



Americare Scales its Business with HHAeXchange

“The shared platform has created a new ecosystem for us. We now have peace of mind that fraud, waste, and abuse are being reduced and in some cases, eliminated.”

About Americare

Based in Brooklyn, New York, with over 5,000 home health aides serving approximately 6,000 clients across metro New York City, Long Island, and the greater Hudson Valley, Americare is dedicated to outstanding outcomes and a commitment to personalized and individualized care.

Americare operates a Medicaid certified agency, a rehab therapy company, and the largest private duty agency in New York and contracts with providers throughout the state. Americare has been classified by CMS as the best quality home care agency in New York with a star rating of 4.5.

Challenge

When Michael Mayer, Chief Information Officer with Americare, joined the organization, the company was managing clients and employees using a combination of paper methods and an older software system. This approach required a tremendous amount of manual intervention, which was both labor-intensive and inefficient.

Solution

Americare chose HHAeXchange to ensure all communication across different lines of their business was seamless. Leveraging HHAeXchange, Americare benefitted from an integrated case management solution allowing for transparency and insight into all aspects of their contracted provider business, including communication, referrals, authorizations, scheduling, caregiver and plan of care (POC) compliance and billing.

One Single Source of Truth

With HHAeXchange, Americare was able to move from paper to a fully electronic, automated system. The new system created a central repository, with full tracking and auditing capabilities. Through the single claims system, manually processed connections with each provider across the network was no longer required. Providers now connect to Americare through HHAeXchange’s single portal. “HHAeXchange changed the game for us by providing a window into the real-time patient service activities of home care agencies,” said Mayer. “This enabled management oversight like never before.”