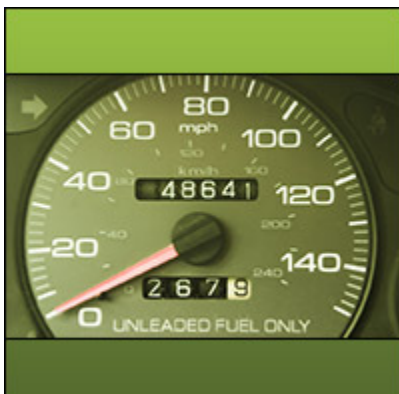# How Will CareWatch Impact Your Agency?

Cash will begin to flow freely. You'll stop worrying about paying caregivers on time.

Our telephony-based system ensures accurate, paperless timesheets.

CareWatch will significantly increase your accuracy in measuring mileage and travel time.

http://www.carewatch.com/electronic-visit-verification-solutions/

When your staff is in the field, communication will be much simpler with our extensive voice messaging features.

What is Electronic Visit Verification?

Electronic Visit Verification (EVV) is the means of electronically verifying that a caregiver is physically present with the patient. Today, most states and other payers rely on EVV as a more effective monitoring tool than a hand-signed document.

Secure Electronic Signatures

Each of your caregivers will choose a unique ID and password which they alone know and control. When they call the CareWatch system from the patient's phone to report arrival, departure and visit data, they enter their ID and password.

Patients Without Phones? No Problem.

If necessary, caregivers can use their cell phones to report arrival, departure, and visit data. To enable your agency to verify that the caregiver is with the patient, we provide you with a CareWatch EVV Token, a small electronic device similar in shape to a key. When pressed, the Token generates a one-time password. Prior to reporting data to CareWatch, the caregiver must press the Token and enter the one-time password shown on the display. This password is matched to the patient's record, verifying the caregiver is present. The Token can be affixed with a tamper-proof ziptie to the patient's bed or other item in the residence to ensure it isn't removed without authorization.

100% Reliable Technology

CareWatch uses Automatic Number Identification (ANI) technology. ANI enables us to capture the billing telephone number of patients even if the patient uses caller ID blocking because ANI delivers information electronically. This ensures that our system is 100% reliable in reporting patients' locations. Our system also time-stamps the arrival and departure calls every caregiver

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makes. In addition, CareWatch uses the telephone number captured from the telephone company to match the patient's telephone number stored in the patient's record in your CareWatch database. This feature of our system means that when caregivers call CareWatch to report data, they don't have to key in the ID number of patients.
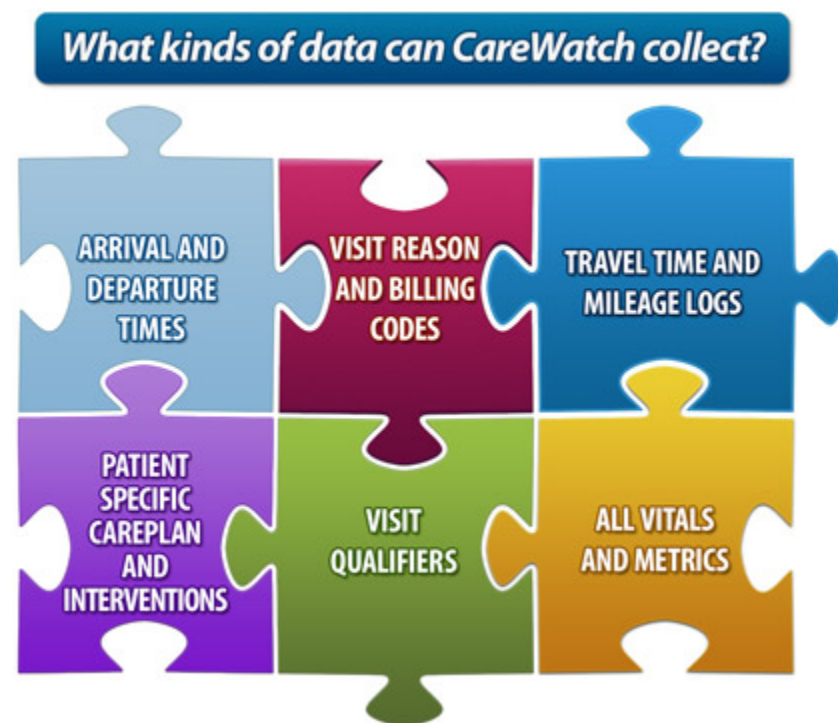
The CareWatch Family of Products

We've developed a family of products which together form a **complete visit management system** for home care agencies. The individual products are listed below. We'd love to show you an online demo to demonstrate how CareWatch will impact your bottom line and the quality of care your agency gives. Call us at **770-409-0244**, email sales@carewatch.com, or click here to complete a short form with your contact information.

cwIVR – your phone system application
Companion – your primary administrative tool
cwExchange – your synchronizing interface application for 3rd party billing and/or scheduling systems
cwRoutes – your module for calculating travel time and mileage between visits using computer mapping algorithms

Why Agencies Rely on CareWatch

"We have been with Carewatch for 9 years. Choosing their service was one of the best technology decisions we ever made. They have always been quick to address our concerns as well as adapt to changes in our clinical software. Their telephony product for our paraprofessional staff has saved money for our agency, insures compliance with state and federal regulations, and has streamlined

http://www.carewatch.com/electronic-visit-verification-solutions/

our processes. The service has been outstanding over the years!"
Donna DeBlois, KNO WAL LIN

"CareWatch has been a valuable business partner providing solutions that improve our efficiency, effectiveness, and save us money. We really appreciate that they have welcomed our suggestions and supported our evolving business requirements to provide timely, tailored solutions that meet our needs. Over the years, their development team has provided an ongoing stream of innovative ideas and custom enhancements that truly show they understand that to be successful, service is the most important measure of quality."
Roger Ness, Director, IT, Addus HealthCare, Inc

Up and Running in as Little as 24-48 Hours!

We start the process with a series of information-gathering sessions about your business – from care plans and billing and payroll codes to operational and compliance needs. Once we're equipped with this data, we map out which CareWatch components you need (with or without modifications) and install the software. Then we test, test, test to ensure that information flows correctly between your CareWatch system, our voice servers in Atlanta, and your billing/scheduling system.

Next, the CareWatch Training Team takes over. They are responsible for introducing your administrative staff to your new Electronic Visit Verification system and further customizing the software if necessary. We then train your supervisors to train your caregivers to use CareWatch. To ensure a painless and smooth rollout, we provide a comprehensive training kit featuring visual aids, videos and documentation on best practices.

Equally important? We provide as much hand-holding as you need -- and there are hundreds of agencies across the country who will attest to this!

Get in Touch
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