PRODUCT PULSE

Top Tools for Caregiver Management

September 2024

Housekeeping

- 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: Recent Product Release Highlights**

> **Top Tools for Caregiver Management**

> **Partner of the Month: NY Best Medical**

> **Q&A**

Welcome! Meet the Speakers

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What's New

Recent Product News

- **277CA Response Files Now Available for Providers with SFTP Sites:** Rectify claim rejection issues faster and without relying on HHAeXchange support input, **resulting in faster payments.**

- **Caregiver Option Added to Invoice Grouping:** Users now have the option to split invoices by caregiver when selecting the choice to organize invoices by Per Patient, Per Day, Per Service Code.
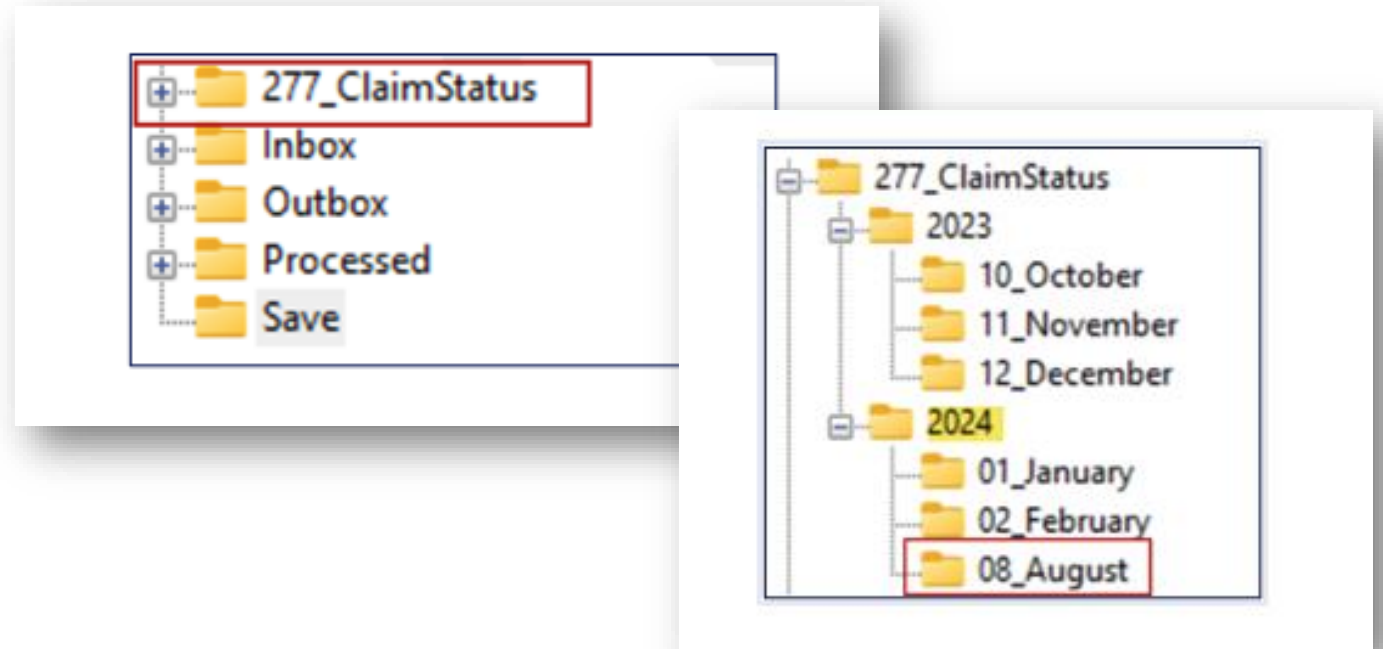
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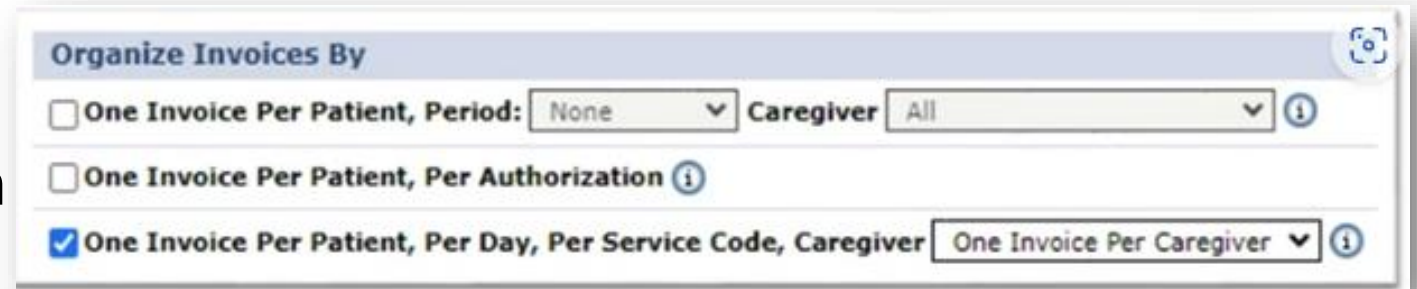
New York CDPAP PMPM Reimbursement Changes

A new three-step process is in place to support the changes that New York DOH has made to separate the direct care billing from the administrative component of the total rate.

