



IMPROVING AGENCY EFFICIENCY AND SERVICE QUALITY WITH PROVEN TECHNOLOGY



Improving Agency Efficiency and Service Quality with Proven Technology

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 meet these challenges with little to no capital expenditure – **Santrax® Telephony**, from Sandata Technologies, the leading provider of information technology solutions for the home healthcare industry for more than 30 years.





santrax® TELEPHONY

MARKET-LEADING ELECTRONIC VISIT VERIFICATION SOLUTION

Used by more caregivers and home healthcare workers than any other telephony system, **Santrax® Telephony** helps ensure clinical compliance, improves quality of care, streamlines back-office processes, and reduces time between service delivery and billing. It improves patient care and quality through Assured Coverage and increases clinical compliance by ensuring the 5 Rights. The Right patient, serviced at the Right time, in the Right location, with the Right plan-of-care by the Right caregiver.

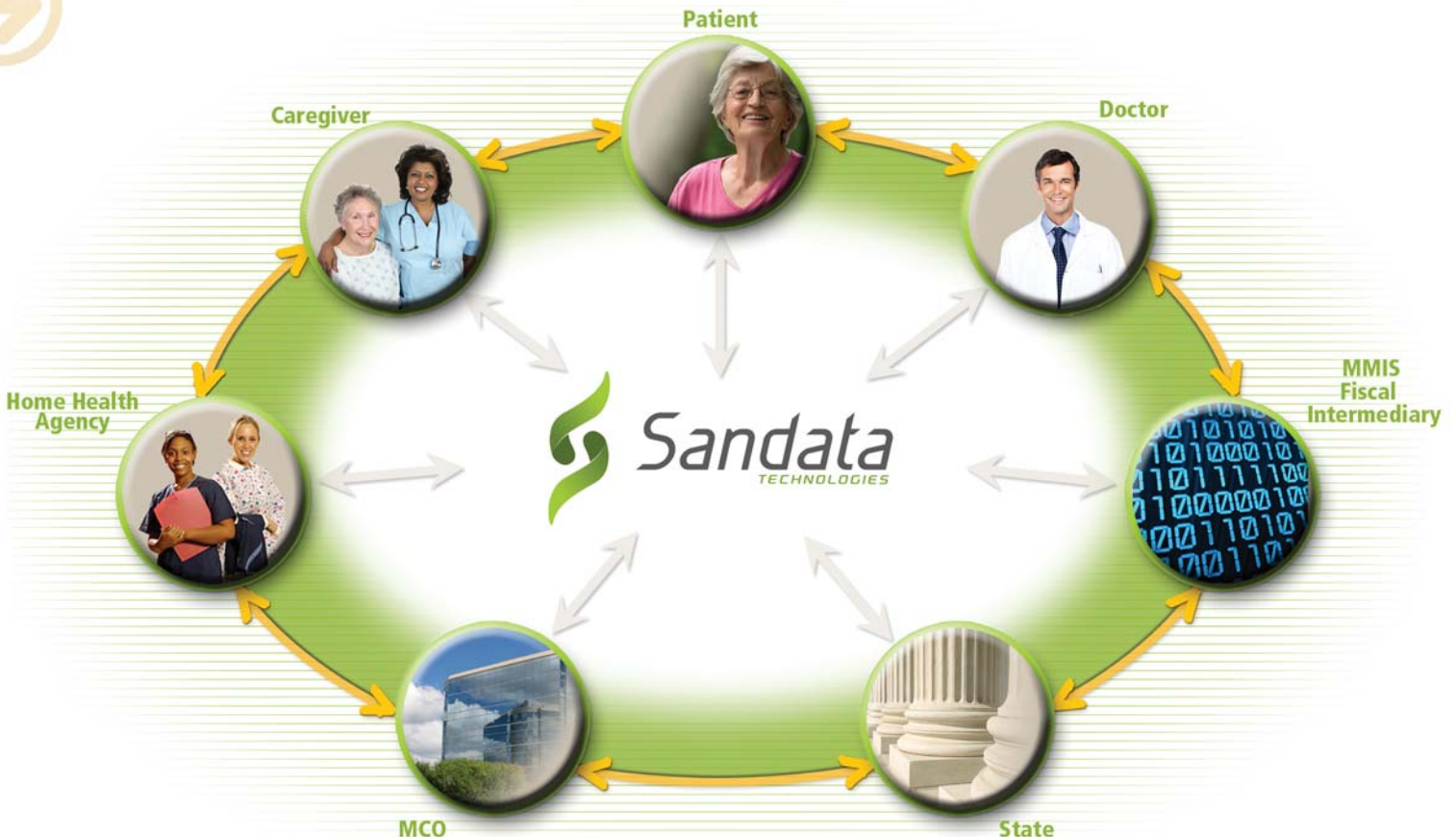
HOW IT WORKS

Santrax® Telephony validates data instantaneously in real-time and the data is stored and easily accessible via the web 24/7.

