



## Welcome to the PCAssistant Demonstration

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.

# 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, while improving the work quality and efficiency, allowing you to cut your operating costs and improve billing, while concentrating on growing your business.**



# Services offered

## 1 EVV compliance assurance:

- SMS Communication

## 2 EVV Call Management:

- Call maintenance clearing
- Pre-Billing clearing

## 3 Timesheet confirmation

## 4 HR compliance assurance

# 1. EVV Compliance Assurance

- SMS Communication

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.

- **The system automatically sends an SMS reminder to caregivers within 5 minutes before the visit is scheduled to begin and to end, prompting better EVV compliance.**
- **The second step in our process of improving the discipline of your caregivers when it comes to EVV compliance is Missed EVV detection. 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 EVV is received (customizable by Client).**

## 2. EVV Call Management

PCAssistant automatically handles most call maintenance and pre-billing 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. The system is fully customizable to meet the client's operational requirements.

- **Call maintenance clearing**

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

- **Pre-Billing clearing \***

**Finally, the calls that are linked by EVV but create Pre-Billing problems are handled in accordance with the procedure approved by the client. Our program is capable of matching such calls to the schedule and adjust visit schedule 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.**

# SMS Notification and Warning

## Visit Reminder:

SMS is sent within 5 minutes before the visit is scheduled to begin and end. This ensures better EVV compliance, reduces the number of required timesheets and increases billable visits.

Visits

Search Visits

Admission ID:  Patient Last Name:  From Date: 01/06/2026 To Date: 01/06/2026

+ Advanced Filters

Total Visits Total Visits (420) | Total Call In (30) | Total Call Out (0)

Coordinator	Admission ID	Patient	Caregiver	Assignment ID	Office	Visit Date	Schedule Time	Visit Time	Call In	Call Out	Billed	Paid	Contract	Disciplines	Actions
John Doe	12345	John Doe	Jane Smith	12345	Office A	01/06/2026	2300-0700		N	N	N	N	Contract 1	PCA	<input type="button"/> <input type="button"/> <input type="button"/>
John Doe	12345	John Doe	Jane Smith	12345	Office A	01/06/2026	2300-0700		N	N	N	N	Contract 1	PCA	<input type="button"/> <input type="button"/> <input type="button"/>
John Doe	12345	John Doe	Jane Smith	12345	Office A	01/06/2026	1930-2330		N	N	N	N	Contract 1	PCA	<input type="button"/> <input type="button"/> <input type="button"/>
John Doe	12345	John Doe	Jane Smith	12345	Office A	01/06/2026	1900-2300		N	N	N	N	Contract 1	PCA	<input type="button"/> <input type="button"/> <input type="button"/>
John Doe	12345	John Doe	Jane Smith	12345	Office A	01/06/2026	1900-2300		N	N	N	N	Contract 1	PCA	<input type="button"/> <input type="button"/> <input type="button"/>
John Doe	12345	John Doe	Jane Smith	12345	Office A	01/06/2026	1900-0700		N	N	N	N	Contract 1	PCA	<input type="button"/> <input type="button"/> <input type="button"/>
John Doe	12345	John Doe	Jane Smith	12345	Office A	01/06/2026	1900-0700		N	N	N	N	Contract 1	PCA	<input type="button"/> <input type="button"/> <input type="button"/>
John Doe	12345	John Doe	Jane Smith	12345	Office A	01/06/2026	1830-2130		N	N	N	N	Contract 1	PCA	<input type="button"/> <input type="button"/> <input type="button"/>

## Sample messages to caregiver (fully customizable) :

"Your agency name". Your visit is scheduled to begin. Please clock in.

"Your agency name". Your visit is scheduled to end. Please clock out.

# EVV Call Management

## SMS Reminder

**Step 1:** PCAssistant detects missing EVV clock IN/Outs and addresses them as they post on HHAExchange.

**Step 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.

**Step 3:** A custom message is then sent to the caregiver reminding the caregiver to clock IN/Out.

**Step 4:** The process is repeated at set intervals in real time until the clock IN/Out is received.

**Call Dashboard**

Call Maintenance (3932) Missed In (0) **Missed Out (15)** Missed Call (41) Visit Log Call Log Rejected Calls Corrections (0)

