



Silveroak Home Health Care Services Inc. Achieves Cures Act Compliance with HHAeXchange

ABOUT SILVEROAK HOME HEALTH CARE SERVICES INC.

Based in Miami, Florida, Silveroak Home Health Care Services Inc. provides skilled and non-skilled home care services to the local community and is licensed in Miami Dade and Broward counties. Since opening in 1994, Silveroak has strived to help seniors who are unable to leave their home safely to receive skilled medical care or assistance with personal care and other daily living tasks. The agency currently employs about 250 health care workers and services approximately 300 patients.

Johannes Sanchez, MBA, Office Manager/Administrator of Silveroak, has been leading the company for more than nine years. His role as Administrator consists of managing day-to-day operations to ensure compliance with industry standards and mandated regulations.

CHALLENGE

Silveroak began using Electronic Visit Verification (EVV) about two years ago, when Florida mandated EVV and required providers to use the state's EVV aggregator. The implementation process was challenging, and the selected EVV tool did not bring any immediate benefits to their business. "Overall, the experience was very rocky," said Sanchez.

Later, the Centers for Medicare & Medicaid Services (CMS) mandated across the board that fee-for-service (FFS) would be verified by EVV. Since Florida is an Open Model state, agencies could choose any EVV solution that met the requirements of the 21st Century Cures Act. Silveroak wanted a solution that would not only help their company achieve Cures Act compliance, but could simplify their scheduling, billing, and payroll processes as well.

SOLUTION

Silveroak set out to explore alternative EVV solutions and evaluated several different vendors. In seeking their new EVV tool, the executives at Silveroak prioritized those that would allow them to achieve a streamlined, hands-off procedure. “The goal is to put your business on autopilot. And my goal is to get 80-90% there,” said Sanchez.

After evaluating several EVV vendors, Silveroak decided on HHAeXchange. HHAeXchange offers four different EVV solutions – mobile app, telephony, FOB device, and Bluetooth – and all are built to work seamlessly within an agency’s existing environment.

“Since HHAeXchange is connected to the managed care organizations in Florida, the EVV process is pretty seamless,” said Sanchez. “You have full visibility into what’s going on, so you can keep track of visits and address what you need to before anything slips through the cracks.”

After having dealt with the complexities of his last EVV solution, HHAeXchange felt like a breath of fresh air. “Other vendors didn’t offer the simplicity and functionality that HHAeXchange has,” said Sanchez. “The mobile app was very easy to navigate, and with a little training, our employees picked up on it right away. Plus, HHAeXchange’s Support and Client Success teams were always there when we needed them.”

RESULTS

Since implementing HHAeXchange in September 2019, Silveroak has achieved over 90% compliance on their visits.

“Our goal for 2020 is to be 100% compliant,” said Sanchez. “Fortunately, we implemented HHAeXchange before the COVID-19 pandemic hit, so it’s saved us a lot of headaches.”

Sanchez added, “Now, we have everything – EVV, scheduling, billing, and payroll – under one platform, and it’s made our lives a whole lot easier. HHAeXchange is one of the easiest products to use and it gets the job done.”

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- Johannes Sanchez, MBA
Office Manager/Administrator

90%

Compliance on visits