthermore, the onboarding process for caregivers should include a method of tracking qualifications, certifications, and previous experience to ensure that those providing care are best suited for the job. By having an efficient and reliable onboarding system in place, you can be sure that your clients and caregivers alike will receive the best possible care and service.

Trouble with maintaining quality

Ratings and feedback are crucial to any business - especially ones where good relationships between caregiver and client are so important to success. But it's nearly impossible to maintain the quality of care without tracking feedback from both sides. A software system that allows for detailed, personalized feedback would be a game-changer when it comes to making your clients feel cared for.

Inability to scale your services

If you want to expand your business to a new location, you need to have a software system in place. Otherwise, you will not be able to implement manual processes across different areas. Scaling requires careful investment into solutions that help you automate processes, go paperless, and establish consistent care quality.

How do EVV Systems Work?

Electronic visit verifications (EVV) are used to confirm the time, date, and duration of home care or home health visits. Care providers can use a device or even a mobile phone to track services provided. Employees clock in using a unique ID or employee PIN and identify the care recipient using a service recipient PIN. EVV systems can also store current patient health data, which can assist providers in administering a more informed level of health care.
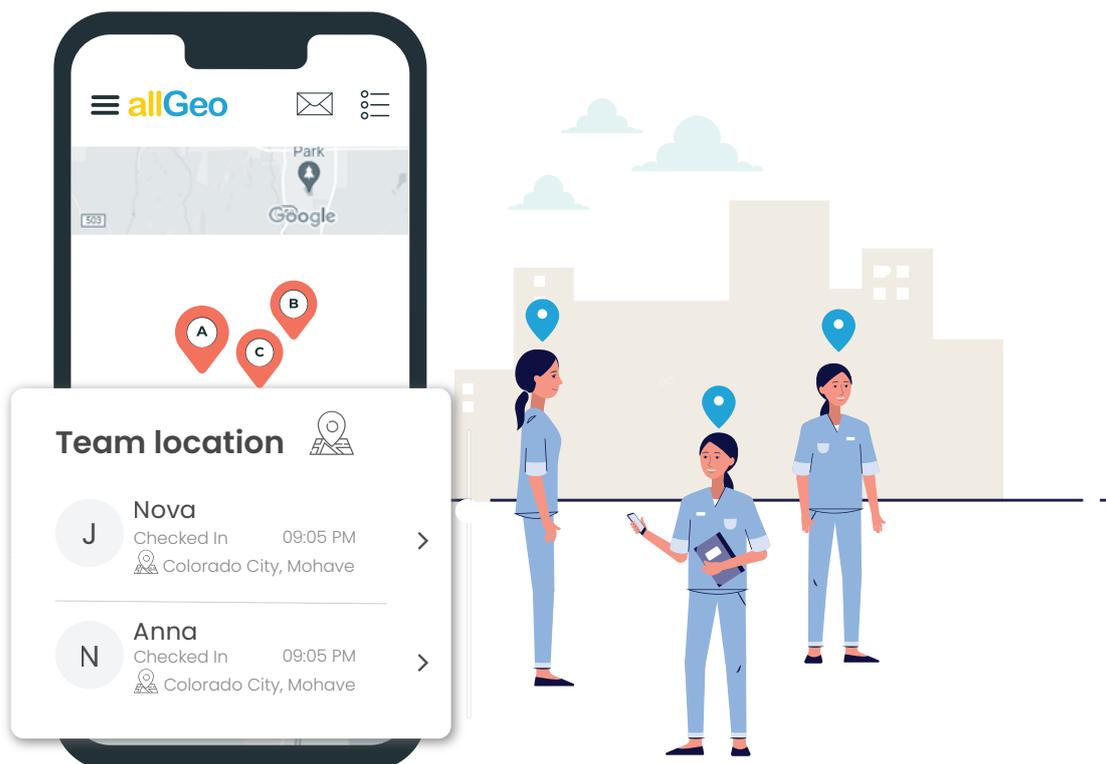
What are the electronic visit verification (EVV) requirements?

In order to complete an electronic visit verification, you'll need to record the following information:

1. The name of the care recipient

2. The name of the caregiver

3. The type of service completed

4. The date of care

5. The location of performed care

6. The beginning and end time of service

Please keep in mind that there may be additional state-specific requirements in addition to what's listed above.

How is EVV data collected?

EVV systems can collect data in multiple ways. Below are a few approaches.

Mobile App

Mobile apps are the best EVV solution for recording data from care visits. With a smartphone's GPS location, caregivers can complete EVV by recording start and end times, and their location is coordinated with the client's home or care residence. This way, caregivers can be sure that they are where they are supposed to be and that their clients are receiving the care they need.

