



SOLUTIONS FOR HOME CARE SAVINGS TODAY AND TOMORROW



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Maximize Transparency & Oversight of Home and Community-Based Programs

Payors face growing pressure to reduce costs, eliminate fraud, waste, and abuse and increase home care provider accountability, all while ensuring appropriate member care.

Only one solution offers the functionality you need to meet all of these tough challenges – **Santrax® Payor Management** from Sandata Technologies, the leading provider of home care information technology solutions for more than 30 years.



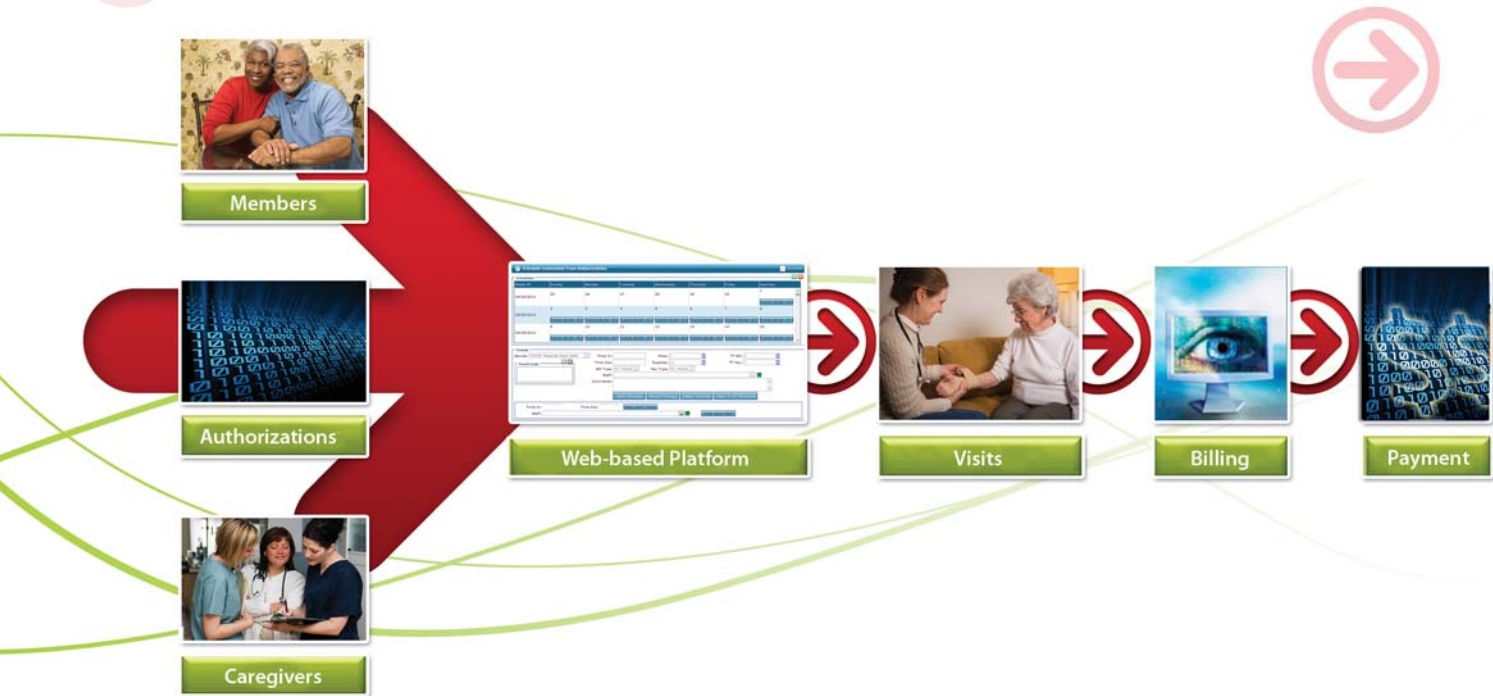
MAXIMIZE VISIBILITY AND CONTROL OF HOME CARE PROGRAMS

Offering unmatched visibility into provider operations and improved documentation for audits and investigations, **Santrax® Payor Management (SPM)** provides the foundation necessary for greater control and insight into clinical, financial and operational processes. With SPM, you receive a single composite view of services, claims and data collected by all providers across a jurisdiction.

Using real-time information provided by caregivers at the point-of-care, our industry leading Electronic Visit Verification technology tracks caregiver arrival and departure times, location, member and direct care provider IDs and tasks performed during a visit. Advanced visit monitoring and rules-based claims submittal increase compliance and claims accuracy, virtually eliminating inappropriately billed services. The result is improved oversight into HCBS program delivery, streamlined claims, and reductions in fraud.

Home Care is vulnerable to fraud, waste and abuse. Sandata's SPM solution ensures only authorized and validated services are reimbursed.