**Search Missed Out Calls**

Office(s): All selected Coordinator: All From Date & Time: 01/01/2026 To Date & Time: 01/06/2026

hhmm hhmm

+ Advanced Filters **Search** **Send Message** **View Report**

**Search Results (15)**

Patient Name	Assignment ID	Admission ID	Caregiver Name	Visit Date	Coordinator	Schedule	Contract	Discipline	Service Code	Caregiver Team	Actions
John Doe	12345	67890	Jane Smith	01/05/2026	12345678901234567890	1630-2130	12345678901234567890	PCA	12345678901234567890	Team A	
John Doe	12345	67890	Jane Smith	01/05/2026	12345678901234567890	1500-2000	12345678901234567890	PCA	12345678901234567890	Team A	
John Doe	12345	67890	Jane Smith	01/05/2026	12345678901234567890	1330-1730	12345678901234567890	PCA	12345678901234567890	Team A	
John Doe	12345	67890	Jane Smith	01/05/2026	12345678901234567890	1200-1700	12345678901234567890	PCA	12345678901234567890	Team A	
John Doe	12345	67890	Jane Smith	01/05/2026	12345678901234567890	1200-1600	12345678901234567890	PCA	12345678901234567890	Team A	
John Doe	12345	67890	Jane Smith	01/05/2026	12345678901234567890	1000-1500	12345678901234567890	PCA	12345678901234567890	Team A	
John Doe	12345	67890	Jane Smith	01/05/2026	12345678901234567890	0930-1445	12345678901234567890	PCA	12345678901234567890	Team A	

# EVV Call Management

## Faulty calls Management

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

**Call Dashboard**

Call Maintenance (5) Missed In (12) Missed Out (11) Missed Call (21) Visit Log Call Log Rejected Calls Corrections (0)

**Search Calls**

Office(s) Coordinator From Date & Time \* To Date & Time \*

All selected All 01/11/2026 01/11/2026

hhmm hhmm

+ Advanced Filters

Search Send Message View Report

**Call Maintenance Calls (5)**

Assign. ID#	Caregiver Code	Caregiver Name	Office Name	Caregiver Phone	Caregiver Team	Patient Name	Call Date	Call Time	Call Type	Caller ID	Status	Action
12345	ABC123	John Doe	Office A	Phone1: 123-4567-8901; Phone2: 123-4567-8902	Team A	Patient A	01/11/2026	10:31	IN History	12345678901234567890	No Schedule Opening	Reject
12346	ABC123	John Doe	Office A	Phone1: 123-4567-8901; Phone2: 123-4567-8902	Team A	Patient A	01/11/2026	10:08	IN History	12345678901234567890	Out of Window	Reject
12347	ABC123	John Doe	Office A	Phone1: 123-4567-8901; Phone2: 123-4567-8902	Team A	Patient A	01/11/2026	08:59	IN History	12345678901234567890	Different Scheduled	Reject
12348	ABC123	John Doe	Office A	Phone1: 123-4567-8901; Phone2: 123-4567-8902	Team A	Patient A	01/11/2026	08:00	IN History	12345678901234567890	Different Scheduled	Reject
12349	ABC123	John Doe	Office A	Phone1: 123-4567-8901; Phone2: 123-4567-8902	Team A	Patient A	01/11/2026	07:43	OUT (0) History	12345678901234567890	Out of Window	Reject

