



ENHANCING AGENCY OPERATIONS THROUGH AUTOMATING BEST-PRACTICES



## Enhancing Agency Operations through Best-Practices Automation

Home healthcare agencies face growing pressure to increase operational efficiency, boost productivity, reduce costs and improve quality of care.

Only one solution offers the functionality you need to fully optimize your agency's performance –

### **Santrax® Agency Management**

from Sandata Technologies, the leading provider of information technology solutions for the home healthcare industry for more than 30 years.





# santrax® AGENCY MANAGEMENT



Obtain leading-edge management and an immediate return on your investment – with little to no capital expenditure.

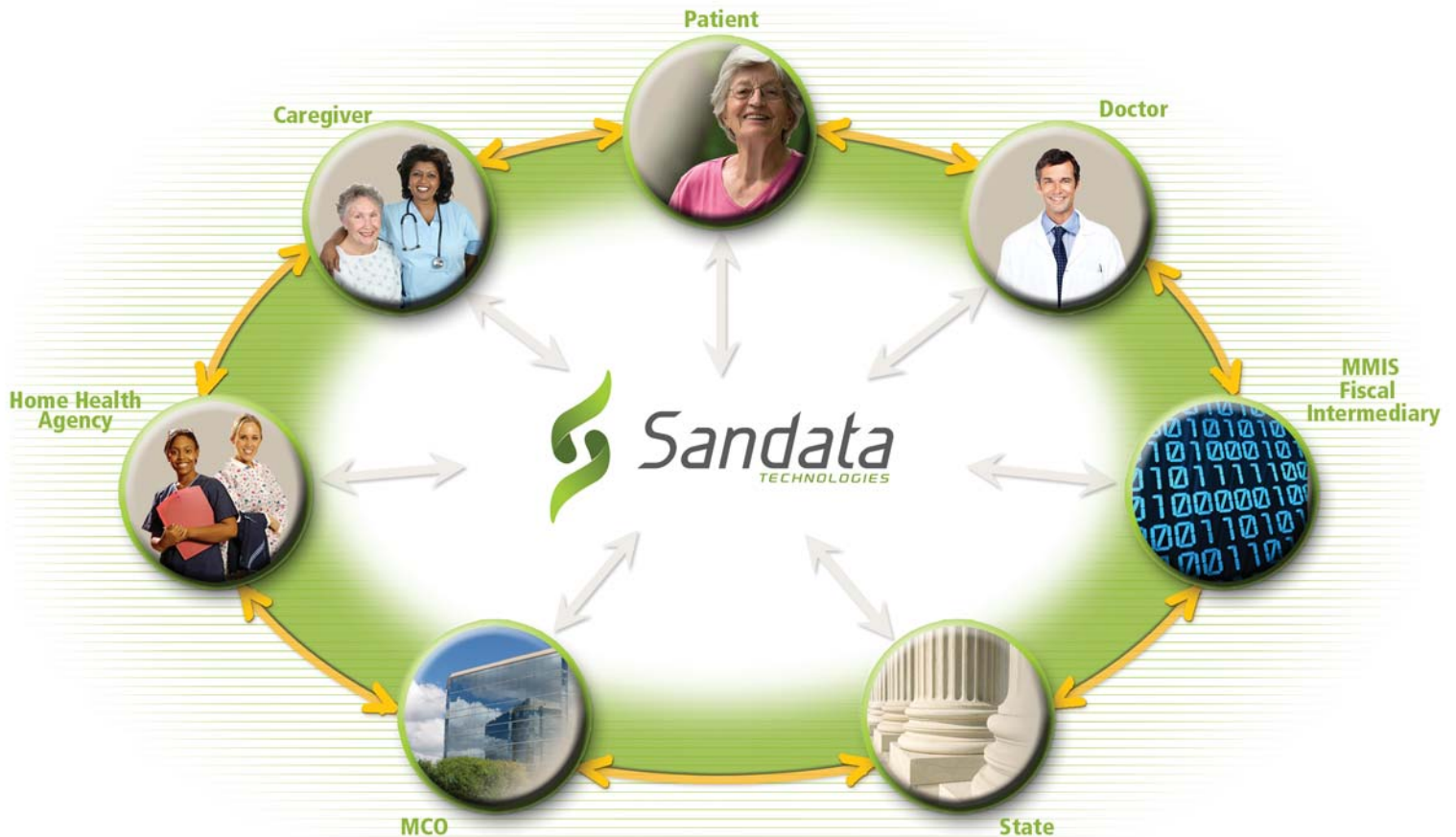
## STATE-OF-THE-ART AGENCY MANAGEMENT SOLUTIONS

