

PRODUCT PULSE

April 2024

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- This webinar is being recorded, we will share the recording and slides after the session
- Your camera and mics are turned off
- Q&A at the end, please submit your questions in the Q&A box
- Post session survey— we would love your feedback!





Agenda

- Introduction
- What's New: Knowledge Base Preview
- Data Sharing Tools that Drive Efficiency
- Partner Highlight: Keeper
- Q&A

Welcome! Meet the Speakers



Alex Mastrianni

Sr. Product Marketing Manager,
HHAeXchange



Courtney Hartman

Director of Client Success,
HHAeXchange



John Stauffer

VP, Software Engineering,
HHAeXchange



Moshe Goldstein

Director of Sales & Partnerships,
Keeper



What's New

Knowledge Base Preview

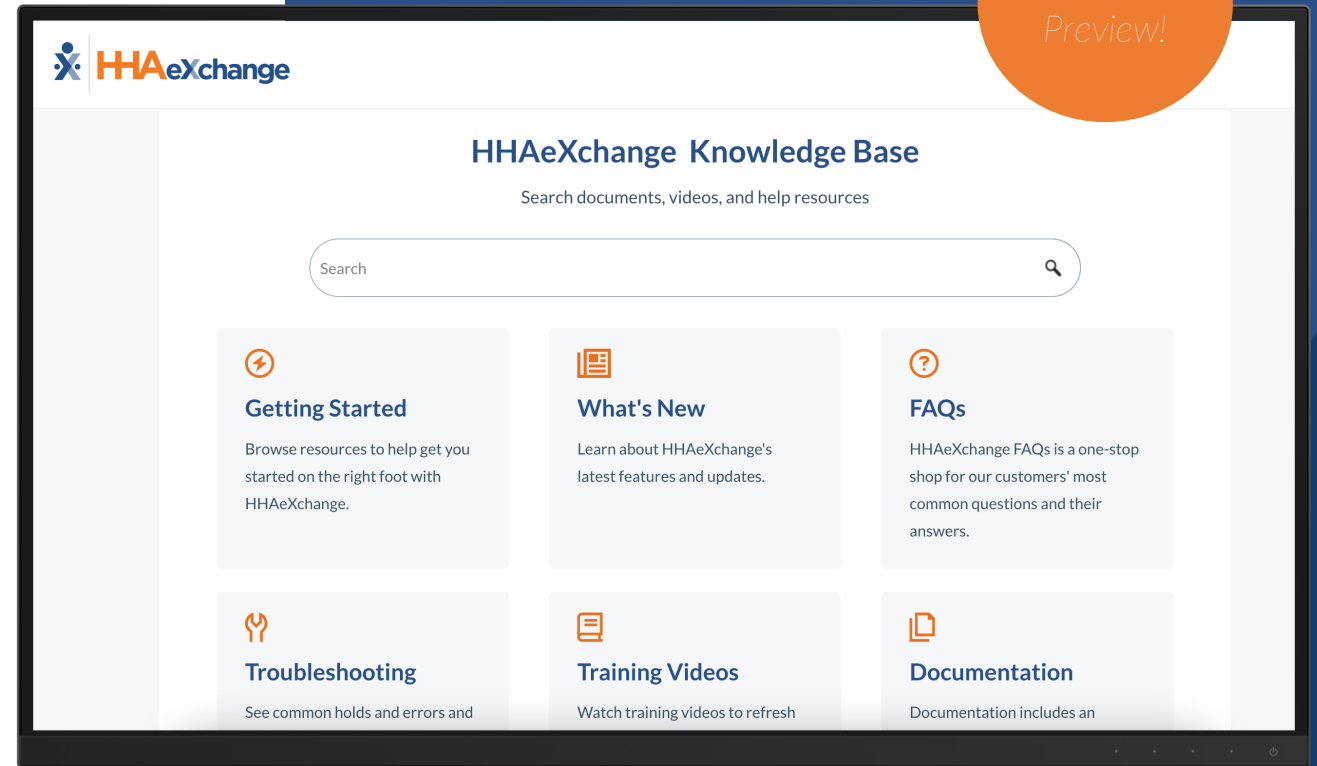


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Exclusive
Preview!





Product Spotlight

Data Sharing Tools that Drive Efficiency

Common Challenges Agencies Face



Using multiple systems that don't connect creates more work



Updating data manually can lead to mistakes



Without integrations, some solutions may not be an option



Compiling data to track trends may be a long, manual process that requires manipulation

DATABASE REPLICATION

API DATA ACCESS

PARTNER CONNECT INTEGRATIONS



Seamlessly connect multiple systems



Have confidence in your data and maintain data accuracy



Expand access to other software solutions



Simplify data analysis and easily spot trends



What is Database Replication?

