**Case study
Home Care Industry**

Home Assist Health Slashed 70% of Manual Work with EVV Automation Powered by AutomationEdge CareFlo

About HOME ASSIST HEALTH

Home Assist Health is a non-profit organization that provides personalised home care services for Arizonans who value an independent and self-determined lifestyle. Specialising in care for individuals with chronic health conditions, disabilities, and other healthcare needs, Home Assist Health focuses on delivering safe, comfortable, and high-quality home care services.

AutomationEdge

> *"Our challenges are pretty consistent with the evolving landscape of emerging technology and solutions. The key question for us has always been: How can we improve our care operations and empower our caregivers with the right systems to deliver better care to our clients?"*
>
> ***- Sara Wilson, CEO, Home Assist Health***

Constant Struggles with Manual Processes

Before Home Assist Health adopted AutomationEdge's AI & Automation Cloud, employees were bogged down in tedious manual processes that slowed operations and impacted service quality

Missing Pieces, Big Consequences

Caregiver visits often lacked crucial data, making it challenging to verify EVV shifts properly. This led to compliance risks, inefficiencies, and frustration for caregivers and administrators.

Too Much Manual Work, Not Enough Time

Verifying caregiver visits for EVV wasn't just a simple check—it required hours of manual effort. Employees were stuck handling administrative work instead of focusing on delivering quality care.

Authorisation Bottlenecks

On top of it all, verifying healthcare policy authorisations was a time-consuming ordeal. Employees spent up to 8 hours a day on this process alone—valuable time that could have been used for improving patient care.

Introducing AutomationEdge CareFlo at Home Assist Health

Seamless Automation for Streamlined Operations

Home Assist Health needed a way to reduce the manual workload and improve efficiency without disrupting their existing systems. That's where AutomationEdge stepped in with powerful AI-driven automation. AutomationEgde implemented the EVV and Prior Authorization bot program to improve process efficiency.

1. EVV Bot Program

Managing caregiver shifts used to be a time-consuming and error-prone process. With AutomationEdge's EVV Bot, Home Assist Health transformed how shift data was handled. The bot:

1. Captured missing shift details in real-time, ensuring no data gaps
2. Updated caregiver records instantly, reducing administrative burden
3. Ensured full compliance with EVV (Electronic Visit Verification) requirements
4. Integrated effortlessly with existing systems, eliminating the need for complex migrations

2. Policy Verification with the Member Authorization Bot

Verifying healthcare authorisations was another major challenge, often consuming up to 8 hours daily. AutomationEdge's Member Policy Verification Bot took over the entire process, making it faster and error-free. The bot:

1. Automatically retrieved pending authorisations from the home care system
2. Check for expired or expiring authorisations daily, ensuring timely renewals
3. Processed new authorisation requests, handling complex procedure codes effortlessly
4. Reviewed and installed required healthcare authorizations including PERS and H/S series
5. Validated authorisations across multiple platforms, including Iowa Total Care and Availity-Wellpoint
6. Proactively created new authorisations when needed, preventing service delays

AutomationEdge

> "AutomationEdge CareFlo has been a game-changer for us. It eliminated redundant tasks in our EVV solution, allowing our caregivers to focus on delivering quality care while ensuring our compliance team maintains a clean and accurate EVV record. As a result, our internal audit scores have improved significantly since implementing CareFlo."
>
> **— Sara Wilson, CEO, Home Assist Health**

Life with AutomationEdge CareFlo

1. Optimising Productivity

Before automation, employees spent hours manually verifying caregiver visits and policy authorisations. Now, with AutomationEdge's integrated solutions, Home Assist Health has:

1. Increased process efficiency by 50%
2. Freed up staff to focus on client care, rather than tedious administrative tasks

2. Faster Policy Verification: From 8 Hours to Just 1 Hour 40 Minutes

What used to take almost an entire workday is now handled in a fraction of the time.

AutomationEdge CareFLo makes policy verification 5x faster, ensuring quicker approvals and uninterrupted client care.

3. Eliminating Manual Errors

With automation handling the complex verification process, Home Assist Health achieved the following:

1. A 70% reduction in manual verification errors. More accurate caregiver shift records, reducing compliance risks
2. Seamless data updates, ensuring every decision is based on real-time information

About AutomationEdge

AutomationEdge CareFlo is an automation and AI cloud for post-acute care, hospitals, and hospices. Post-acute care (PAC) agencies, including therapy, home health care, hospice and skilled nursing facilities (SNFs), and personal care agencies, can use CareFlo to automate mundane and repetitive tasks to improve efficiency and client, clinicians with pre-built solutions, employee and caregiver experience. CareFlo cloud platform provides Robotic Process Automation, Gen AI, iPaaS, Chatbot and workflow capabilities.

AutomationEdge has already delivered innovative solutions to healthcare and homecare providers like Elara Caring, Pain Care Physician, the University of Maryland Medical System, Roche, Aspen Pharmacare, and Devoted Guardian, to name a few.

For more information, get in touch.

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