



Welcome to the PCAssistant Demonstration

PCAssistant

Our mission is to assist homecare agencies that utilize HHAExchange as business management and operating software to drastically cut operating costs, while optimizing business management and operation. The services we offer are fully customized to your needs in essence, we automate the procedure you currently implement. Our program is designed to significantly lighten your office employee workload load, while improving the work quality and efficiency, allowing you to cut your costs and improve billing, while concentrating on growing your business.



Services offered

1

EVV Call Management:

- Call dashboard clearing
- Pre-Billing clearing

2

Timesheet confirmation

3

SMS Communication

4

Compliance assurance

EVV Call Management

In the environment of mandatory EVV compliance, efficient management of EVV clock in and clock out is paramount. Our program is designed to make the EVV compliance flawless and efficient. Our goal is to improve the EVV compliance by your caregivers and to manage all received calls to facilitate an easier billing process.

1

The first step in our process is improving the discipline of your caregivers when it comes to EVV compliance. Our SMS system detects the missing clock in or clock out, and prompts your employee to clock in/clock out in real time. The prompts continue to go out periodically until the call is received.

2

All calls that are not linked by EVV and enter Call Dashboard are handled in accordance with the approved procedure. Our program is capable of matching such calls to the schedule and adjust visit schedule and clock in/clock out time to avoid prebilling issues. The calls are linked or rejected as appropriate.

3

Finally, the calls that are linked by EVV but create Pre-Billing problems are handled in accordance with the approved procedure. Our program is capable of matching such calls to the schedule and adjust visit schedule and clock in/clock out time to repair prebilling issues such as unbalanced or overlapping visits. Our program confirms the POC duties with your employees and assures POC compliance. The program is cable of handling 24-hour and 12/12 hour split shift visits.

Our system may be customized to send EVV compliance reminders to caregivers at the time the EVV compliance is required.

EVV Call Management

SMS Reminder

1

PCAssistant detects missing EVV clock IN/Outs and addresses them as they post on HHAExchange.

Call Dashboard (Missed In) (0) (4) (1) (0) (0)

[Call Maintenance](#) [Missed In](#) [Missed Out](#) [Missed Call](#) [Visit Log](#) [Call Log](#) [Rejected Calls](#) [Corrections](#)

Missed Call In Search

Office(s): All Coordinator: All Admission ID: Patient Name:
Contract: All Assignment ID: Caregiver Name: Discipline: All
Caregiver Team: All Caregiver Location: All Caregiver Branch: All Skill Type: All
Patient Team: All Patient Location: All Patient Branch: All Timesheet: All
From Date: [HHMM] To Date: [HHMM]

[Search](#) [View Report](#) [Send Message](#)

■ The Patient is listed as a "Cluster" case.
■ The Patient is listed as a "Linked" case.
■ The Patient is listed as a "Mutual" case.

Page 1 of 1

Assign.ID	Patient Name	Office Name	Phone	Adm.ID	Caregiver Name	Visit Date	Coordinators	Schedule	Contract	Discipline	Svc. Code	Caregiver Team	
13243	MAURIE SEARLES	Centers Plan for Healthy Living, LLC	703-277-1111	02/19/2024	MAURIE SEARLES	02/19/2024	MAURIE SEARLES	1100-1800	Centers Plan for Healthy Living, LLC	PCA	703-277-1111	LHCSA	Find Calls
13244	MAURIE SEARLES	Centers Plan for Healthy Living (CDPAS)	703-277-1111	02/19/2024	MAURIE SEARLES	02/19/2024	MAURIE SEARLES	1030-1600	Centers Plan for Healthy Living (CDPAS)	Other (Non Skilled)	703-277-1111	CDPAP	Find Calls
13245	MAURIE SEARLES	Centers Plan for Healthy Living (CDPAS)	703-277-1111	02/19/2024	MAURIE SEARLES	02/19/2024	MAURIE SEARLES	1000-1500	Centers Plan for Healthy Living (CDPAS)	Other (Non Skilled)	703-277-1111	CDPAP	Find Calls
13246	MAURIE SEARLES	ELDERPLAN/HOMEFIRST	703-277-1111	02/19/2024	MAURIE SEARLES	02/19/2024	MAURIE SEARLES	0930-1430	ELDERPLAN/HOMEFIRST	Other (Non Skilled)	703-277-1111	CDPAP	Find Calls

EVV Call Management

SMS Reminder

2

The caregiver that failed to clock IN/Out is detected and PCAssistant proceeds to locate the caregiver in HHAExchange database via the Search Caregiver Screen and verifies the missing visit confirmation time.