Reprocess Create Automatic Schedules

# EVV Call Management

## Faulty calls Management

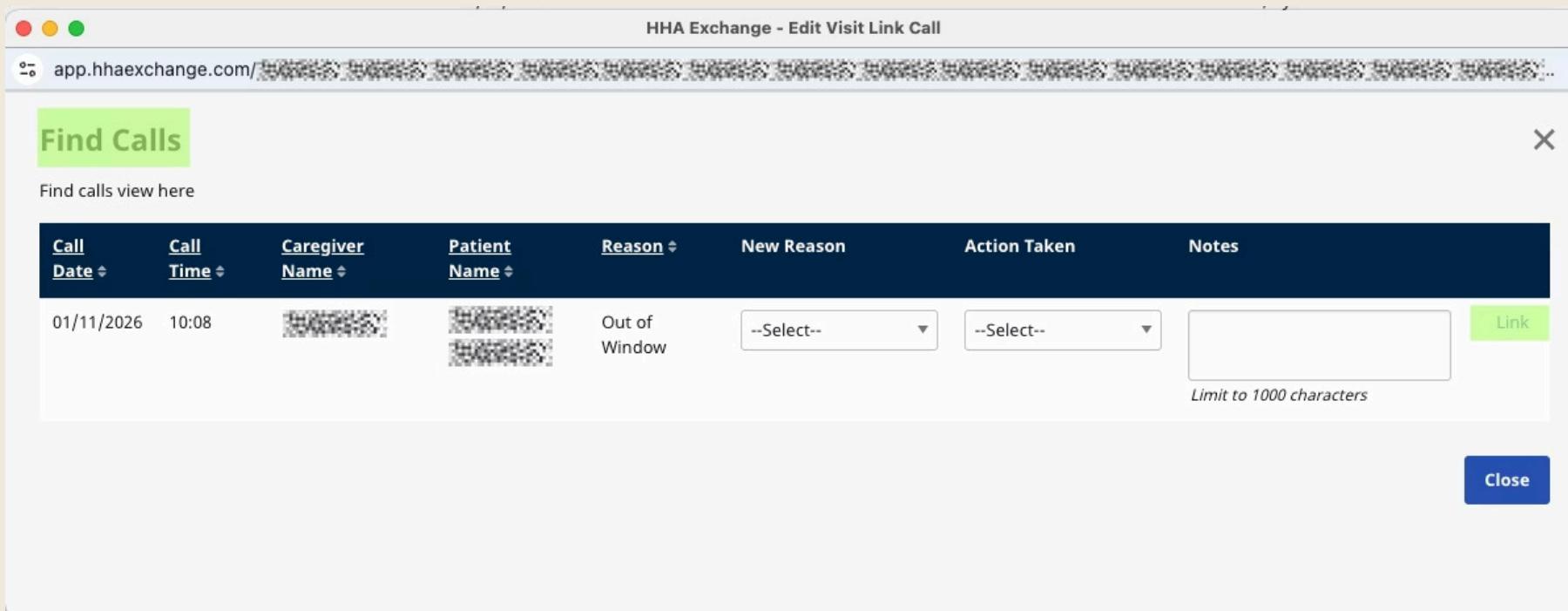
The first step is to detect whether it is possible to link the call.

The screenshot shows the 'Call Dashboard' interface. At the top, there are navigation links: 'Call Maintenance (12)', 'Missed In (12)', 'Missed Out (11)', 'Missed Call (21)', 'Visit Log', 'Call Log', 'Rejected Calls', and 'Corrections (0)'. Below these are two main sections: 'Search Calls' and 'Call Maintenance Calls (5)'. The 'Search Calls' section includes a dropdown for 'Office(s)' set to 'All selected', a 'Search' button, and a '+ Advanced Filters' link. The 'Call Maintenance Calls (5)' section lists five entries with columns for 'Assign.', 'Caregiver', 'Caregiver Name', and 'Office Name'. A modal window titled 'Caregiver Schedule' is open, showing a table of scheduled patient visits. The table has columns: Patient Name, Coordinators, Phone, Scheduled Date, Schedule Time, Schedule Duration, Visit, Link, and Actions. One row is highlighted with a green background. To the right of the modal, there is a form for 'To Date & Time' with a date set to '01/11/2026' and a time set to 'hhmm'. Below this are buttons for 'Send Message' and 'View Report'. At the bottom of the modal is a 'Close' button. To the right of the modal, there is a list of scheduled visits with columns for 'Status' and 'Action'. The statuses listed are 'No Schedule Opening', 'Out of Window', 'Different Scheduled', 'Different Scheduled', and 'Out of Window', each with a 'Reject' action button.

# EVV Call Management

## Faulty calls Management

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 shows a web-based application window titled "HHA Exchange - Edit Visit Link Call". The URL in the address bar is "app.hhaexchange.com/". The main content is a "Find Calls" section with a sub-header "Find calls view here". Below this is a table with the following columns: Call Date, Call Time, Caregiver Name, Patient Name, Reason, New Reason, Action Taken, and Notes. A single call record is listed: Call Date 01/11/2026, Call Time 10:08, Caregiver Name (QR code), Patient Name (QR code), Reason "Out of Window", New Reason dropdown, Action Taken dropdown, and Notes text area. A "Link" button is visible next to the notes area, with the note "Limit to 1000 characters" below it. A "Close" button is at the bottom right of the modal.