 **SPM Data Flow**





A JURISDICTIONAL VIEW OF SERVICE DELIVERY

Santrax® Payor Management integrates powerful provider management tools, dashboards and reports to give you real-time insight into the delivery of home care services. Using the information gathered from caregivers at the point-of-care via Electronic Visit Verification, SPM enables the payor to have a single, real-time composite view of all authorized services and care delivered within an Electronic Health Record. SPM provides accurate, up-to-date business intelligence that enables you to monitor and audit encounters, billing, care plan delivery and service benchmarks.

MARKET-LEADING TECHNOLOGY

Santrax® Payor Management is a comprehensive SaaS technology solution that enables you to have jurisdictional oversight to home and community based service delivery.

As a hosted solution, all of the infrastructure needed for SPM is provided by Sandata at our geographically dispersed data centers. Users access the system from any computer with internet access through our secure, HIPAA compliant web portal.

SPM fully automates the remote acquisition of service data, the processing of service data against authorizations, and the automatic generation of 837 claims for those services that match the submission criteria as defined by the payor.

SPM uses ANI technology to validate time and location, is scalable to handle mass volumes, and includes full mission critical disaster recovery planning and data redundancy. Today, **Sandata processes approximately 100 million calls annually. Using Oracle clustering technology, adding additional capacity is quickly and easily achieved.**

RETURN ON INVESTMENT

The SPM solution eliminates inaccuracies or potential abuse through our electronic visit authentication claims submittal process. Caregivers are only reimbursed for authorized services with validated delivery. SPM reduces program costs by a minimum of 10% by:

- **Eliminating rounding errors on paper timesheets**
- **Eliminating fraudulent billing for services that were not delivered**
- **Proactively preventing fraud, eliminating "pay and chase" administrative burden**

Actual results in current SPM programs range from 10% to 50% reduction in claims costs, depending on the level of fraud inherent in the program at launch.

MULTIPLE POINT-OF-CARE OPTIONS FOR VISIT VERIFICATION

Sandata is the only company that can provide a comprehensive technology approach to verifying visits at the point-of-care. Through Sandata's proprietary "Assured Coverage" program, SPM offers a complete set of visit verification technologies.

The "Assured Coverage" program includes:

- Telephony land line solution
- Mobile Visit Verification – real-time GPS technology, verifying employee location and visits via GPS enabled cell phones
- Fixed Visit Verification – patented technology to verify visits when no land line or cell phone service is available.

Through our "Assured Coverage" Program, you can feel confident that visit verification is occurring at the point-of-care, helping to guard against fraud and abuse, while improving clinical care.

An additional layer of security and compliance assurance is available with Speaker Verification. Speaker Verification uses biometric voice recognition technology to ensure that the right caregiver is providing service to the right patient. Each caregiver is enrolled in the Speaker Verification system. Whenever the caregiver makes a phone call, they are prompted to repeat their enrollment pass phrase. Each recording is then compared with their voiceprint that is on file and scored. Both the payor and the provider are notified as to whether the call passed or failed the Speaker Verification accuracy threshold, assuring that the authorized worker is the one who made the call.

COMPREHENSIVE SUPPORT – IMPLEMENTATION AND BEYOND

Improving your financial and operating performance is the focus of Sandata's skilled implementation team. Experienced with thousands of implementations, including multiple statewide, complex projects, the Sandata team manages every aspect of implementation, including integration with member eligibility, authorizations and claims systems, on time, every time. Sandata provides comprehensive training, using a combination of classroom, computer based training, and ongoing webinars. Sandata provides 24/7 help desk support and ongoing consulting services as needed.

FIND OUT MORE

To learn more about how **Santrax® Payor Management** can improve jurisdictional oversight of home care delivery or to schedule a demo, email spmteam@sandata.com, call **1-800-544-7263** or go to www.sandata.com.



A WINNING SOLUTION FOR ALL STAKEHOLDERS

Santrax® Payor Management provides valuable benefits to constituents across the home care continuum.

PAYORS

- Reduces claims costs through data accuracy and increases in provider efficiencies
- Prevents improper payments at the front-end and eliminates operating in a pay and chase mode
- Addresses new home care reform requirements by assuring operational compliance with CMS and ACO quality mandates
- Provides web based auditing to support retrospective claims analysis
- Ensures transparency of service delivery through plan-of-care tracking and real-time analytics

PROVIDERS

- Provides end-to-end electronic processing improving workforce management
- Monitors caregiver activity in real-time and tracks staff availability
- Provides configurable e-mail or phone alerts regarding service delivery
- Integrates payroll and billing processes
- Minimizes missed visits and verifies service delivery by designated caregiver

MEMBERS

- Ensures service plan fulfillment and plan-of-care compliance
- Fosters member-centric service delivery through caregiver attribute matching
- Supports proactive identification and notification of missed and late visits via real-time alerts

CAREGIVERS

- Reduces administrative burden by eliminating manual processes, increasing caregiver efficiency
- Allows for increased time and money for providing direct care services

RIGHT

Service

Location

Time

Member

Caregiver