Caregivers

Caregivers Caregiver General Availability Fill a Specific Shift

Search Caregivers [↗](#)

All fields marked with an asterisk (*) are required.

Office * Status

All Active

+ Advanced Filters

Search Reset

Caregivers

Bulk Actions ▾

List (1) Map (1)

<input type="checkbox"/>	Caregiver ▾	Discipline(s) ▾	Address ▾	Phone ▾	Email ▾	Contact Method ▾	Status ▾	Actions
<input type="checkbox"/>	[Image]	Other (Non Skilled)	[Image]	[Image]	--	Mobile/Text	Active	...

EVV Call Management

SMS Reminder

3

A custom message is then sent to the caregiver reminding the caregiver to clock IN/Out.

Send Message [X]

⚠ Text(SMS) messages are subject to HHAExchange reasonable use policy, and excessive usage may incur charges. If possible, please switch to the default 'Mobile App Notification' delivery method. [X]

All fields marked with an asterisk (*) are required.

Delivery Method * **Delivery Time**

Mobile and Text [v] Now
 Schedule

Recipients ⓘ

[Search bar]

Script

Select Script Options [v]

Message *

You did not call IN at 10:30. Please call IN.

45/640 characters

Broadcast

EVV Call Management

SMS Reminder

4

The process is repeated at set intervals in real time until the clock IN/Out is received.

EVV Call Management

Faulty calls Management

1

PCAssistant addresses all faulty calls that post on call dashboard as they are received.

Call Maintenance

(0)
 (0)
 (0)
 (0)
 (0)
 (0)
 (0)
 (0)

Call Maintenance

Office(s):

Caregiver First Name:

Caregiver Last Name:

Caregiver Code:

Assignment ID:

Patient First Name:

Patient Last Name:

Admission ID:

Contract:

Patient Team:

Patient Location:

Patient Branch:

Status:

Caregiver Team:

Caregiver Location:

Caregiver Branch:

From Date: [HHMM]

To Date: [HHMM]

Coordinator:

Search
View Report
Send Message

■ Caller ID number matches a Patient, but call details do not allow for automatic confirmation.

■ Caller ID number does not match any Patient in the system.

Search Results Total Calls (5)

Automatic Creation of Schedules
Reprocess
Legend

Assign. ID#	Caregiver Code	Caregiver Name	Office Name	Caregiver Phone	Caregiver Team	Patient Name	Call Date	Call Time	Call Type	Caller ID	Status	Action
10000	4230	Delaney, Andrea	Office Name	Phone1 : 800-448-1010 Phone2 :	CDPAP	ALBIO, DORIS	02/17/2024	21:03	OUT H (0)	800-448-1010	No Schedule on Calendar	Reject
10001	4230	Munoz, Mariana	Office Name	Phone1 : 800-448-1010 Phone2 :	CDPAP	MUNOZ, MARIANA	02/17/2024	21:03	OUT H (0)	800-448-1010	Out of Window	Reject
10002	4230	Delaney, Andrea	Office Name	Phone1 : 800-448-1010 Phone2 :	CDPAP	SANTANA, MARIA	02/17/2024	20:25	OUT H (0)	800-448-1010	No Schedule Opening	Reject
10003	4230	Delaney, Andrea	Office Name	Phone1 : 800-448-1010 Phone2 :	CDPAP	REYES, FORTINA	02/17/2024	19:43	OUT H (5)	800-448-1010	No Schedule on Calendar	Reject
10004	4230	Delaney, Andrea	Office Name	Phone1 : 800-448-1010 Phone2 :	LHCSA	SANTANA, MARIA	02/17/2024	19:32	OUT H (0)	800-448-1010	No Schedule on Calendar	Reject

EVV Call Management

Faulty calls Management

2

The first step is to detect whether it is possible to link the call.

Call Maintenance

(0)
 (0)
 (0)
 (0)
 (0)
 (0)
 (0)
 (0)

Call Maintenance

Office(s):

Assignment ID:

Contract:

Status:

From Date: [HHMM]

Caregiver First Name:

Patient First Name:

Patient Team:

Caregiver Team:

To Date: [HHMM]

Caregiver Last Name:

Patient Last Name:

Patient Location:

Caregiver Location:

Coordinator:

Caregiver Code:

Admission ID:

Patient Branch:

Caregiver Branch:

Search
View Report
Send Message

■ Caller ID number matches a Patient, but call details do not allow for automatic confirmation.

