



# Reimagine Electronic Visit Verification *with* **AutomationEdge CareFlo**

Transform the Client's and Staff's Electronic  
Visit Verification Experience in a New Way

## What is Electronic Visit Verification?

The EVV (Electronic Visit Verification) process in home care provider industry is used to track and verify caregiver visits to patient's home using technology.

It ensures that caregivers enter clock-in, clock-out and charting services information correctly to promote transparency, accuracy and accountability while improving quality of care.

The 21st Century Cures Act, signed into law in December 2016, includes provisions related to Electronic Visit Verification (EVV) for personal care and home health services funded through Medicaid. While the federal government has set some EVV standards, there are variations in requirements at the state level. EVV process must capture atleast 3 key components including client identification, caregiver identification and date/time stamp for clock-in and clock-out as per federal requirements. The statewise variations include data elements that must be captured during EVV, including additional details on services provided, caregiver qualifications, and more.



## Why do You Need Electronic Visit Verification Automation?

Manual updates in Electronic Visit Verification (EVV) systems may be necessary in situations where caregivers forget to clock in or out, fail to mention provided services, encounter technical issues like geo location not working with their mobile phones, or face difficulties with the client's phone during the client visit, or they don't get opportunity to update shift details later. In this situation, back office operations staff at agency office then need to manually fix this issue. They need to consult caregiver and client to collect and verify information about the shift and then manually update that information in EMR system.

When EVV update process is done manually, there is additional time and investment from Home care agency and additional risk of manual errors.

### With automation of EVV update process Home care agencies



Reduce cost and time invested in EVV updates



Reduce 90% efforts in manual calling & texting



Increase compliance



Improve employee satisfaction



Reduce risk of lost revenue



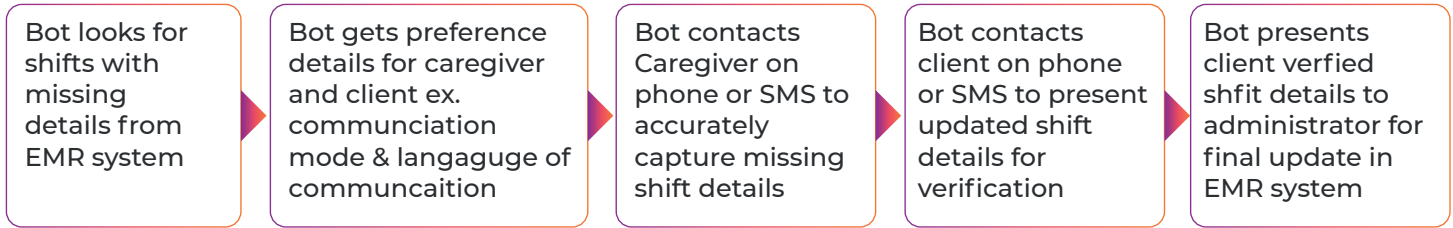
Improve client experience

EVV Update Bot is a part of AutomationEdge CareFlo solution offering. It provides seamless experience to caregivers and clients with AI and automated workflows.



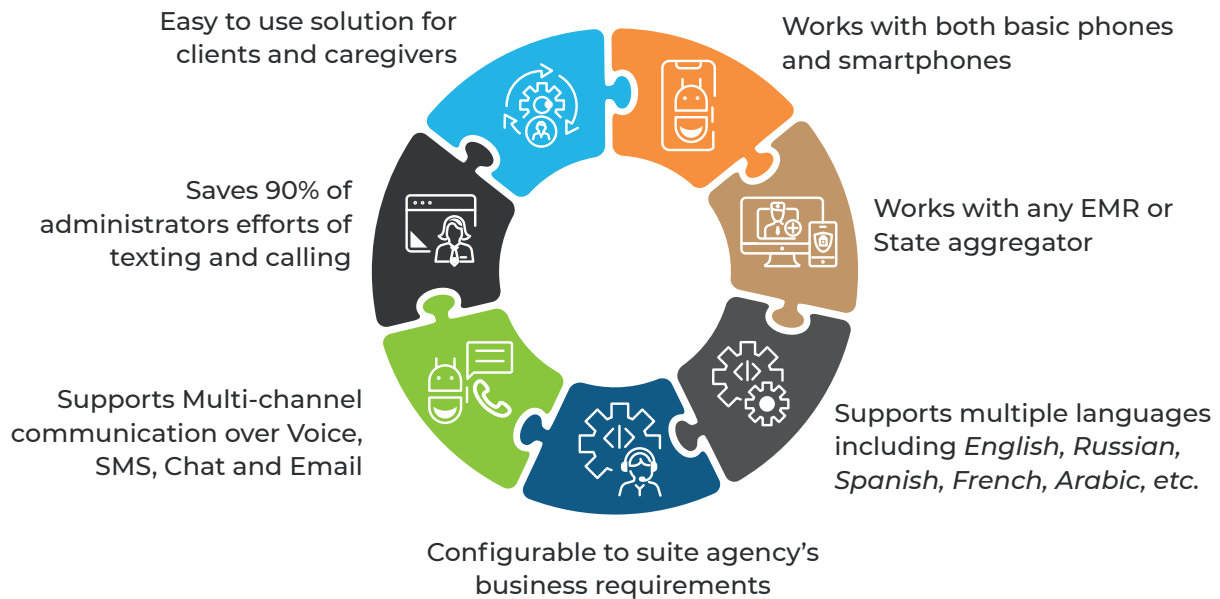
## EVV Update Bot Process Flow

EVV Update Bot automatically communicates with caregivers and clients, and update the required shift and service details in the EMR system.



## EVV Update Bot Advantage

EVV Update Bot helps Home care agencies in multiple ways to reduce friction in EVV update process in case of missed shifts



## EVV Update Bot Security

EVV Update Bot and AutomationEdge Careflo cloud is hosted in secure cloud environment in the US. The security compliances achieved by AutomationEdge include ISO 27001 certifications, SOC® 2 Type 2, and HIPAA attestation.





## AutomationEdge CareFlo

AutomationEdge CareFlo is Hyperautomation platform and solutions for post-acute care, hospitals and healthcare systems. Post-acute care (PAC) agencies including therapy, home health care, hospice and skilled nursing facilities (SNFs), personal care agencies can use CareFlo to quickly automate mundane and repetitive tasks to improve client, employee and caregiver experience. CareFlo hyperautomation platform consists of Robotic Process Automation, AI, iPaaS, Chatbot and workflows for capabilities.

EVV automation has allowed Devoted Guardians to place a focus on quality of care versus managing manual time-consuming processes that add zero value to positive health outcomes. It is comforting to know that these critical processes are running consistently and accurately behind the scenes. This not only drives increased job satisfaction but also healthier and happier clients. It's been a Win-Win for everyone involved!

- Aaron Sinykin - CEO, Devoted Guardians

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				And Many More

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**Major Contender**

Peak Matrix for RPA 2023

High Performer  
WINTER 2023  
RPA Winter 2023