



Gordan Jacobs™
EVV SERVICE BUREAU

EVV Management Service Solution
— Overview



Our People - Your System

The GordanJacobs™ Firm has developed a powerful service solution to assist the Home Health Service Providers with the daily maintenance and management of their evv system platform throughout the USA.

Off-load the cumbersome daily evv system maintenance, management and billing processes to the GordanJacobs™ Firm allowing YOU to put more focus on the provider side of your business.



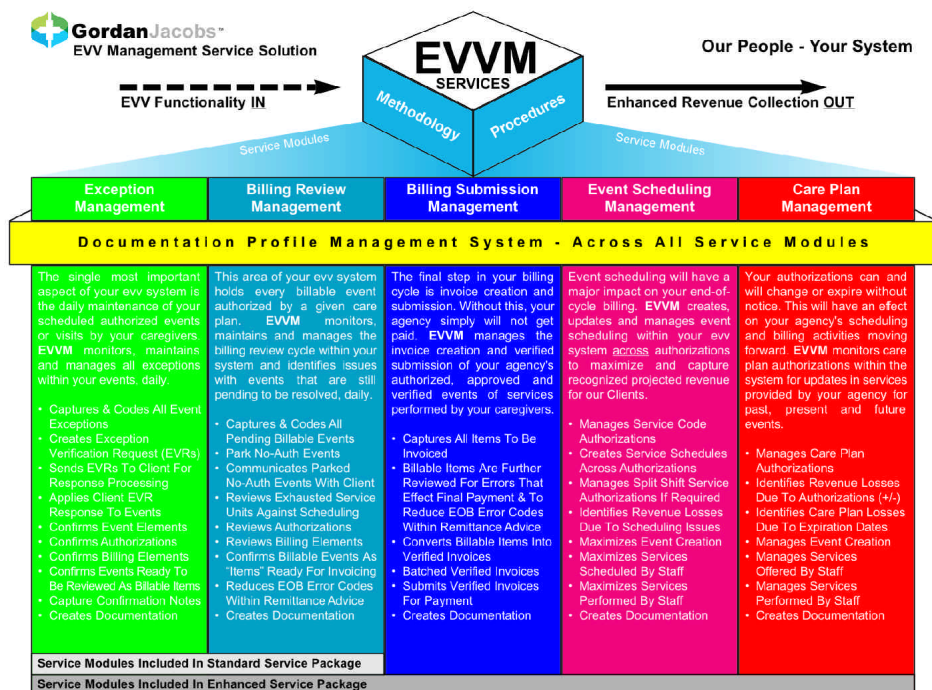
The EVV Management Service Solution (EVVM) was developed to work in "**conjunction**" with the functionality of the evv system to protect and enhance revenue collection using our state-of-the-art technology, proven evv methodologies, effective evv system management procedures and a highly trained staff. The result is an outsource service solution dedicated to serve our clients with reduced in-house operational cost and increased revenue collection with the use of their evv systems platform.

Our People Maintain Your System Remotely

Increased revenue collection is achieved with our people, remotely, maintaining and managing your evv system, daily, through our exclusive EVVM Service Modules. We pay close attention to every detail within every event that impacts the billing process and your revenue. In fact, our management service solution pays for itself with most clients as we increase their billable revenue an average of ***6.0%** over their in-house evv teams.

*See Case Study: "Revenue vs. Cost" brochure

Our EVVM Service Modules



The GordanJacobs™ Firm is not affiliated nor associated with Sandata Technologies, Inc. Any such relationship or association is not intended nor implied.

Enlarged view of above located on page 8 herein.



Our EVV Management Service is an outsource solution containing five (5) Service Modules that manages and maintains core evv functionality (**IN**) through our methodology procedures (**OUT**) to protect and enhance your revenue collection while creating accurate system documentation. The EVVM Service Modules are offered to our clients within two affordable options: Standard Service Package and Enhanced Service Package.

When your operation utilizes our EVVM Services to allow us to manage and maintain your evv system you will save time and money, protect and enhance revenue collection while reducing adjudication risks and compliance liabilities found within the current version of your states evv system platform.