■ Caller ID number does not match any Patient in the system.

Search Results Total Calls (5)

Automatic Creation of Schedules
Reprocess
Legend

Assign. ID#	Caregiver Code	Caregiver Name	Office Name	Caregiver Phone	Caregiver Team	Patient Name	Call Date	Call Time	Call Type	Caller ID	Status	Action																				
100001			Green Bay	Phone1 : 920-400-1111 Phone2 :	CDPAP	MEDINA COLON	02/17/2024	21:03	OUT H (0)	920-400-1111	No Schedule on Calendar	Reject																				
100002			Green Bay	Phone1 : 920-400-1111 Phone2 :	CDPAP	MEDINA COLON	02/17/2024	21:03	OUT H	920-400-1111	Out of Window	Reject																				
<p>Displays only active Patients</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Caregiver Code</th> <th>Caregiver Name</th> <th>Patient Number</th> <th>Patient Name</th> <th>Coordinators</th> <th>Phone</th> <th>Visit Date</th> <th>Schedule Visit</th> <th>Link</th> <th>Edit</th> </tr> </thead> <tbody> <tr> <td>Edit</td> <td></td> <td></td> <td></td> <td></td> <td>Phone1 : 920-500-2334 Edit Phone2 : 920-500-6000 Edit Phone3 : 920-500-1000 Edit</td> <td>02/17/2024</td> <td>1515-1915 Edit</td> <td>Link</td> <td>Edit</td> </tr> </tbody> </table>													Caregiver Code	Caregiver Name	Patient Number	Patient Name	Coordinators	Phone	Visit Date	Schedule Visit	Link	Edit	Edit					Phone1 : 920-500-2334 Edit Phone2 : 920-500-6000 Edit Phone3 : 920-500-1000 Edit	02/17/2024	1515-1915 Edit	Link	Edit
Caregiver Code	Caregiver Name	Patient Number	Patient Name	Coordinators	Phone	Visit Date	Schedule Visit	Link	Edit																							
Edit					Phone1 : 920-500-2334 Edit Phone2 : 920-500-6000 Edit Phone3 : 920-500-1000 Edit	02/17/2024	1515-1915 Edit	Link	Edit																							
100003			Green Bay	Phone1 : 920-400-1111 Phone2 :	LHCSA	MEDINA COLON	02/17/2024	19:32	OUT H (0)	920-400-1111	No Schedule on Calendar	Reject																				

EVV Call Management

Faulty calls Management

3

If there is a possibility to link the call, we then enter the Visit Information and Edit Link Call pages to link the call to the visit/calendar.

The screenshot displays a software interface for call management. A modal window titled "HHA Exchange - Edit Visit Link Call" is open, showing search results for a call. The background interface includes a navigation bar with icons for Call Maintenance, Missed In, Missed Out, Missed Call, Visit Log, Call Log, Rejected Calls, and Corrections. The main area shows search filters and a table of search results.

Call Date	Call Time	Caregiver Name	Patient Name	Reason	#	
02/17/2024	21:03			Out of Window	0	Link

Buttons for "Cancel" and "Link" are visible in the dialog box.

EVV Call Management

Faulty calls Management

4

The linked visit then appears in the calendar creating a billable visit.

The screenshot displays a software interface for managing visits. A modal window titled "HHAeXchange - Non Skilled Visit Info" is open, showing details for a visit on 02/17/2024. The visit is scheduled from 15:08 to 21:04. The interface includes fields for Admission ID, Patient Name, Patient Phone #, and Assignment ID. Below the visit information, there is a section for "Last 3 notes" with a table showing a note from "Other" on 2/17/2024 at 3:12:33 PM. The interface also includes buttons for "Schedule", "Visit Info", and "Bill Info", and a "Print" button for the note.

Non Skilled Visit Info

Admission ID: 694000002 Patient Name: HARRISON, MARY
Visit Date: 02/17/2024 Patient Phone #: 603-888-8888
Assignment ID: 100617 Coordinators: Susan, Pamela

Schedule Visit Info Bill Info

Visit Information

Scheduled Time: 1515-1915 Add Pre-Shift Add Post-Shift

Visit Start Time: 1508 02/17/2024 Visit End Time: 2104 02/17/2024

EVV Call In: 15:08 02/17/2024 EVV Call Out: 21:04 02/17/2024

Missed Visit: TT/OT: H:00 M:00

Last 3 notes:

Source	Reason	Action Taken	Note	User	Date/Time
<input checked="" type="checkbox"/>	Other				2/17/2024 3:12:33 PM

* New Reason: Select Action Taken: Select

New Note:

PCAssistant automatically handles most other call dashboard issues, such as potential in/out error, calls from an unrecognized caller ID, duplicate calls, and it can adjust schedule times and visit times in accordance with the procedure approved by the client.