Get direct access to your data and unlock new levels of flexibility for business reporting

- Copy of the customer data available for read access
- Eliminates the overhead associated with building and maintaining a local data warehouse environment.
- Eliminates daily monitoring, troubleshooting, synchronization, and reconciliation challenges.

> How Agencies Use Database Replication



In-Depth, Granular Reporting

Track trends in authorizations, patient admissions, caregiver overtime, etc.

Enhance Standard HHAeXchange Reports

Need to add additional fields to your go-to reports? It's possible with database replication.

Connect to Business Analytics Tools

Connect your HHAeXchange data to a tools like Power BI or Tableau.

Seamlessly Replicate Data

Clone data into an external data warehouse such as Snowflake or Redshift.

Compare Performance Across Multiple Offices

Easily analyze data from multiple HHAeXchange environments.





What is API Data Access?

Exchange data electronically with third-party software systems

- HHAeXchange's APIs allow for read and write access.
- Security: APIs are exposed as a Simple Object Access Protocol (SOAP) secure HTTPS web service.
- API Datasets available:
 - Patient Information
 - Caregiver Information
 - Schedule and Visit Information
 - Billing Information
 - Payroll Information
 - Upload / download documents
- [API Data Access Documentation](#)



Connect HHAeXchange and other software with API Data Access



Integrate with a telephone vendor so that caregiver and patient phone numbers are automatically shared from HHAeXchange and recognized in the vendors' system

Use APIs to connect with a home-grown electronic timesheet system so that manual clock-ins / outs don't have to be logged on paper

Connecting to a CRM, such as Salesforce, onboarding platform, or workforce management system





API Data Access in Action



- Home
- Patient
- Caregiver
- Visit
- Action
- Billing
- Report
- Dashboards
- Admin

- Notification 0
- Messages 0
- ToDo's 0
- Open Cases 0
- Chat 0

[Support Center](#) [Sign Out](#)
 Welcome - NationalCUI (NationalCUI
 (National Home Care LLC) (ID# 167 | APP2)

Enterprise 24.01.01 NPRODWEB7 : 443 2/19 10:42 ES

New Patient

* Office:

Demographics

* First Name:

Middle Name:

* Last Name:

* DOB:

* Gender:

* Coordinator:

Race:

Coordinator 2:

Ethnicity:

Coordinator 3:

Service Request Start Date:

Nurse:

Source Of Admission:

EVV Required:

Team:

Enable FOB Confirmation:

Location:

Patient ID:

- PCA
- LPN
- ST
- HMK
- PA
- COMP
- SCI
- RESP
- CBSA
- SPC
- NINS
- Other (Non Skilled)
- HHA
- PT
- MSW
- NT
- HCSS
- APC
- ILST
- ESC
- PC
- SHHA
- OTA
- Other (Skilled)
- RN
- OT
- HSK
- RT
- CNA
- SCM
- PBIS
- SDP
- CH
- SHC
- PTA

* Accepted Services:

Medicaid Number: (e.g. XX99999X)

Medicare Number:

HI Claim Number:

Wage Parity:

(Contract setup overrides Patient setup)

From Date: To Date:

From Date: To Date:

Branch:

HIE/RHIO Consent i

Add

Name	Patient Consent	Effective Date
------	-----------------	----------------

SSN#: Allow Duplicate:
 (e.g. xxx-xx-xxxx)



API Data Access in Action



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- Open Cases 0
- Chat 0

Support Center Sign Out
 Welcome - Sarah Goodpaster (NationalCUI)
 (National Home Care LLC) (ID# 167 | APP2)

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Patient Profile

- General
- Contracts
- Referral Patient Info
- Profile
- Eligibility Check
- Authorizations/Orders
- Special Requests
- Master Week
- Calendar
- Visits
- POC
- Caregiver HX
- Others
- Rates
- Supplies
- Financial
- Vacation
- Family Portal
- Document Management

Clinical

- Info
- Certification
- Med Profile
- MD Orders
- Interim Order
- Documentation
- Care Insights

Search

First Name:

Last Name:

Admission ID:

Patient Info - Active

Name: Barrymore Dew
DOB: 01/01/1979

Admission ID: NHC-900411
Primary Alt. Patient ID: 4343434

Patient ID:
Home Phone: [555-555-6666](tel:555-555-6666)

Contract: Aetna, Atena Services, Private Pay
Address: 100 happy lane, MORGAN, UT, 84050

Coordinators: Dorothy

Office: National Home Care LLC

Languages:

Profile

[Print Profile](#)

Demographics

[History](#)

