Optimize Workflow for Faster, More Consistent, and Accurate Results.

Manage Aides Effectively and Improve Delivery of Client Services by Quickly Organizing and Retrieving Critical Data

Home Care IT is a web-based software application designed especially for non-certified (non-medical) private pay and third-party funded agencies. It enables you to meet compliance standards, eases the audit process, and ensures that billing conforms to payor requirements. Home Care IT helps manage the many details of running a successful home care agency.

Home Care IT supports all the operations of a home care agency, and enables you to:

• Schedule Visits Easily and Quickly!
• Reduce or Eliminate Rejected Billing!
• Produce Payroll and Billing in 1/10 the time*
• Access the system from anywhere with a browser-based system.
• Achieve a Lower Total Cost of Ownership than premises-based systems.
• Eliminate the Need for Expensive server systems and maintenance.
• Enjoy a Fast and Rich user experience with the latest web-technologies.

Home Care IT is accessible through a standard browser from anywhere you can reach the Internet. It is hosted on secure servers, freeing you from the expense and trouble of owning and maintaining supportive hardware, software, and licenses.

The system uses advanced web techniques to produce a rich, fast, and productive user experience. Transmissions are encrypted and secure, protecting you, your clients, and your employees from eavesdropping or data interception. Your data is hosted and backed up at a 24 hr/day guarded and monitored facility with redundant energy supply.

Home Care IT is available on a monthly subscription basis. There is no minimum subscription period; you may cancel your subscription at any time. Subscription rates are offered on a tiered basis depending on the number of clients you serve and the feature suite you choose, making it affordable for start-ups and small agencies. At the same time, for large enterprises with many clients and multiple offices, Home Care IT provides scalable performance and considerable value.

For more information and to schedule a guided demonstration, visit homecare-it.com or call 781-863-2661 to speak with an account manager

* Average new customer reported experience compared with manual or outdated electronic systems.

Home Care IT is a member of:
The National Association for Home Care & Hospice
The Home Care Alliance of Massachusetts
The Home Care Aide Council
Rhode Island Partnership for Home Care

IT Resources, Lexington, MA

homecare-it.com • 781-863-2661
Service Details

Security
Home Care IT is compliant with the Massachusetts Personal Information Privacy regulations, the strictest in the country. All transmissions are encrypted to banking level security and our servers are located in a 24 hour-per-day locked, guarded, and monitored SAS 70 certified facility with redundant power supplies and communication lines. The system is permission-based whereby you decide who in your agency has access to what information.

Web-based “Cloud” Computing
The system is web-based, which means that it runs on our servers maintained by us. You do not need to maintain any software or equipment other than your desktops, laptops, smart phones, and Internet routers. All updates to the system are available instantly without your needing to download or install any software. Support is without charge.

Aide Management
The system keeps vital aide information such as dates for INS renewal, TB shots, chest x-rays, COR checks, driver’s license and insurance renewal, etc. You can track your aides’ basic and in-service training, and you can produce reports on the status of all this information to help you monitor and manage their status. You can keep an unlimited number of contact numbers for each aide to accommodate cell phones, landlines, and email addresses to which you can automatically email schedules. Real-time and system-generated notes are kept for each employee. The system keeps track of aide supervision and keeps detailed information on supervised visits.

Client Management
The system keeps vital information on each client such as billing ID numbers, diagnoses, and names and numbers for physicians, hospitals, relatives, proxies and billing contacts. The system displays client age, date of birth, risk level, and user- and system-generated notes as well as details on tasks to be performed, directions to the home, and a weekly schedule.

Authorizations
Home Care IT provides a tightly managed authorization system. You select the private and public funding sources with which you contract, and create client authorizations for each funding source. The system will not allow over-utilization of authorizations for assignments or billing. Authorizations are at the heart of the system. When a client is deactivated, suspended or hospitalized, all his or her authorizations stop which in-turn stops all scheduled visits, prevents further assignments, and prohibits further payroll and billing. This tight coupling of authorizations to assignments, payroll and billing dramatically reduces over-payment and rejected billing, and makes payroll and billing painless.

Assignments
Assignments are made via your browser and are on-going on a weekly, every-other-week, or one-time per month basis until stopped or changed by you. You can easily make substitutions and changes as needed. Schedules are available by any selected week or month of the year and can be viewed on-screen, printed, or emailed. Assignment history is always available. Verified assignments form the basis for payroll and billing.

Payroll
Verified assignments are paid via the system payroll function. When you have verified all visits for a weekly or bi-weekly period, the payroll system produces a data file that is electronically transferred to the Home Care IT payroll partner you choose, or sent by you via email or direct import to another payroll processor of your choice. The system automatically calculates overtime hours according to the IRS-required blended method, and pays for late time slips, holidays, and differentials. Visits may be marked as pay-no-bill, bill-no-pay, or as an absent visit.

Billing
At your specified billing period, you can generate billing for your funding sources. Available billing formats include Provider Direct, CMS-1500, EDI (837P), CSV, and others.

Electronic Visit Verification (EVV)
As an option, Home Care IT provides completely integrated EVV (Electronic Visit Verification) via telephony and/or Smartphone GPS-Location Services for recording visit arrivals and departures. There is no need to upload or download files or schedules; everything is contained within the Home Care IT system. At your choice Home Care IT can also send you notifications via email and/or text of late arrivals and no-shows. A visual alert system shows in real-time aides’ progress throughout their day.

Aide Portal
The Aide Portal allows aides to check their schedules and task lists for each client from their Smartphones. Optionally they can check-in and check-out of their visits with GPS-enabled location services which will record their location and times of arrival and departure. A completed task list can be submitted along with visit notes.

Text Messaging
Text messaging service is an available option. Text your aides and receive replies right from the Home Care IT system. All messages and replies are recorded. No need to use employees’ personal phones or use up personal minutes (field personnel will use their own phones).

Supervision
Home Care IT allows you to manage supervised visits by recording visits, reporting on status, and providing a number of helpful tools to make it easier to meet the requirements for aide supervision.

Custom Reports
Your Home Care IT database contains a wealth of information about your clients, aides, funding sources, assignments, authorizations, payroll and billing. Several useful reports are built into the system, but one outstanding feature of Home Care IT is the custom report builder that allows you to query and report on your data in innumerable ways. You can “slice and dice” your Home Care IT data to come up with reports you may not even presently anticipate.

Technical Support
Home Care IT provides unparalleled service. In addition to on-line help articles and training videos, instructor-led training at our training facility, at your site, or online is available. Technical support may be contacted by support ticket and telephone and always for no charge. We regularly seek our customers’ feedback to improve the user experience and provide new and useful features. Updates, new features, and system upgrades are all free of charge and are distributed without interruption.

Terms and Conditions
There are no contracts to sign and no commitments to make. You can discontinue your subscription at any time, and at your request, if your account is in good standing, you can receive an electronic file of all your data.

And more…
There is even more to the system than we have described here. For further information and to schedule a guided demonstration, visit homecare-it.com or call 781-863-2661 to speak with an account manager.