See the step-by-step process at:
knowledge.hhaexchange.com

Product Spotlight
Top Tools for Caregiver Patient Management in HHAeXchange

Complex Caregiver Management

Challenges:

- Agency-Caregiver communication is critical
- High staff turnover
- Inefficient staff
- Growth and Scalability Limitations

Top Tools for Caregiver Management

1 Broadcast

2 Mobile Messaging

3 In Service

4 Caregiver Rates

Communicating with Caregivers: Search Caregiver

Communicating with Caregivers: Caregiver General Availability

Communicating with Caregivers: Fill a Specific Shift

Mobile Messaging

Broadcast Dashboard & Caregiver Communications History

In Service

In Service

Caregiver Rates

Partner Highlight

NY Best Medical

Ensuring Caregiver Compliance and Health

NY Best Medical offers a seamless solution for managing annual caregiver compliance and physical exams, ensuring ongoing regulatory adherence and workforce wellness.
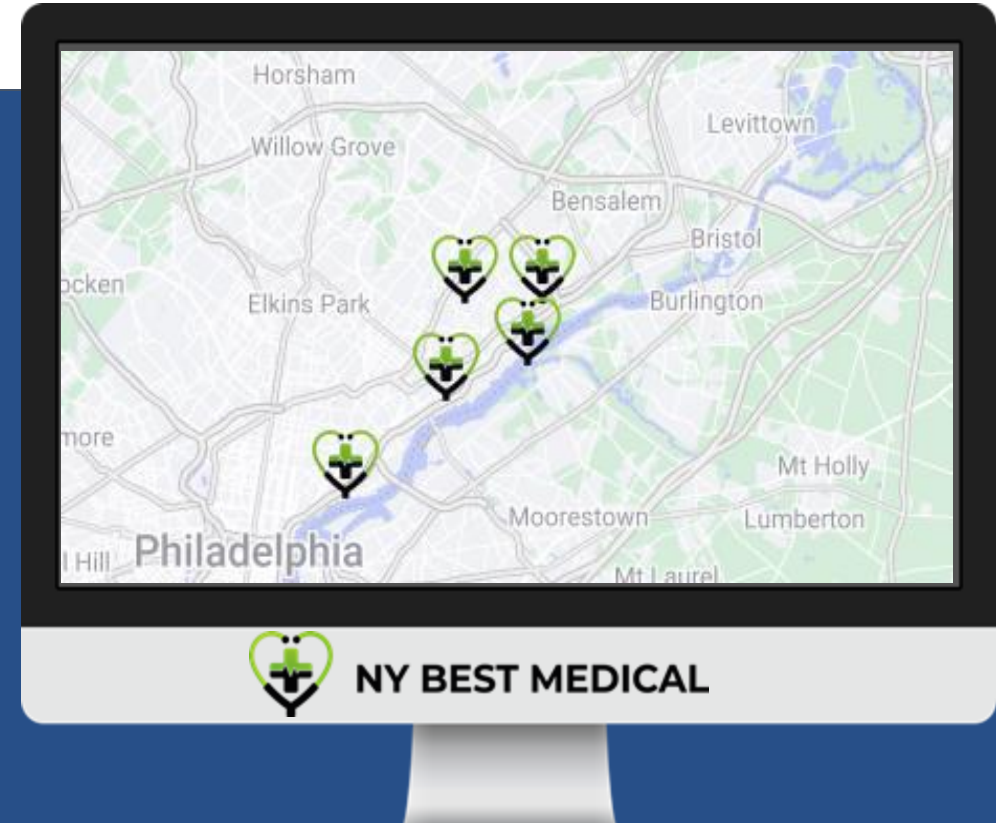
NY BEST MEDICAL

Onboarding Assistance Program

Annual Physicals

I9 & Work Authorization Facilitation

Annual compliance tracking, made easy.

Our advanced API Integrations track all required compliance documents and certifications to ensure caregivers meet regulatory standards year-round.

NY BEST MEDICAL

- Automated Documentation Submission
- Compliance data mapped and categorized
- Real time compliance tracking

- Employee demographic information
- Compliance status
- Schedule visibility (block appointments to reduce call outs)

Hassle-Free & Timely Reminders for Caregivers

- Real-time communication ensures caregivers stay on track without additional administrative follow-up.

- Scheduling via SMS at one of our many partner locations across Pennsylvania

- On-site and remote options for compliance checks

NY BEST MEDICAL

Impactful Integration

Operational Impact

50% Reduction in Admin Workload

400% growth in cases

Q&A

Thanks for joining us!