First Name: Dew	Middle Name:
Last Name: Barrymore	DOB: 01/01/1979
Gender: Female	Coordinator: Dorothy
Race:	Coordinator 2:
Ethnicity:	Coordinator 3:
Start Date: 09/26/2014	Nurse:
Admission ID: NHC-900411	EVV Required: <input checked="" type="checkbox"/>
Accepted Services: PCA, HHA, RN, LPN	Patient ID:
SSN#:	Medicaid Number:
Allow Duplicate: No	Medicare Number:
Alerts:	HI Claim Number:
	Wage Parity: <input type="checkbox"/>

From Date: **To Date:**
From Date: **To Date:**

HIE/RHIO Consent i

Name	Patient Consent	Effective Date

Address

Address Line 1	Address Line 2	City	State	County	Zip	Cross Street	Primary	Address Type(s)	Notes
100 happy lane		MORGAN	UT		84050		Yes		H
2121 Main Street		MORGAN	UT	Morgan	84050		No		H

Phone Number Information

[History](#)

Home Phone: 555-555-6666



API Data Access in Action



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- Open Cases ⁰
- Chat ⁰

Support Center [Sign Out](#)
 Welcome - Sarah Goodpaster (NationalCUI
 (National Home Care LLC) (ID# 167 | APP2

Enterprise 24.01.01 NPRODWEB1 : 443 chrome 121 (Doc Chrome 121) 2/19 10:42 ES

New Caregiver

* Primary Office:

Demographics

* First Name:

* Last Name:

Gender:

Dependents:

SSN#:

(e.g. xxx-xx-xxxx)

Rehire: Rehire Date:

Marital Status:

Middle Name:

* Initials:

DOB:

Alt. Caregiver Code:

Ethnicity:

Country of Birth:

Employment Info

Referral Source:

Referral Person:

- Employment Type:
- PCA
 - LPN
 - ST
 - HMK
 - PA
 - COMP
 - SCI
 - RESP
 - CBSA
 - SPC
 - NINS
 - Other (Non Skilled)
 - HHA
 - PT
 - MSW
 - NT
 - HCSS
 - APC
 - ILST
 - ESC
 - PC
 - SHHA
 - OTA
 - RN
 - OT
 - HSK
 - RT
 - CNA
 - SCM
 - PBIS
 - SDP
 - CH
 - SHC
 - PTA
 - Other (Skilled)

Application Date:

Status:



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Enterprise 24.01.01 NPRODWEBS : 443 chrome 121 (Doc Chrome 121) 2/19 11:34 EST

Caregiver Info

- Profile
- Compliance
- Calendar
- Visits
- In Service
- Rates
- Notes
- Preferences
- Absence/Restriction
- Availability
- Payroll Info
- Expenses
- Pay Check
- Patient Hx
- Others
- Document Management

Search

First Name:

Last Name:

Caregiver Code:

Caregiver Info Active

Name: Francis Tiffant **Caregiver Code:** NHC-39079 **Office:** National Home Care LLC
Team: Team CABS **Agency:** National Home Care LLC **Phone:** 218-321-3165
Address: 320 Anthem Dr **Languages:** English, Amharic, Arabic **DOB:** 02/01/1992 **Availability Updated:** 2/19/2024
 NORFOLK, NY, 13667 **Caregiver Hours:** H: 0 V: 0

Profile

[Profile Log](#) [Print Profile](#)

Demographics

[History](#)

*** First Name:** Tiffant **Middle Name:** M
*** Last Name:** Francis *** Initials:** TF
*** Gender:** Female *** DOB:** 02/01/1992
*** Caregiver Code:** NHC-39079 **Alt. Caregiver Code:** 167-1297
Mobile Application Access: [Generate New Code](#) **Mobile Type:**
Enable Mobile Chat: N/A **Mobile Device ID:** 5746121362
Time & Att. PIN: 999693
Enable Mobile App Biometric Two Factor Authentication:
*** SSN#:** 315-63-1555
Rehire: No Rehire Date :
Marital Status: Single
Dependents: 1
Allow Caregiver to select the visit as a Community visit:
Ethnicity: Native Hawaiian
Country of Birth: United States
Picture:
Secondary Offices:



Employment Info

[History](#)

*** Type:** Employee
*** Status:** Active
Reason:
Notes:
*** Employment Type:** PCA, HHA **Employee ID:** 32165415
*** Application Date:** 02/19/2024 **Team:** Team CABS
Hire Date: **Location:** Assisted Living
First Work Date: **Branch:** Branch 1