**Santrax® Agency Management** is a powerful comprehensive home healthcare management solution that automates all your key operational processes. **Santrax® Agency Management** enables your agency to manage multiple lines of business including Medicare, Medicaid, Hospice and Private Duty. It incorporates **Santrax® Telephony**, the market-leading Electronic Visit Verification solution and provides end-to-end processing for all key clinical, financial and operational functions.

## MANAGE KEY PROCESSES WITH CUSTOMIZABLE DASHBOARDS

The **Santrax® Agency Management** solution incorporates key Santrax functionality such as Scheduling, Clinical, Compliance, Electronic Health Records, Billing Functions, Payroll, Reporting and Exporting into one system. Integrated processes automate and eliminate many manual steps. **Santrax® Agency Management** offers comprehensive, streamlined agency management for:

- **Intake** - Automatically custom configures the Electronic Health Records based on admission type
- **Clinical** – A comprehensive clinical record where data flows where needed, and an embedded application tracks all clinical documents to completion. For each admission type EHR contents can be pre-defined. Documents can be pre-defined to be automatically included in the EHR and indicated as “Required”
- **HR/Compliance** - Automates management of all compliance items and interacts with scheduling
- **Scheduling** - Advanced scheduler includes proximity and attribute searching, schedules from orders and authorizations, configurable alert system and permanent schedules
- **Billing** - Automatically creates all billing (electronic and paper) as a byproduct of scheduling
- **Accounts Receivable** - Complete A/R system for managing electronic and manual billing and remittance



**Santrax® Agency Management's key functionality includes:**

- Advanced billing features including electronic claims processing to Medicare, Medicaid, Hospice and Private Duty
- Care management tools including Medicare Outcome and Assessment Information Set ("OASIS"), care assessment, nursing care plan, data tracking and visit record integrated into a single customizable document
- Case history and medication tracking, referral management and order tracking
- Complete customer demographic information
- Compliance tracking, HIPAA-compliant
- Advanced scheduling capabilities
- Payroll reporting and exporting
- The **Santrax® Telephony Solution** time and attendance embedded in **Santrax® Agency Management** validates encounter data at the point-of-care through Electronic Visit Verification and enables the paraprofessional workforce to operate paperless

## TWO PRODUCT OPTIONS

**Santrax® Agency Management** is available in two versions, so that you can obtain the right mix of features and functionality for your agency:

**Santrax® Agency Management Light** – Designed for agencies [that provide Medicaid and Private Duty services]. It includes:

- Client and staff management
- Scheduling
- Billing
- Reporting
- Tracking
- Payroll
- Accounts Receivable

**Santrax® Agency Management Complete** – The Complete version of **Santrax® Agency Management** adds robust clinical functionality to the **Santrax® Agency Management** platform, giving Home Healthcare Agencies the functionality to address all lines of business, including Medicare, Medicaid, Hospice and Private Duty. **Santrax® Agency Management Complete** provides a full electronic Health Record, allowing you to manage clinical documentation, lab results, X-rays, wound photos, images and other data. SAM Complete includes:

- Client and staff management
- Scheduling
- Billing
- Reporting
- Tracking
- Payroll inventory
- Accounts Receivable
- Complete electronic submission
- Clinical documentation



## ADD-ON MODULES FOR ADDED CAPABILITIES

**Santrax® Agency Management** can be enhanced with a variety of add-on modules that enable your agency to obtain the specific functionality it needs, including:

- **Santrax® Analyzer** – A robust analytics application that uses your agency's data to provide management reporting and analytics. **Santrax® Analyzer** establishes the foundation for optimized revenue and increased business efficiency
- **Santrax® Performance Advisors** – Sandata's proprietary consulting services, focuses on driving operational and financial improvement for your home healthcare agency

