



Why This Ohio Provider Selected HHAeXchange for EVV

With the 21st Century Cures Act EVV deadline around the corner, most Ohio providers are either working to implement EVV or still searching for the right solution. While there is no one-size-fits-all approach to EVV, it's helpful to take a look at the big picture, understand the full scope of your agency's needs, and consider which EVV solution would best meet them.

Mato Kret, President of Ohio-based homecare agency FosterBridge, Inc., took the decision about his agency's EVV solution seriously. "We didn't make a decision based on what was free," Kret said. "We made the decision based on where we want to be in 1, 3, 5, 10 years from now."

Let's take a closer look at the reasons why FosterBridge ultimately selected HHAeXchange for EVV, and how that decision has set the agency up for success.

MEETING THE CURES ACT REQUIREMENTS


First things first, providers need to ensure their EVV system fulfills the requirements of the Cures Act. According to the Cures Act's EVV requirement, homecare visits must be electronically verified for the type, date, and location of the service being performed; the individual receiving the service; the caregiver or aide performing the service; and the time the service begins and ends.

HHaEXchange was awarded certification as an alternate EVV system by the Ohio Department of Medicaid (ODM) in July 2020. This means Ohio homecare agencies can use HHaEXchange's comprehensive homecare management platform to achieve full compliance with the State's EVV mandate.

"When EVV became inevitable, we saw the writing on the wall as that being the future of homecare, and any and all solutions must be underpinned by an EVV system that is capable of meeting the standards of 'Homecare 2.0,'" Kret said. "We quickly realized that we needed to team up with a company that has done it before, that has the Medicaid program, managed care payer and provider experience, that has a product that is not only robust and capable of meeting the Cures Act requirements, but also user-friendly and configurable. We ultimately realized that HHaEXchange met all of our desires."

Kret warns Ohio providers not to make the decision for a solution based solely on cost, or what is cheapest at the moment. He advised them to consider the full package – how the solution will help their agency operate more efficiently and save them time and money in the long run.

"Our understanding is, anyone who chooses the 'free' EVV solution will eventually have to either pay up or migrate to a different solution. When we did the math and looked ahead into the future, we realized that HHaEXchange provides the best value in terms of flexibility and configurability," said Kret.



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COMPLIANCE, BILLING & PAYROLL – ALL IN ONE PLATFORM

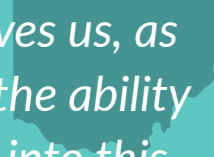
In addition to meeting FosterBridge’s various compliance and functionality standards, the all-in-one aspect of the HHAeXchange platform appealed to them. Designed for Medicaid Managed Care, Commercial LTSS Consumer Directed, and Private Pay services, the HHAeXchange platform connects providers and payers for successful communications, collecting confirmed visits, creating claims, and providing workflow efficiency tools to help providers optimize their operations.

“One of the biggest benefits we’ve seen so far is the fact that we are finally on one platform,” Kret said. “We trust and believe the HHAeXchange platform to be the central place for all of our data – compliance, billing, payroll, etc. It allows us to get rid of the fragmented systems we once had.”

He continued, “HHAeXchange gives us, as an Ohio provider, the ability to put all the data into this one solution. Our integrity of data has gone up, and we have the ability to balance all of our billing and payroll in one place.”

SEAMLESS IMPLEMENTATION

There’s no question about it – implementing new technology can be overwhelming. But the right partner can make the process more manageable and ensure the agency’s needs are met, however complex they may be.



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“Migrating off of our old system onto HHAeXchange, we had no issues,” Kret said. “We were able to communicate our needs and what was important to us, and we felt like we were truly listened to. Whatever we needed done was able to be done. There was always attention, dedicated resources, and time to make sure that the solution matched what we were after.”

A SOLUTION BUILT FOR HOMECARE PROVIDERS

With HHAeXchange on his side, Kret is optimistic about the future of homecare and FosterBridge’s continued success.

“Everything that we want to accomplish is possible with HHAeXchange: the ability to put the plan of care onto the system under each consumer, the ability to have the contracts, the ability to use the mobile app and select the service, clock in, and select the plan of care items that are pre-entered under the consumer file,” he said. “HHAeXchange is a true homecare solution.”

Kret continued, “HHAeXchange will give us the ability to go completely paperless. That benefits our caregivers in the home because they don’t have to drop off their timesheets; that benefits our office coordinator because they don’t have to review the paper timesheets, they can just look at a computer screen; that benefits our payroll and billing specialists because everything is already in the system, they don’t have to review paper timesheets. The benefits go all the way up to our management team, where Analytics Dashboards can be utilized to interpret the report data, and check on quality and compliance with what we put out, and what we put in.”

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