Increased Collection For Over 97% Of Current Clients...

We are very pleased with the results we achieve through the EVVM Services for our clients. We create an increase in collectable revenues for more than 97% of our active clients. Every client is different and come with their own unique set of situations and results vary from client to client. However, we work very hard and very close with all of our clients with one focus, to capture as much revenue your evv system will allow.

MORE Than Just Technical Support!

To successfully function your evv system, providers will need more than just technical support from the evv system vendor(s) to maintain expected revenue collection from their billing activities moving forward. Only proper event maintenance and management procedures will allow your operation to maintain the expected revenue captured and received by your evv system. This is where our experience and knowledge of evv systems shine for our clients. Technical support does not equate into client service. Our view of "Client Service" goes above and beyond just technical support. We offer a team approach with a focus on your business, as a whole. Our Client Service makes your evv system manageable, affordable and work for you like no other vendor could.

Here For Your Financial Interest

When a problem arises, outside of evv system functionality, with regard to a claim, whom would you call? More importantly, what would you say to address the problem? Problems with claims happen. Our clients call upon our experience in claims processing to identify what happened to the claim and how to best resolve the issue, quickly. Based on the situation, we identify the issue and direct you as to whom you would need to contact regarding the claim and what are the elements of the claim that need to be addressed. We process hundreds of claims daily and we have, for the most part, seen it all.

Most importantly, we work for you and only **YOU!** Our Firm is the one point of contact within the process, from the payor through the evv system vendor onto your operation, that works solely for your financial interest.

Incentivized To Succeed For Our Clients

Our EVVM Services were designed to assure our clients succeed within their evv system. Outsourcing your evv system to the **GordanJacobs™** Firm allows you to concentrate on providing services to consumers within your community rather than on perfecting the administration of your system. Behind every great service provider is an experienced evv management team. More importantly, our service



focuses on capturing the most billable revenue for your operation. We bill our clients a small percentage based on every dollar successfully billed out of your evv system. Lowering your in-house operational cost as we manage your evv system while increasing your collectable billable revenue is the winning combination for the future success of your business.

Get more out of your evv system, get **GordanJacobs™**!

There are many benefits offered to your agency when outsourcing the daily maintenance and management of your evv system to the **GordanJacobs™** Firm utilizing our exclusive EVVM Services. One major benefit is an increase in billable revenue! We simply capture more billable events from your evv system through our event maintenance methodologies and management procedures. We pay close attention to every detail within every event that impacts the billing process and your revenue.

Our Firm specializes in the claims operations within the clinical, non-clinical and home health services area using the evv system platform. We assist our clients with the tedious daily tasks in follow-up exception confirmations and claims billing associated with the mandated use of the evv system.

More importantly, our services ensure that your agency maximizes the monetary value of each consumer/client care plan while reducing adjudication liabilities and compliance liabilities found within the current version of your evv system platform.



Maximize Revenue Efficiencies

Once your operation becomes a client of the **GordanJacobs™** Firm, we begin to manage your event exceptions and we look for patterns. Every client we serve has a unique pattern that will ultimately effect the revenue collection within their evv system. With our experience with working with several different types of provider clients, based on your particular system pattern, we fine-tune your system to capture as much revenue your authorizations will allow. Bottom line here is, your internal staff will not have the experience of multiple client evv systems to benefit and adjust your evv operation.

Detail, Detail, Detail...

Our staff is trained to identify every detail that effects the revenue collection of your operation. We know what to look for with regard to final payment for services performed from every event created within your evv system. Our exception verification process was developed to benefit our clients by our experienced staff maintaining every event and managing every exception within your evv system into proper billable events, ready for billing.

Question: Does your internal staff have an effective process in place that focuses proper attention to each detail of an event that ultimately affects the billing process?

Most of our clients have spent all of their time between billing cycles just getting the invoice and billing process completed by deadline. Not much time was available to focus on the details that have effected their collectable revenue. This is the main reason we're able to increase collectable revenue in most cases for our clients.



Reduce Your In-House Operational Time & Cost

Ask yourself this most important question:

Why are you managing your evv system in-house?