Pre-billing Clearing

Missing POC Compliance

1

PCAssistant detects visits missing POC compliance in pre-billing.

Prebilling Review Search

From Date: 11/23/2023 **To Date:** 02/23/2024 **Office(s):** All **Contract:** All
Coordinator: All **Patient Team:** All **Patient Location:** All **Patient Branch:** All
Discipline: All **Caregiver Team:** All **Caregiver Location:** All **Caregiver Branch:** All
Patient: **Caregiver:** **Timesheet:** All **Service Code:**

Check All Validation:
 Unbalanced Visits Incomplete Confirmation With Temp Caregiver Caregiver Compliance POC Compliance
 Overlapping Shifts OT/TT Not Approved Restricted Caregivers Timesheet Insufficient Duty Minutes
 Authorization Clinical Documentation Medicaid Compliance Missing Service Portal Approval Custom Validations

[Search](#) [View Report](#)

Total Search Result: N/A **Total Hourly:** (N/A) **Total Visit:** (N/A) **Total Daily:** (N/A) [Refresh](#)

Search Results

Date	AdmissionID	Patient Name	Office	Contract	Caregiver Code	Caregiver Name	Service Code	Coordinators	Scheduled Time	Visit Time	Discipline	TF	Problem
02/23/2024			Centers Plan for Healthy Living (CDPAS)	Centers Plan for Healthy Living (CDPAS)	OPE-4321		T1019U6		1115-1615	1119-1605	Other (Non Skilled)	7	POC Compliance
02/23/2024			Centers Plan for Healthy Living (CDPAS)	Centers Plan for Healthy Living (CDPAS)	OPE-4582		T1019U6		1300-1600	1312-1607	Other (Non Skilled)	7	POC Compliance
02/23/2024			Centers Plan for Healthy Living (CDPAS)	Centers Plan for Healthy Living (CDPAS)	OPE-3950		T1019U6		0900-1600	0858-1608	Other (Non Skilled)	7	POC Compliance

Pre-billing Clearing

Missing POC Compliance

2

PCAssistant proceeds to locate the caregiver in HHAExchange database via the Search Caregiver Screen.

Caregivers

Caregivers Caregiver General Availability Fill a Specific Shift

Search Caregivers [↗](#)

All fields marked with an asterisk (*) are required.

Office * Status

All Active

+ Advanced Filters

Search Reset

Caregivers

Bulk Actions

List (1) Map (1)

Caregiver	Discipline(s)	Address	Phone	Email	Contact Method	Status	Actions
<input type="checkbox"/>	Other (Non Skilled)				Mobile/Text	Active	...

Pre-billing Clearing

Missing POC Compliance

3

A custom message is sent to the caregiver confirming the POC duties to be entered for that visit.

Caregivers

Caregivers Caregiver G

Search Caregivers

All fields marked with an asterisk (*) are required.

Office*

All

+ Advanced Filters

Search **Reset**

Caregivers

List (1) Map (1)

Caregiver Log for [Name]

< Previous 1 Next >

Text(SMS) messages are subject to HHAExchange reasonable use policy, and excessive usage may incur charges. If possible, please switch to the default 'Mobile App Notification' delivery method.

All fields marked with an asterisk (*) are required.

Delivery Method * **Delivery Time**

Mobile and Text Now Schedule

Recipients

Script

Select Script Options

Message *

POC compliance:

Please confirm if you have performed the following duties with your patient today:

- Bath (Shower) 101
- Hair care (Comb) 105
- Dressing 109
- Toileting (toilet) 115
- Diversional Activities 506
- Monitor patient safety 507

Text "Yes" to confirm. Text "NO" if incorrect.

282/640 characters

Status

Pre-billing Clearing

Missing POC Compliance

4

POC duties, as confirmed, are entered into HHAExchange database creating a billable visit.