Our industry experts use a powerful combination of data analytics and best practices to empower your organization to increase efficiency, reduce costs and improve your bottom line. Focused programs include:

- Reducing LUPA rates
- Increasing therapy utilization
- Improving care accuracy and delivery
- Enhancing OASIS C accuracy
- **Santrax® Advantage** – For agencies that complete all or part of their assessments on paper. **Santrax® Advantage** converts handwritten assessments into an electronic format, performs an audit and corrects errors prior to submission to Medicare
- **Santrax® Point-of-Care** solutions automate data collection processes for all aspects of your agency. Options include:
  - **Santrax® Clinical PDA** - Enables your staff to, through an intuitive, easy-to-use process, collect critical patient data on a Blackberry. Information is verified for accuracy, and submitted directly to your clinical system. Standard OASIS forms, comprehensive assessment forms, physician orders and visit notes come with built-in CMS edits, and our proprietary SmartEdits, alerting you to any clinical inconsistencies within the forms
  - **Santrax® CareTab** – Enables your staff to collect data on a standard data tablet or laptop. The **Santrax® CareTab** system includes a "Problems" tab that alerts the user to questions that have been by-passed and indicates clinical inconsistencies. Data collection can be done on or off-line. Off-line users will automatically have their completed forms uploaded to the back-end system. Forms are accessible to the agency for further coding and follow up in anticipation for final review and transmission



## COMPREHENSIVE SUPPORT – IMPLEMENTATION AND BEYOND

Improving your agency's financial and operational performance is the focus of Sandata's skilled implementation team. Experienced with thousands of implementations, the Sandata team manages every aspect of implementation, including integration with third-party systems, as necessary.

As part of the implementation process, Sandata provides comprehensive training, on-site or remote, based on your agency's needs and preferences. Wherever training is conducted, Sandata's consultants make sure that your staff members receive all the information and direction they need to create measurable improvements and to achieve organizational business goals.

Once training is completed, Sandata is poised to provide the support needed to ensure that **Santrax® Agency Management** always remains a valuable resource for controlling costs, increasing efficiency and improving service delivery.

### FIND OUT MORE

To learn more about how **Santrax® Agency Management** can enhance your agency's operations through automating best-practices, or to schedule a demo, email [infosales@sandata.com](mailto:infosales@sandata.com), call **1-800-544-7263** or go to [www.sandata.com](http://www.sandata.com).



### IMPORTANT FINANCIAL BENEFITS

- Reduced costs through automation of visit management, scheduling and billing processes
- Increased revenue through fewer missed and late visits
- Improved compliance
- Decreased caregiver reimbursement costs through accurate mileage tracking
- Increase cash flow through billing automation
- Little to no capital outlay required



WE LOOK AT HOME HEALTHCARE FROM YOUR PERSPECTIVE.

## Valuable Functionality for Any Home Healthcare Agency



- Real-time employee activity monitoring via the web
- Electronic timesheet reporting
- Key-attribute matching of staff to patient
- Staff availability tracking
- Integrated payroll
- Speaker Verification to ensure service delivery by the right caregiver
- Automated billing for faster reimbursement and better cash flow management
- Robust reporting
- Improved documentation for audits and investigations
- Automatic population of electronic Health Records
- Effective utilization of best practices through data analytics, improved plan-of-care compliance and automated OASIS data input
- Comprehensive care management tools – including OASIS, care assessment, nursing care plan, data tracking and visit record – integrated within a single customizable document
- Case history and medication tracking, referral management and order tracking
- Complete customer demographic information
- Compliance tracking, HIPAA-compliant





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**NEW YORK • Headquarters**

26 Harbor Park Drive  
Port Washington, NY 11050  
T. 800.544.7263  
F. 516.484.6084

**VIRGINIA**

11846 Rock Landing Drive, Suite C  
Newport News, VA 23606  
T. 888.637.1101  
F. 757.223.1457

**FLORIDA**

405 North Reo Street, Suite 100  
Tampa, FL 33609  
T. 800.850.0018  
F. 813.282.8907

**1-800-544-7263**

[www.sandata.com](http://www.sandata.com)