Before you answer, ask yourself the following questions:

- Do you have a complete understanding of how your evv system works from a "business" perspective?
- Do you have experience with working your evv system above technical functionality?
- Do you have the knowledge to make adjustments that will have a positive affect on your collectable revenue?
- Are you or your staff spending much more time functioning your evv system then you ever thought you would?

Without complete understanding, experience and knowledge of your evv system...

Why would you manage your evv system in-house?

All of our current clients, when asked this question, answered with one or both of the following responses:

- They didn't know of any option other than to manage their evv system in-house.
- They also thought that in-house evv management would be the most cost efficient.

If you knew of a solution that was more cost efficient and most importantly, an effective management solution to function your evv system— wouldn't you consider it?

Your Outsource Service Solution

Now you have a powerful option that is not only time and cost efficient but is the most effective management service solution for your evv system.

Perhaps, you have yet to -OR- have already 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 your evv 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 will be -OR- are currently spending much more time on your evv system than you ever thought you would.

Remember, our EVV Management (EVVM) Service Solution was developed to work in "**conjunction**" with the functionality of the evv system to protect and enhance revenue collection using our state-of-the-art technology, proven evv methodologies, effective control procedures and a highly trained staff. The result is an outsource service solution dedicated to serve our clients with reduced in-house operational cost and increased revenue collection with the use of their evv systems platform.



What Is The Cost To Outsource Your EVV System? — Pennies!

With our Standard Service Package: For every dollar successfully billed through your EVV System...

...Your cost is only 3.5¢



Wait... What?

NO Restrictions Apply!

Explore the benefits of our EVVM Service Solution. Put your evv system in the hands of the experts for just pennies on the dollar.

“... we use the GordanJacobs Firm to manage our EVV System and they’re worth every penny! ... their process captures more money for my agency.”

Question: When your office copier breaks, do you attempt to fix it yourself? OR, do you contact an expert with copier experience and the proper tools to complete the job in less time and money doing the repair job yourself?

It would be the same with your evv system. Would you not enlist an expert evv management service solution company to properly function your evv system at less cost AND that will allow you and your staff to focus on the provider side of your business? Did you start your provider business to service your own clients OR to become an evv systems and billing expert?

Again, easily off-load the cumbersome daily evv system maintenance and billing processes to the **GordanJacobs™** Firm allowing YOU to put more focus on the provider side of your business.

How Complicated Is Outsourcing Your EVV System? —Simple!

Simply put, not complicated at all. If you can print, sort, scan and send, then your evv system will be in the hands of the experts via our **Cloud** system. It’s just that simple.



Our approach within our EVV Management Service Solution is really quite simple: [— If This, Then That—]. We train your staff on how to interact within our management solution. Complete and confident training of your staff will take less than 30 minutes. Plus, all clients receive an EVVM Client Operational Manual that covers all of the functional aspects we perform within our service solution. One dedicated point-of-contact is all that will be required from your operation to fully interact with our people managing your evv system.

The **GordanJacobs™** Firm EVV Service Bureau was established to be a world-class service provider in the evv system space. Our proven maintenance and management methodologies coupled with our effective control systems and with a highly trained staff ensures a seamless outsourcing experience for your evv systems operational needs.



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

No Long Term Service Contract!

Wait, What? That's right! We are so confident in our EVV Management Service Solution that we offer our services with no long term contracts that would "lock" you in to our services offered. Our EVVM Services are offered to you within a simple 30 Day Service Agreement that renews monthly. Why do we do this? Simply put, we desire to "earn" our stay with your operation. We work very hard to satisfy our clients and help them to succeed with their evv systems, daily.



Let's Recap...

What we do?

We assist the Home Health Service Providers with the daily maintenance and management of their evv system platform throughout the USA with our EVV Management (EVVM) Service Solution which was developed to work in "**conjunction**" with the functionality of the evv system to protect and enhance revenue collection using our state-of-the-art technology, proven evv methodologies, effective control procedures and a highly trained staff.

How will it impact your business?

The result is an outsource service solution dedicated to serve our clients with reduced in-house operational cost and increased revenue collection with the use of their evv systems platform.