Prebilling Review Search

From Date: 11/25/2023

Coordinator: All

Discipline: All

Patient:

To Date: 02/23/2024

Patient Team: All

Caregiver Team: All

Office(s): All

Patient Location: All

Caregiver Location: All

Contract: All

Patient Branch: All

Caregiver Branch: All

HHAExchange - Non Skilled Visit Info

No Duties Found

Other Duties

			Duty Number	Category	Duty	Additional Value	Minutes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	100	Personal Care	Bath-Tub		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	101	Personal Care	Bath-Shower		0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	102	Personal Care	Bath-Bed		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	103	Personal Care	Patient requires Total Care		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	106	Personal Care	Mouth Care/Denture Care		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	107	Personal Care	Hair Care-Comb		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	108	Personal Care	Hair Care-Shampoo		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	109	Personal Care	Grooming-Shave		0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	110	Personal Care	Grooming-Nails		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	111	Personal Care	Dressing		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	112	Personal Care	Skin Care		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	113	Personal Care	Foot Care		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	114	Personal Care	Toileting-Diaper		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	115	Personal Care	Toileting-Commode		0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	116	Personal Care	Toileting-Bedpan/Urinal		

We can also clear other pre-billing problems, such as unbalanced visits created by EVV, or 24 hour and split shift case errors.

Prebilling Review Search

From Date: 11/25/2023 **To Date:** 02/23/2024 **Office(s):** All **Contract:** All
Coordinator: All **Patient Team:** All **Patient Location:** All **Patient Branch:** All
Discipline: All **Caregiver Team:** All **Caregiver Location:** All **Caregiver Branch:** All
Patient: **Caregiver:** **Timesheet:** All **Service Code:**

Check All Validation:
 Unbalanced Visits Incomplete Confirmation With Temp Caregiver Caregiver Compliance POC Compliance
 Overlapping Shifts OT/TT Not Approved Restricted Caregivers Timesheet Insufficient Duty Minutes
 Authorization Clinical Documentation Medicaid Compliance Missing Service Portal Approval Custom Validations

Total Search Result: 5 **Total Hourly: (23:00)** **Total Visit: (00:00)** **Total Daily: (00:00)** [Refresh](#)

Search Results

Date	AdmissionID	Patient Name	Office	Contract	Caregiver Code	Caregiver Name	Service Code	Coordinators	Scheduled Time	Visit Time	Discipline	TF	Problem
02/22/2024				ELDERPLAN/HOMEFIRST	OPE-4136		T1019:U1		0900-1430	0904-1440	PCA	6	Caregiver Compliance
02/23/2024				ELDERPLAN/HOMEFIRST	OPE-4136		T1019:U1		0900-1430	0909-	PCA	7	Caregiver Compliance, Incomplete Confirmation
02/23/2024				ELDERPLAN/HOMEFIRST	OPE-5144		NWT1019:U6		1100-1500	1126-	Other (Non Skilled)	7	Unbalanced, Incomplete Confirmation
02/23/2024				Centers Plan for Healthy Living (CDPAS)	OPE-3415		T1019U6		1600-2000	1556-	Other (Non Skilled)	7	Caregiver Compliance, Incomplete Confirmation
02/23/2024				Centers Plan for Healthy Living, LLC	OPE-3105		T1019U1		1400-1800	1320-	PCA		Unbalanced, Incomplete Confirmation

Timesheet Confirmation

While the EVV compliance is mandatory, every agency is faced with the fact that 100% EVV compliance is not attainable.

Obtaining, confirming and entering timesheets for visits with missed EVV is a tedious, time and labor consuming process.

Our program makes this process as seamless as possible.

1 First step is detecting visits with missed EVV that require a timesheet. We detect visits with missed EVV and prompt the scheduled PCA/HHA to provide a timesheet for such visit.

2 The timesheets may then be received and confirmed by your agency, at which point we would enter such timesheets into HHAExchange, creating a billable visit.

3 We may also collect and verify such timesheets electronically, and then enter them into HHAExchange, creating a billable visit.

Timesheet Confirmation Demonstration

1

In pre-billing, PCAssistant detects visits missing EVV confirmation.