Call Date	Call Time	Caregiver Name	Patient Name	Reason	New Reason	Action Taken	Notes
01/11/2026	10:08			Out of Window	--Select--	--Select--	<input type="text"/> Link <small>Limit to 1000 characters</small>

# EVV Call Management

## Faulty calls Management

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

**Non Skilled Schedule**

**Visit Information**

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

<b>Scheduled Time</b> <span>1</span>	<b>TT/OT (hh:mm)</b> <span>1</span>	<input type="checkbox"/> Missed Visit				
1100-1500	00 00					
<b>Visit Start Time</b> 1058 01/04/2026	<b>Visit End Time</b> 1504 01/04/2026					
<b>EVV Call In</b> 📞 01/04/2026 10:58	<b>EVV Call Out</b> 📞 01/04/2026 15:04					
<b>Prebilling Problem(s)</b> Caregiver Compliance						
<b>New Reason *</b> Select	<b>Action Taken</b> Select					
<b>New Note</b>  <small>Limit to 1000 characters</small>						
Source	Reason	Action Taken	Note	User	Date/Time	Action
<input checked="" type="checkbox"/>	Data Entry Error	Confirmed visit with the client or the client's family member/representative and documented	Confirmed with client or the client's family member/Representative		1/4/2026 3:21:09 PM	

**Save** **Close**

**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

PCAssistant detects visits missing POC compliance in pre-billing.

**Prebilling Review**

**Prebilling Review Search**

Contract	Office(s)	From Date	To Date
All selected	All selected	10/13/2025	01/11/2026

[Advanced Filters](#)

Coordinator	Patient Team	Patient Location	Patient Branch
All selected	All selected	All selected	All selected

Discipline	Caregiver Team	Caregiver Location	Caregiver Branch
All selected	All selected	All selected	All selected

Patient Name	Caregiver Name	Timesheet	Service Code
		All selected	

Search by last name or ID. Enter at least 2 characters to search

Search by last name or ID. Enter at least 2 characters to search

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**

**Prebilling Review** Total Search Result: 1 | Total Hourly (04:00) | Total Visit (00:00) | Total Daily (00:00)

Visit Date	Admission ID	Patient	Office	Contract	Caregiver	Service Code	Coordinator	Scheduled Time	Visit Time	Disciplines	TF	Problems	Actions
01/11/2026	1234567890	John Doe	Office A	Contract 1	Caregiver 1	PCA-hourly	Coordinator 1	0630-1030	0630-1030	PCA		<b>POC Compliance</b>	

# Pre-billing Clearing

## Missing POC Compliance

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

**Caregivers**

**Search Caregivers**

Last Name	First Name	Offices	Status
<input type="text"/>	<input type="text"/>	All selected	Active

+ Advanced Filters

**Search**

**Search Results (1)**

Caregiver	SSN	Alt. Caregiver Code	Office(s)	Date of Birth	Phone	Team	Type	Discipline	Status	Action
				04/01/1995			Employee	PCA	Active	

Page 1 of 1

Support Center | Paramount HomeCare Agency [ID# 101052] | APP

## Pre-billing Clearing Missing POC Compliance

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



**To submit the timesheet, please confirm that you have completed the following skills/duties by signing below**

Duties:

PERSONAL CARE: Tub,Shower, Bed. Dressing: Total,Assist. Skin Care: Lotion,Other. Medications: Assist,Remind. Light Housekeeping. Diversional Activities: Speak,Read. Monitor Patient Safety.



**Please confirm that the visit was completed as scheduled by signing below.**

Visit Dates :

01/04

**Caregiver Signature**

**Submit**

# Pre-billing Clearing

## Missing POC Compliance

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

No Records

<input type="checkbox"/> Duties Performed	<input type="checkbox"/> Duties Refused	Duty Number	Category	Duty	Additional Value	Minutes
<input type="checkbox"/>	<input type="checkbox"/>	101	Personal Care	Bath-Shower		
<input type="checkbox"/>	<input type="checkbox"/>	106	Personal Care	Mouth Care/Denture Care		
<input type="checkbox"/>	<input type="checkbox"/>	107	Personal Care	Hair Care-Comb		
<input type="checkbox"/>	<input type="checkbox"/>	108	Personal Care	Hair Care-Shampoo		
<input type="checkbox"/>	<input type="checkbox"/>	110	Personal Care	Grooming-Nails		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	111	Personal Care	Dressing	0	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	112	Personal Care	Skin Care	0	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	113	Personal Care	Foot Care	0	
<input type="checkbox"/>	<input type="checkbox"/>	114	Personal Care	Toileting-Diaper		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	117	Personal Care	Toileting-Toilet	0	
<input type="checkbox"/>	<input type="checkbox"/>	126	Personal Care	Transfer		
<input type="checkbox"/>	<input type="checkbox"/>	130	Personal Care	Bladder Incontinence		
<input type="checkbox"/>	<input type="checkbox"/>	147	Treatment / Special Needs	Medications - Assist		
<input type="checkbox"/>	<input type="checkbox"/>	148	Treatment / Special Needs	Medications - Remind		
<input type="checkbox"/>	<input type="checkbox"/>	149	Treatment / Special Needs	Observe Physical and / or Mental Changes		
<input type="checkbox"/>	<input type="checkbox"/>	201	Nutrition	Patient is on a prescribed diet		
<input type="checkbox"/>	<input type="checkbox"/>	202	Nutrition	Prepare-Breakfast		