What does it cost?

Easily off-load the cumbersome daily evv system maintenance, management and billing processes to the **GordanJacobs™** Firm and put your evv system in the hands of the experts for just pennies on the dollar.

We Challenge You...

Here is your call-to-action. We challenge you to find a more complete and effective evv management service solution of your system that protects and enhances collectable revenue, reduces in-house operational time and expense that only costs pennies on the dollar.

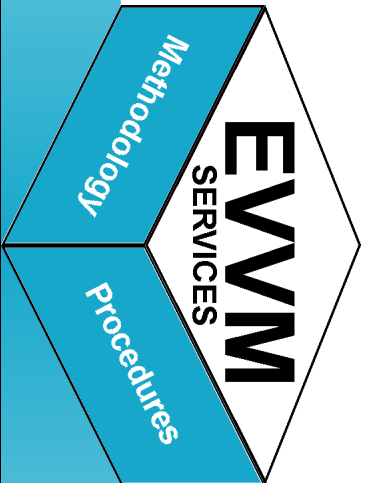
Contact an Account Representative for complete details on how to engage our EVV Management Service Solution for your business today.





EVV FunctionalitY IN

Service Modules



Enhanced Revenue Collection OUT

Service Modules

Exception Management

Billing Review Management

Billing Submission Management

Event Scheduling Management

Care Plan Management

Documentation Profile Management System - Across All Service Modules

The single most important aspect of your ew system is the daily maintenance of your scheduled authorized events or visits by your caregivers. **EVMM** monitors, maintains and manages all exceptions within your events, daily.

- Captures & Codes All Event Exceptions
- Creates Exception Verification Request (EVRs)
- Sends EVRs To Client For Response Processing
- Applies Client EVR Response To Events
- Confirms Event Elements
- Confirms Authorizations
- Confirms Billing Elements
- Confirms Events Ready To Be Reviewed As Billable Items
- Capture Confirmation Notes
- Creates Documentation

This area of your ew system holds every billable event authorized by a given care plan. **EVMM** monitors, maintains and manages the billing review cycle within your system and identifies issues with events that are still pending to be resolved, daily.

- Captures & Codes All Pending Billable Events
- Park No-Auth Events
- Communicates Parked No-Auth Events With Client
- Reviews Exhausted Service Units Against Scheduling
- Reviews Authorizations
- Reviews Billing Elements
- Confirms Billable Events As "Items" Ready For Invoicing
- Reduces EOB Error Codes Within Remittance Advice
- Creates Documentation

The final step in your billing cycle is invoice creation and submission. Without this, your agency simply will not get paid. **EVMM** manages the invoice creation and verified submission of your agency's authorized, approved and verified events of services performed by your caregivers.

- Captures All Items To Be Invoiced
- Billable Items Are Further Reviewed For Errors That Effect Final Payment & To Reduce EOB Error Codes Within Remittance Advice
- Converts Billable Items Into Verified Invoices
- Batched Verified Invoices
- Submits Verified Invoices For Payment
- Creates Documentation

Event scheduling will have a major impact on your end-of-cycle billing. **EVMM** creates, updates and manages event scheduling within your ew system across authorizations to maximize and capture recognized projected revenue for our Clients.

- Manages Service Code Authorizations
- Creates Service Schedules Across Authorizations
- Manages Split Shift Service Authorizations If Required
- Identifies Revenue Losses Due To Scheduling Issues
- Maximizes Event Creation
- Maximizes Services Scheduled By Staff
- Maximizes Services Performed By Staff
- Creates Documentation

Your authorizations can and will change or expire without notice. This will have an effect on your agency's scheduling and billing activities moving forward. **EVMM** monitors care plan authorizations within the system for updates in services provided by your agency for past, present and future events.

- Manages Care Plan Authorizations
- Identifies Revenue Losses Due To Authorizations (+/-)
- Identifies Care Plan Losses Due To Expiration Dates
- Manages Event Creation
- Manages Services Offered By Staff
- Manages Services Performed By Staff
- Creates Documentation

Service Modules Included In Standard Service Package

Service Modules Included In Enhanced Service Package