Prebilling Review Search

From Date: 11/20/2023 **To Date:** 02/18/2024
Coordinator: All **Patient Team:** All **Office(s):** All **Contract:** All
Discipline: All **Caregiver Team:** All **Patient Location:** All **Patient Branch:** All
Patient: **Caregiver:** **Caregiver Location:** All **Caregiver Branch:** All
Timesheet: All **Service Code:**

Check All Validation:

- Unbalanced Visits
- Incomplete Confirmation
- With Temp Caregiver
- Caregiver Compliance
- POC Compliance
- Overlapping Shifts
- OT/TT Not Approved
- Restricted Caregivers
- Timesheet
- Insufficient Duty Minutes
- Authorization
- Clinical Documentation
- Medicaid Compliance
- Missing Service Portal Approval
- Custom Validations

Search **View Report**

Total Search Result: 1 **Total Hourly: (07:00)** **Total Visit: (00:00)** **Total Daily: (00:00)** [Refresh](#)

Search Results

Date	AdmissionID	Patient Name	Office	Contract	Caregiver Code	Caregiver Name	Service Code	Coordinators	Scheduled Time	Visit Time	Discipline	TF	Problem
2/18/2024	0000000000	SHARON T. CAMP	Centers Plan for Healthy Living (CDPAS)	Centers Plan for Healthy Living (CDPAS)	0000	0	0900-1600	0907-	0900-1600	0907-	Other (Non Skilled)	7	Incomplete Confirmation

Timesheet Confirmation Demonstration

2

PCAssistant proceeds to locate the caregiver in HHAExchange database via the Search Caregiver Screen and verifies that timesheets are required.

The screenshot displays the 'Search Caregivers' interface. At the top, there are three tabs: 'Caregivers' (selected), 'Caregiver General Availability', and 'Fill a Specific Shift'. Below the tabs, the title 'Search Caregivers' is followed by a note: 'All fields marked with an asterisk (*) are required.' There are two dropdown menus: 'Office *' set to 'All' and 'Status' set to 'Active'. A '+ Advanced Filters' link is present. Below the filters are 'Search' and 'Reset' buttons. The main section is titled 'Caregivers' and includes a 'Bulk Actions' dropdown. There are two view options: 'List (1)' (selected) and 'Map (1)'. A table with one row is shown, with columns: Caregiver, Discipline(s), Address, Phone, Email, Contact Method, Status, and Actions. The row contains a checkbox, a name, 'Other (Non Skilled)', an address, a phone number, an email address, 'Email', 'Active', and a 'Send Message' button. At the bottom, there are navigation arrows and '1 - 1 of 1'.

Caregiver	Discipline(s)	Address	Phone	Email	Contact Method	Status	Actions
<input type="checkbox"/>	Other (Non Skilled)				Email	Active	Send Message

Timesheet Confirmation Demonstration

3

A custom message identifying the visit for which the timesheet is required is automatically created and sent to the non-compliant caregiver requesting a timesheet.

Send Message [X]

Warning: Text(SMS) messages are subject to HHAExchange reasonable use policy, and excessive usage may incur charges. If possible, please switch to the default 'Mobile App Notification' delivery method. [X]

All fields marked with an asterisk (*) are required.

Delivery Method *

Delivery Time
 Now
 Schedule

Recipients ⓘ

Script

Message *
Hi [Blurred], Please note that we need your timesheet for:
02/18/2024
Agency email: [Blurred], or sms to [Blurred].
Thank you.

208/640 characters

Broadcast

Timesheet Confirmation Demonstration

4

The client has the following options:

1. Client receives and confirm the timesheets, and instruct PCAssistant to automatically enter the timesheet information into HHAExchange database creating a billable visit, or
2. PCAssistant collects electronic copies of timesheets, confirm them and enter the timesheet information into HHAExchange database creating a billable visit.

Compliance Assurance

Compliance is paramount. Our program is designed to ensure that your Agency will never miss an upcoming compliance item expiration. We detect a deadline on medical or I-9 compliance for your caregivers. We then send an SMS prompting that caregiver to provide the updated information. Simultaneously, an SMS is sent to your designated office employee informing such employee of the nearing deadline. We can customize this process for deadlines, for any compliance item your Agency enters into HHAExchange, such as In-service education or nurse visits. Compliance Assurance process eliminates human error and tardiness in pulling and checking compliance reports.





Conclusion

1

Enhanced Efficiency

Streamlined processes for improved operational efficiency and time management.

2

Enhanced Communication

Effective communication channels leading to better coordination and client satisfaction.

3

Enhanced Compliance

Improved compliance measures ensuring the highest standard of care for clients.

Exclusions

While we are able to handle 99.5% of all calls and visits in call dashboard and pre-billing, we cannot completely remove the human factor. We are not able to handle the following, as human error requires human involvement:

1. Any visit that have a blank schedule
2. If the schedule indicates a “missed” visit for any caregiver visit on that date
3. Any scheduling errors



Thank you for viewing our presentation. If you would like to know more about our company and the product, please do not hesitate to contact us at

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for more information and pricing.