▶ HHAeXchange Partner Connect Program



Caregiver Rewards



Care Intelligence



Earned Wage Access



eLearning



Health Benefits



HR and Payroll



Intake & Staffing



AI Workforce Optimization



Certified Consultants





Partner Highlight

Keeper

Earned Wage Access for Homecare

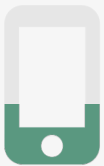


89%




89% of surveyed caregivers would be willing to work longer for an agency who offered EWA

25%



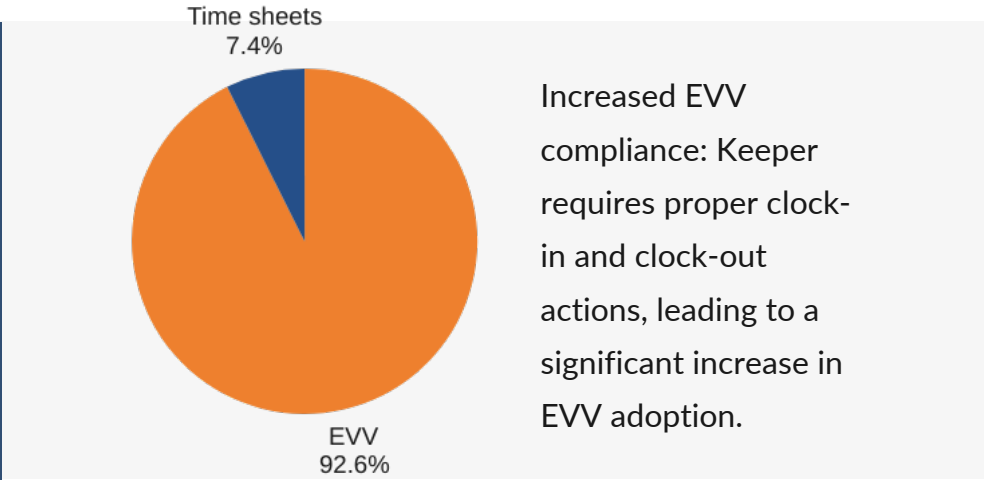
25% of surveyed caregivers begin using the app within a month

5%

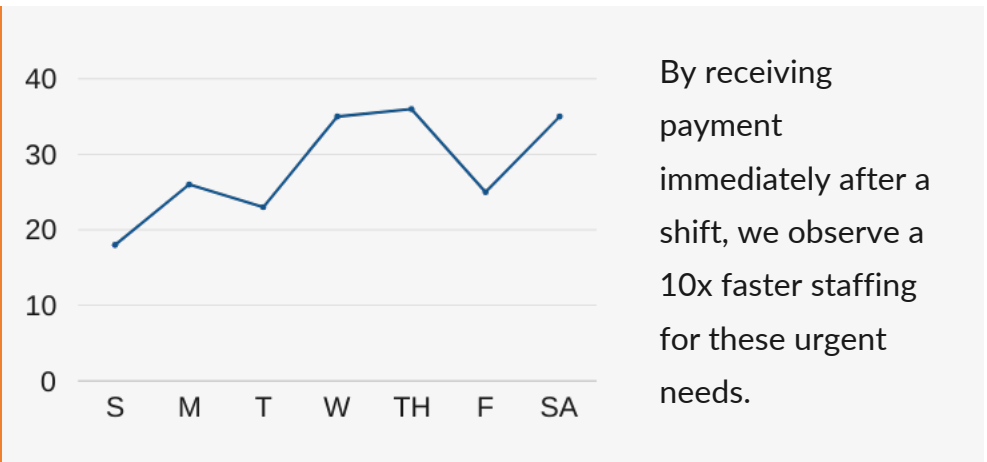


5% of surveyed caregivers will switch over from paper checks to direct deposit

INCREASED EVV COMPLIANCE



PICK-UP SHIFTS/ LAST-MINUTE REPLACEMENTS:



Why Keeper?



- **Homecare:** Keeper is the only On-Demand Pay provider built specifically for homecare. We do not work with "employees"; we work with "caregivers."
- **No changes to payroll:** Unlike other providers, our integration does not make any changes to your payroll setup. Additionally, our system is 100% customizable to meet your demands.
- **Customer Service:** Our customer service team has a deep understanding of homecare, EVV, and how to navigate HHAeXchange.
- **Free Financial Wellness Program:** Caregivers have 24/7 access to our financial wellness program, which includes live coaching, webinars, and more.
- **All-Inclusive Marketing:** With a dedicated marketing team, agencies have the ability to customize all marketing materials to maximize the benefits of On-Demand Pay.
- **Access to Free Transactions:** Caregivers can opt for a gift card or a delayed transaction and avoid paying transaction fees!



Q&A



Thanks for joining us!