Caregivers provide information at the point-of-care via Electronic Visit Verification. **Santrax® Telephony** can track caregiver arrival and departure times, location of service delivery (using proprietary ANI processing), member and direct care provider IDs, and tasks performed during a visit.

With optional features, **Santrax® Telephony** improves caregiver compliance by verifying the caregiver's voice to ensure compliance. It precisely calculates caregiver mileage, minimizing "no shows" through real-time supervisor alerts, tracks visits against a recipient's specific plan-of-care, and automates billing and payroll, among other valuable functions.

Santrax® Telephony provides an end-to-end solution for all size agencies. Incorporating pre-built standard interfaces to back-end systems, it includes rich, robust features to eliminate manual processes, aid scheduling, interface to third-party billing and payroll systems, and enhance administration with real-time dashboards and reports.



WE LOOK AT HOME HEALTHCARE FROM YOUR PERSPECTIVE.



ADD-ON MODULES FOR ADDED FUNCTIONALITY

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

- **Schedule Prompting** – Improves time management by prompting caregivers with scheduling and short-visit reminders
- **Mileage Tracking** – Eliminates inaccuracies and saves administrative time through automatic mileage calculation and reimbursement
- **No Show Alert** – Improves workforce monitoring and ensures no recipient is overlooked through “no show” alerts, thereby decreasing both missed visits and missed revenue
- **Field Location Tracking Device** – Used to validate caregiver visits when there are no cell towers or landlines available
- **Speaker Verification** – Improves care quality and ensures caregiver compliance by using state-of-the-art voice verification to ensure that the right caregiver is serving the right patient
- **Plan-of-Care Entry** – Increases productivity by automatically entering care plan data into **Santrax® Telephony**
- **Broadcast Messaging** – Simplifies staff notification by enabling supervisors to create, schedule and send voice messages regarding schedule changes, no shows and other developments to one or more field caregivers
- **Overnight Awake** – This unique feature is utilized in group homes to ensure that supervision is provided at all times
- **Transcription Services** – Increases caregiver productivity by enabling caregivers to dictate notes over the phone, for subsequent transcription
- **Scheduling** – Increases scheduling efficiency by enabling your agency to utilize the powerful scheduling engine incorporated in **Santrax® Agency Management**

ASSURED COVERAGE

Sandata is the only company that assures accurate coverage through a complete set of visit verification technologies. In addition to our market-leading **Santrax Telephony** (STx) solution, Sandata also offers real-time GPS technology, verifying employee location via cell phones, and a Field Location Tracking Device when no phone service is available. Your agency can feel confident that visit verification is occurring at the point-of-care, helping to guard against allegations of fraud and abuse, while improving clinical care.

Management Reports

Santrax® Management Reports enhance staff management by enabling managers to track staff field activity in real-time via a web interface, providing supervisors with instant knowledge of missed visits, late visits and other problem situations. It also establishes a comprehensive audit trail without reliance on paper documentation, improving accuracy and saving time.

The Reporting system consists of Daily Reports and Date Range Reports. There are multiple sort options available for each report as applicable to the specific report. In addition, there are several filters that are available to help the user narrow the criteria of the data that they wish to see when running each report.

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® Telephony** always remains a valuable resource for controlling costs, increasing efficiency and improving service delivery.

More than 150,000 field workers use Sandata solutions to provide appropriate, high-quality care to more than 400,000 members nationwide.



VALUABLE OPERATIONAL & FINANCIAL BENEFITS

- Greater operational efficiency through process automation
- Increased revenue and cash flow
- Lower administrative costs
- Improved quality of care
- Enhanced clinical compliance
- Guard against allegations of fraud and abuse
- Comprehensive audit trail
- Fewer inappropriately billed services
- Tighter control over services authorized and services paid
- Shorter time between service delivery and billing



Powerful, Market-Leading Features

- Robust interface to **Santrax® Agency Management** and third-party scheduling, payroll and billing systems
- Speaker Verification
- Comprehensive reporting engine
- Visit maintenance management
 - “No show” tracking and alerts
 - Management dashboard
 - Broadcast messaging
- Automatic mileage calculation and reimbursement
 - Plan-of-care maintenance and reporting
- Certified home healthcare agency support
 - Transcription service
 - Overnight awake service
 - Schedule prompting
- Direct data entry for employees and clients
- Field location tracking



FIND OUT MORE

To learn more about how **Santrax® Telephony** can help your agency manage resources and care more effectively and efficiently, or to schedule a demo, email infosales@sandata.com, call **1-800-544-7263** or go to www.sandata.com.



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