



GPS Solution



How it works

- ✓ Goes beyond proof of visit
- ✓ Equipped to:
 - Improve compliance via real-time proof of visits, care, and service plan delivery
 - Reduce costs by accurately tracking travel, automating workflows, and eliminating paperwork
 - Facilitate communication between agency and field staff via secure messaging
 - Improve quality of care by furnishing providers with complete information at the point-of-care
 - Evolve, become more powerful, increase maturity and affordability of key technologies (ex. mobile apps, devices, sensors, cloud technology)
- ✓ Mobile technology offers the newest and the most future-proof EVV option
- ✓ Provides compliant visit verification

GPS enabled phones and tablets can:

- ✓ Serve as a communication channel between field and office
- ✓ Provide timekeeping for payroll purposes
- ✓ Track mileage and other expenses
- ✓ Generate reports for documentation and audit
- ✓ Capture electronic signatures, notes, photos, and more from the field
- ✓ Monitor provider's safety
- ✓ Serve as a real-time broadcast/alerts channel for one-to-one or one-to-many communication

Advantages

- + GPS functionality
 - + Locates the provider
 - + Ability to update schedules in real time
 - + Documents service provision in real time
 - + Tracks mileage and travel expenses in real time
 - + Enables providers and agency staff to communicate in real time
- + Encourages productivity by empowering employees to work anytime, anywhere



- + Securely manage data on mobile devices
- + With a Wi-Fi connection, you can stream anywhere

Challenges

- Companies may have more stringent security requirements than a mobile device solution system can support
- Mobile Device Solution products lack proper test environment for company-developed applications
- If you are in an area where the satellite cannot be reached, you will have to get back in range before continuing with your directions



Mobile Device Solution



How it works

- ✓ Mobile devices (cellphones and tablets) record visits via an application, text, or phone call (between the provider, the agency, and/or the member), as needed

Advantages

- + GPS functionality
 - + Locates the provider
 - + Ability to update schedules in real time
 - + Documents service provision in real time
 - + Tracks mileage and travel expenses in real time
 - + Enables providers and agency staff to communicate in real time



Challenges

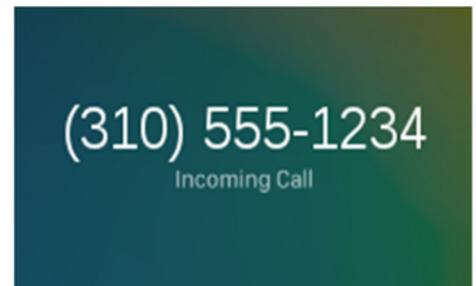
- Issues with providing support for new operating systems as quickly as they are released
- App management features may be weak
- OS manufacturers do not provide vendors with all the code necessary to totally manage the device



Caller-ID Verification and Web Clock with or without GPS Verification

Both technologies have their advantages and challenges

- + Both are generally acceptable to Medicaid auditors in preference to paper timesheets, as long as the technology is compliant with Medicaid regulations for electronic documentation
- + Both telephone timekeeping and web clock require the provider to clock in with a unique ID, often known as a PIN (Personal Identification Number).
 - + The employee PIN replaces the employee name and signature on a paper timesheet
 - + If the member receives multiple services, the provider enters a service code for billing and authorization
- + Telephone timekeeping involves the provider using the member's landline or cell phone
- + Member's with landlines make telephone timekeeping a practical possibility
- + Combining web clock with provider self-service, the provider shares access to their timesheets, schedules, PTO balances, PTO requests, open positions, training classes, W-2s, payroll check stubs, assigned member information, and more all from their cellphone.
- + The advantage of telephone timekeeping is that, other than paying for the 800 number, there is no need to provide additional equipment or data plans
- + If the member does not have a landline or cell phone, one can be provided through several government programs



Challenges

- Caller-ID “spoofing” scams (where people use special technology to put any name and number they want on the screen of the person they are calling)