**Save** **Close**

# Pre-billing Clearing

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**

**Prebilling Review Search**

Contract	Office(s)	From Date	To Date
All selected	All selected	10/15/2025	01/13/2026

**Coordinator**

Patient Team	Patient Location	Patient Branch
All selected	All selected	All selected

**Discipline**

Caregiver Team	Caregiver Location	Caregiver Branch
All selected	All selected	All selected

**Patient Name**

**Caregiver Name**

**Search by last name or ID. Enter at least 2 characters to search**

**Search by last name or ID. Enter at least 2 characters to search**

Check All Validation

Unbalanced Visits

Overlapping Shifts

Authorization

Incomplete Confirmation

OT/TT Not Approved

Clinical Documentation

With Temp Caregiver

Restricted Caregivers

Medicaid Compliance

Caregiver Compliance

Timesheet

Missing Service Portal Approval

POC Compliance

Insufficient Duty Minutes

Custom Validations

**Search** **View Report**

**Prebilling Review** Total Search Result 1575 | Total Hourly (8359:30) | Total Visit (00:00) | Total Daily (00:00)

Visit Date	Admission ID	Patient	Office	Contract	Caregiver	Service Code	Coordinator	Scheduled Time	Visit Time	Disciplines	TE	Problems	Actions	
10/15/2025								0900-1300	0900-1300	PCA	90	Timesheet Not Approved		
10/15/2025								1000-1500		PCA		Incomplete Confirmation, TEMP Caregiver, Not Authorized (Black Out Date)		
10/16/2025								1000-1500		PCA		Incomplete Confirmation, TEMP Caregiver, Not Authorized (Black Out Date)		
10/16/2025								0900-1300	0900-1300	PCA	91	Timesheet Not Approved		

### 3. Electronic 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 uploading timesheets for visits with missed EVV is a tedious, time and labor consuming process. Our program makes this process as seamless as possible.

**Step 1:** First step is detecting visits with missed EVV that require a timesheet. We detect visits with missed EVV and prompt the scheduled caregiver to provide a timesheet for such visit.

**Step 2:** The caregiver receives an SMS link containing a pre-filled digitized timesheet of the exact form currently used by the client. The caregiver confirms duties performed, both the caregiver and the client sign the signature pads, and hit the “submit” button.

**Step 3:** We confirm the received timesheet in HHAExchange, creating a billable visit, and upload a .pdf copy.

**Step 4:** We also send a .pdf copy of a signed timesheet to the client via email for record keeping.

## Electronic Timesheet Confirmation Demonstration

**Step 1:** In pre-billing, PCAssistant detects visits missing EVV confirmation.

**Step 2:** PCAssistant proceeds to locate the caregiver in HHAExchange database via the Search Caregiver Screen and verifies that timesheets are required.

**Step 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.

### Sample messages to caregiver (fully customisable) :

"Your agency name". Please click the link to complete and submit the required timesheet. <https://xxxxxxxxxxxxxxxx>

## Electronic Timesheet Confirmation Demonstration



**To submit the timesheet, please confirm that you have completed the following skills/duties by signing below**

Duties:

PERSONAL CARE: Tub,Shower, Bed, Dressing; Total,Assist. Skin Care: Lotion,Other. Medications: Assist,Remind. Light Housekeeping. Diversional Activities: Speak,Read. Monitor Patient Safety.



**Please confirm that the visit was completed as scheduled by signing below.**

Visit Dates :

01/04

**Patient Signature**

**Caregiver Signature**

**Submit**

← → ⌛ time-sheet.net ⌘ ⌛ 3 ...



**Submit**



## 4. HR 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.

**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.**