



What To Consider When Outsourcing Your EVV Maintenance?



Hello,

Many providers of service working with the EVV system feel that there are no other options offered to them to assist with the day-to-day operation of their system. By now, you've probably experienced how time consuming your EVV system is to operate, daily. You may be feeling overwhelmed getting through the daily tasks just within the event exception maintenance area of the system. You may also be concerned with the proper way to clear an exception on an event to make it ready for billing. Bottom line, you are spending much more time on your EVV system than you ever thought you would.

We understand your frustration and more importantly, we can help!



The **GordanJacobs™** Firm launched the EVV Service Bureau (EVVSB) to assist the ABI Provider Community, Homemaker & Companion Agencies and Home Health Service Providers with the use of your EVV system platform. Yes, we are here to help.

What do we do?

EVV Maintenance & Billing Services through our Service Portal program. This Service Portal covers critical daily functions required to maintain a proper EVV scheduling and billing system.

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.



GordanJacobs™

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

By outsourcing your EVV system maintenance to an expert service bureau allows you to concentrate on providing services to consumers within your community rather than EVV system operations and administration. With limited staff, state agency cuts, reimbursements shrinking and costs rising, relying on experts to manage your EVV system and collect all the monies you're owed is now more important than ever.

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While making this decision, we would like to inform you of some very important aspects to consider. You may be thinking the following:

I'll just continue to do what we are currently doing...

Many Providers think that if they continue to manage their EVV System while making a few changes, in the manner in which they function event management and billing processes, that this will solve any issues they may be currently experiencing. Our response is, what changes will you make and will these changes have a positive impact on your collectable revenue? This is where our experience shines. Every agency has their unique situation. Only an experienced team can identify the problems and/or concerns and properly address these issues moving forward. Our question is, how long can you afford to keep making changes blindly in your system to effect a positive change to your bottom line?

I'll just hire more people to function my EVV System internally...

Many Providers we speak with all think that this approach would be the most cost effective solution for their operation. Our response is where will you get these well-trained and experienced people to join your operation and function your system and at what cost? How many new people will your operation need? Who will train them? Most importantly, how will they be trained? Does your current staff have the experience with best practices when working your system to train your new staff? Additionally, where will you put your new employees? We ask, is this the most cost effective approach to manage your EVV System? At the GordanJacobs Firm, we have the trained staff ready to manage and serve your agency in the most cost efficient manner.

Outsourcing sounds expensive...

Many Providers think that outsourcing their EVV system maintenance is more than what they can currently afford. We understand this feeling and can address it in two very important ways.

First, you are already spending much more internally than you probably realize. Your current staff was hired to perform their functions according to your agency's needs and size. Now your staff is managing an unfamiliar system in addition to their daily functions. Is this the best use of their time? Is this the most efficient use of their current talents? Simply put, the training materials offered to properly train your current staff to function your EVV System is incomplete. Additionally, the technical support offered to your staff is very good but they cannot address functionality of the system from a "business" perspective. Your agency will not survive on technical support alone.

Second, our fee that is proposed for services offered is less than what you are currently paying your staff. This may be hard to believe but do the math and you'll find it's true. Calculate how many of your current staff is working on your EVV System per week (be honest) against what you would be paying our experienced



team for the same week. One of the major benefits of outsourcing your EVV System needs to our Firm is that you simply plug into our experience and guidance to get the work done right and have your current staff focus on what they were originally hired for, to serve you and your clients.

How long will it take to see results from your service?

All Providers we speak with have this very concern. The saying goes, large ships cannot turn on a dime however, they do turn. Typically positive results occur over a short time usually within three to four billing cycles. The reason for this is we first work on events found within your system to get as many exceptions resolved to billable events through our EVR process. Then we put our attention on authorizations vs. scheduling to assure that split shift scheduling is addressed properly. Depending on how many cases or clients you have in your operation, it takes time to align authorization across scheduling and address patterns that occur with event exceptions to be resolved. The value of our service is not solely with billing results, it is also found within the event maintenance work completed on a daily basis for your agency. It is this combination that leads to the successful results of our services.

A closing thought you should consider, the **GordanJacobs™** Firm is not affiliated or associated with Sandata Technologies nor is our firm associated with or reports to your state. We work on behalf of the provider, you, as your advocate from a business prospective to assist your agency to succeed with use of the EVV system.

Should you have any questions or concerns about outsourcing your EVV System to the **GordanJacobs™** Firm, please allow us the time to address your concerns to help you make the best informed decision for the future of your agency.

Call me toll free at **1-800.523.1561 x701**

Also, visit our web site at; www.gordanjacobs.com/evv

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
p. 800.523.1561 x701
f. 877.937.7274



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