The Home Care Agency Growth Roadmap

Home care is one of the fastest growing industries today, with the demand for home health aides expected to increase a whopping 41 percent through 2026! As the population ages, and more people turn to home care, agencies must be prepared to take on new patients and scale their businesses in order to continue providing quality care. Learn how you can prepare your agency for the changes ahead in HHAeXchange's Home Care Agency Growth Roadmap.

Member Eligibility and Referral Management

Growth happens when you can take on more referrals. Increase referral revenue by:

- Integrating directly with payers to streamline the referral process.
- Tracking your marketing efforts so you know where to spend more resources.
- Automatically flag any members who have eligibility lapses to ensure you're not paying for members who are no longer eligible for care.
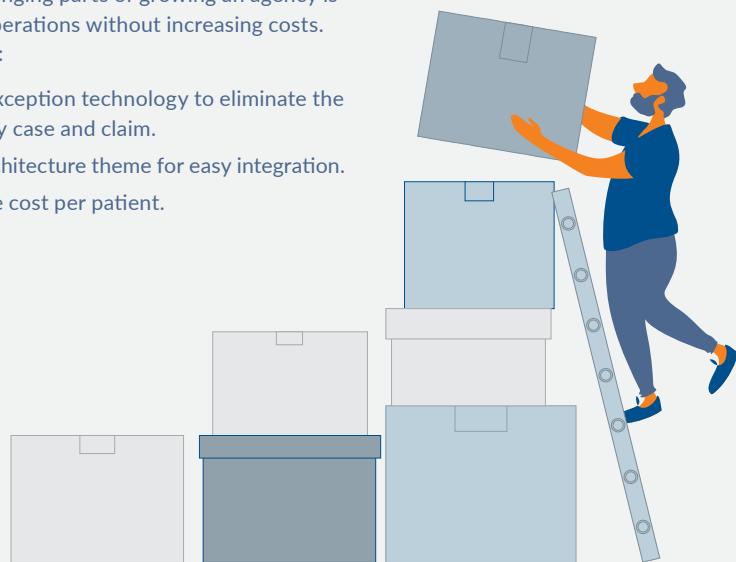
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Scale for Growth

One of the most challenging parts of growing an agency is scaling systems and operations without increasing costs. Look for a system that:

- Uses workflow by exception technology to eliminate the need to review every case and claim.
- Provides an open architecture theme for easy integration.
- Reduces the average cost per patient.

2

Caregiver Management

Your aides are your greatest asset. Simplify management and ensure aides are staying in compliance by:

- Tracking requirements for employee training, certifications, background checks, evaluations and forms.
- Ensuring compliance with state regulations, and being alerted when caregivers fall out of compliance.
- Using a web applicant portal to easily add more aides in the system with less effort from your team.
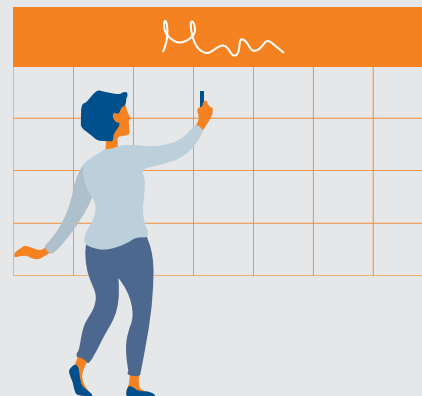
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Streamline Scheduling

Scheduling is one of the most time-consuming daily tasks for an agency. Simplify scheduling and reduce your operational costs with powerful tools that lets you:

- Easily create and manage patient schedules based on authorizations and plan of care.
- Instantly broadcast open cases to all available caregivers to fill open shifts.
- Optimize caregiver-patient matching based on availability, location, patient needs, or special requests.
- Provide schedules to aides via a mobile app so they can manage their schedules on-the-go.

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Risk Avoidance

Falling out of compliance can put an agency at risk of fines, reduced referrals and even bankruptcy. Protect yourself with:

- Real-time risk alerts, such as when a caregiver is scheduled in two places at once or is not qualified for a program's requirements.
- Software that is customized to your specific needs based on your payer requirements.

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Billing and Payroll

The homecare ecosystem is getting more complicated, and to grow, you need to be able to thrive in a multi-payer environment. This means billing capabilities that:

- Directly connect to payers in your state.
- Streamline authorization management by providing alerts when authorizations are coming to an end.
- Reduce denials and arm you with the data to fight for your due reimbursement.
- Connect you directly to your payroll provider of choice.

6

Effective, Holistic Reporting

As you grow, you need to keep up on your agency's operations without poring through endless spreadsheets. Get reports that provide a snapshot of your agency's performance with data like:

- EVV Compliance
- Authorizations
- Missed Visits, Short Visits, etc.
- Billing Trends
- Payroll

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