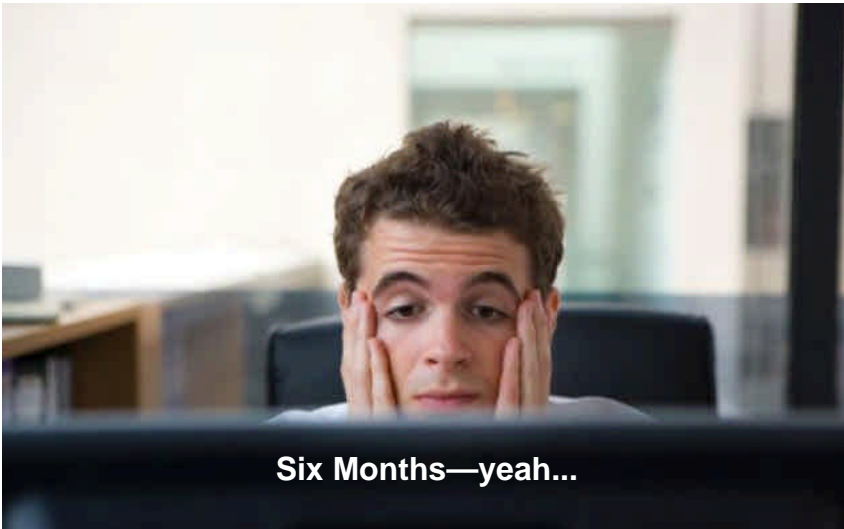


***Helping our clients succeed with EVV, will you be next?***



**Six Months—yeah...**

Hello,

Welcome to your 6th month anniversary of using your EVV system. You have come a long way.

We would like to share with you some concerns that our current clients have experienced when working their EVV system before they became clients of our firm.

#1, Billing was down! The amount of revenue previously billed and received directly through HPE (now DXC) versus the amount billed and received through the EVV system is down across all service codes.

One of the major causes for this falls within scheduling. We address this concern with our clients by maximizing scheduling across authorizations as well as addressing split shift billing issues. The result is an increase in billable scheduled events to be posted and paid.

#2, Clock IN and OUT issues across scheduled events. Staff was having issues clocking in and/or out within a scheduled event. What we found was the Calling Instructions within the Standard Call Reference Guide given was difficult to understand by staff. We addressed this issue for our clients by rewriting the instructions given to the staff. The result was clocking issues have been resolved.

#3, Split Shift Billing Events. Some of our clients perform two or more billable services within one shift. Currently, the state of Connecticut has locked out the ability to create split shift events meaning, multiple; services performed within one schedule event. Through our exception management program we address these issues into proper billable events for our clients.

Above is just a small sampling of what we do for our clients through our Service Portal program. Our Service Portal covers critical daily functions required to maintain a proper EVV scheduling and billing system as mandated by your state.



**Gordan Jacobs™**

15 East Main Street - Suite 13B • PO Box 855 • Central Village CT 06332 • USA • p: 800.523.1561 f: 877.937.7274 w: gordanjacobs.com skype: gordanjacobs

At GordanJacobs™, our EVV maintenance and management processes, efficiencies, technology and scale are already in place for you, our future client. Simply put, we do a better job of managing and supporting an EVV system than your in-house teams. Our staff is thoroughly trained on EVV system methodologies and procedures. One of the many benefits our EVVSB offers your agency is no need to hire and support dedicated internal staff to function your EVV system.

Behind every great Service Provider (that's YOU) is an experienced EVV team... (that's US)

We're a leading provider of EVV system services and non-clinical billing services in the US, providing premium service on a local and national level through our corporate facility located in Connecticut.

It is our mission to obtain accurate event exception management with complete and timely payment from all payers for our clients using state-of-the-art technology, proven EVV methodologies, effective and efficient EVV control systems along with a highly trained staff. We love helping our clients succeed.

Maximize your care plan reimbursement with our comprehensive EVV maintenance services. Our service frees you from the costs and tasks of managing complex EVV systems along with personnel. Easily off-load cumbersome daily system maintenance and billing processes to GordanJacobs™ and put more focus on the provider side of your agency.

Perhaps your agency has experienced what some of our clients have experienced OR perhaps you have a few other concerns that we can assist you with. Let's open a conversation to discuss your EVV system and how we can help your operation succeed moving forward. This just may be the most important call you make. **1-800.523.1561 x701**

Respectfully Submitted,



Joseph F Graley, VI  
CEO/President  
**GordanJacobs™**, Inc.  
CPC, CPC-H, CCS, CMBP  
EVV System Specialist  
A National Medical Billing Firm  
e. [joe.graley@gordanjacobs.com](mailto:joe.graley@gordanjacobs.com)  
p. 800.523.1561 x701  
f. 877.937.7274



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