Voice Signature

Some EVV solutions use voice technology to identify the correct client. By speaking a phrase, the EVV system can determine whether the client is the right person, ensuring treatments are going to the right people. This can help reduce mistakes and ensure that everyone gets the care they need.
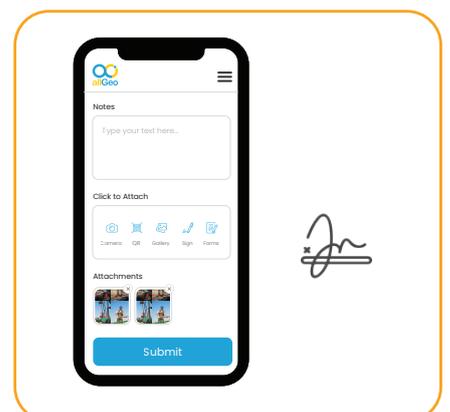
A tablet, iPad, or another handheld device

The device uses Wi-Fi to connect to the internet, allowing caregivers to record data, track their visits, and access patient records as needed.

Many agencies utilize kiosks to record patient and caregiver details. This allows for quick and easy access to important information that can make
a big difference in the quality of care that patients receive.

Telephone

When using a telephone to record a client visit, the caregiver will need to call and provide the client's registered home phone number.

The visit will then be verified upon matching the caller ID to the home phone number.

Benefits of a EVV System

An Electronic Visit Verification (EVV) System is a reliable and dependable way for care providers and home care workers to capture care delivery data in real-time. EVV systems offer many benefits, such as the ability to digitally verify visits as outlined in the care plan, automate time and attendance of caregivers, and provide a paperless, digital means to record the type of care and services provided to the client. Since the data is recorded digitally, the program administrators not only can verify and validate the visit and the type of care, but also will be able to generate various reports and analytics to drive efficiency in the process.

Caregivers can easily clock in and out from their place of care, which the system will verify automatically via geofencing technology. In addition, caregivers can easily capture additional information via digital forms on a mobile app. These forms can be customized to suit your needs and business workflow. The right system can also offer customized reporting for time and hours (for payroll), mileage, costing needs, etc.

With a system like this, you can lay out how you want your business to run and automate certain processes using real-world triggers that have to do with people, place and time. The events that would automatically set off certain actions can be customized to however you see fit. For example, using IFTTT (if-this-then-that) customization allows you to add conditions, triggers and response protocol to the workflow that could occur while in the field.

With respect to verification and safety monitoring, there some basic capabilities that businesses need to be able to monitor to ensure that employees are safe:

1. A communication channel between field or home and headquarters

2. Ability to share location information with headquarters

3. Tracking mileage and other costs if employee needs to travel to jobsite

4. Setting up a safety monitoring workflow

5. Have a real-time broadcast/alerts channel for one-to-one or one-to-many communication

Here are some specific ways that safety monitoring can be addressed:

1. An employee in distress can push the SOS button on an app or simply hit the phone's

2. Set up periodic safety monitoring workflows to detect any threats. Support for multi-level validation and escalation which should include local emergency response details (e.g. PSAP information).

3. A visual command-&-control dashboard available via the web or a mobile app that enables headquarters to monitor & communicate with employees in the field.

Conclusion

With the allGeo GPS-enabled Electronic Verification System, businesses can automatically track & verify caregiver visits against the patient's address, record services provided, and generate proof-of-service that can be submitted for claims reimbursement. allGeo is HIPAA compliant and supports mobile app and IVR (from client's landline) based attendance logging. The submission can be sent directly to the state or an EVV aggregator depending on your state's requirements. The workflow also includes scheduling, exception alerts and mileage calculations to help you further reduce your paperwork.

Our recommendation for homecare businesses is that they first put in place an EVV workflow that will streamline their business operations and will ensure that they address several issues all at once. Implementing an EVV system will not only improve their customer service standards, but also reduce costs and boost margins - making for a more successful business overall.

About allGeo

allGeo is a leading provider of field service management for mid-size & enterprise businesses to achieve excellence in field service operations by providing tools to improve operations & payroll processes. The allGeo platform helps businesses create custom field service workflows using products & tools such as Scheduling, Time Clock, Tracking & Monitoring, Mileage, Dispatch Messaging, Mobile Forms, Events based alerts, and Reporting.

Examples of workflows include - Time tracking using geofence and pay rate logic for Payroll, QR and Geofence sites for jobs tracking, Lone worker safety with E911 integration, Electronic Visit Verification (EVV) for home health care, and Field Inspection using QR / mobile forms. The allGeo platform integrates with your CRM, ERP and payroll systems to enable easy flow of data from the field to your back office systems.

Schedule Consultation

Contact Us

Tel: +1-415-496-9436   Fax: +1-800-507-1673   Email: sales@abaq.us