eCaring
Home Care Software-as-a-Service

Scheduling Made Easy!

Optimize Workflow for Faster, More Consistent, and Accurate Results.

Manage Aides Effectively and Improve Delivery of Client Services by Quickly Organizing and Retrieving Critical Data

eCaring is a web-based software application designed especially for non-certified, private pay, and third-party payor (VA, Medicaid, LTC, etc.) agencies. It enables you to meet compliance standards, eases the audit process, and ensures that billing conforms to state requirements, and helps manage the many details of running a successful home care agency.

eCaring supports all the operations of a home care agency, and enables you to:

- Schedule Visits Easily and Quickly!
- Reduce or Eliminate Rejected Billing!
- Produce Payroll and Billing in 1/10 the Time*.
- Access the system from Anywhere (web or mobile).
- Lower Total Cost of Ownership vs Desktop Software.
- No Software and No Hardware Necessary.
- Fast User Experience.

eCaring is accessible through a standard browser or eCaring's free mobile iOS or Android App from anywhere you can reach the Internet. It is hosted on secure servers, freeing you from the expense and trouble of owning and maintaining supportive hardware, software, and licenses.

The system uses advanced web techniques to produce a rich, fast, and productive user experience. Transmissions are encrypted and secure, protecting you, your clients, and your employees from eavesdropping or data interception. Your data is hosted and backed up at a 24 hr/day guarded and monitored facility with redundant energy supply.

eCaring is available on a monthly subscription basis. There is no minimum subscription period; you may cancel your subscription at any time. Subscription rates are available on a tiered basis depending on the number of clients you serve making it affordable for start-ups and small agencies. At the same time, for large enterprises with multiple offices, eCaring provides outstanding performance and considerable value.

For more information and to schedule a guided demonstration, visit **www.ecaring.com** or call **781-808-3968** to speak with an account manager.

* Average new customer reported experience compared with manual or outdated electronic systems.

Service Details

Security
eCaring is compliant with the Massachusetts Personal Information Privacy regulations, the strictest in the country. All transmissions are encrypted to banking level security and our servers are located in a 24 hour-per-day locked, guarded, and monitored SAS 70 certified facility with redundant power supplies and communication lines. The system is permission-based whereby you decide who in your agency has access to what information.

Web-based "Cloud" Computing with Mobile App
The system is web-based, which means that it runs on our servers maintained by us. You do not need to maintain any software or equipment other than your desktops, laptops, smart phones, and Internet routers. All updates to the system are available instantly without your needing to download or install any software. Support is without charge.

Aide Management
The system keeps vital aide information such as dates for INS renewal, TB shots, vaccinations, chest x-rays, CORI checks, driver's license and insurance renewal, etc. You can track your aides' basic and in-service training, and you can produce reports on the status of all this information to help you monitor and manage their status. You can keep an unlimited number of contact numbers for each aide to accommodate cell phones, landlines, and email addresses to which you can automatically email schedules. Real-time and system-generated notes are kept for each employee. The system keeps track of aide supervision and keeps detailed information on supervised visits.

Client Management
The system keeps vital information on each client such as billing ID numbers, diagnoses, and names and numbers for physicians, hospitals, relatives, proxies and billing contacts. The system displays client age, date of birth, risk level, and user- and system-generated notes as well as details on tasks to be performed, directions to the home, and a weekly schedule.

Authorizations
eCaring provides a tightly managed authorization system. You select the private and public funding sources with which you contract, and create client authorizations for each funding source. The system will not allow over-utilization of authorizations for assignments or billing. Authorizations are at the heart of the system. When a client is deactivated, suspended or hospitalized, all his or her authorizations stop which in-turn stops all scheduled visits, prevents further assignments, and prohibits further payroll and billing. This tight coupling of authorizations to assignments, payroll and billing dramatically reduces over-payment and rejected billing, and makes payroll and billing painless.

Assignments
Assignments are made via your browser and are on-going on a weekly, every-other-week, or one-time per month basis until stopped or changed by you. You can easily make substitutes and alterations as needed. Weekly schedules are available by any selected week of the year and can be viewed on-screen, printed, or emailed. Assignment history is available until archived for retrieval or until you delete the client and aide information. Assignments form the basis for payroll and billing.

Payroll
Verified assignments are paid via the system payroll function. When you have verified all visits for a weekly or bi-weekly period, the payroll system produces a data file that is electronically transferred to the eCaring payroll partner you choose, or sent by you via email or direct import to another payroll processor of your choice. The system automatically calculates overtime hours according to the IRS-required blended method, and pays for late time slips, holidays, and differentials. Visits may be marked as pay-no-bill, bill-no-pay, or as an absent visit.

Billing
At your specified billing period, you can generate billing to your funding sources. Data can be imported into QuickBooks or other accounting systems for invoice production and A/R tracking.

Telephony & Text Messaging
As an option, eCaring provides completely integrated telephony service for recording visit arrivals and departures. There is no need to upload or download files or schedules, everything is contained within the eCaring system. Per-call charges and a low monthly rate apply. At your choice and for no additional charge, eCaring can also send you notifications via email of late arrivals and no-shows.

Also, you have the option of completely integrated text messaging (SMS) service. Text your aides and receive replies right from the screen. No need to fumble for cell phones or use up personal minutes. You can have one number for your entire office, or each coordinator can have an individual number. A low per-call and per-number monthly charge applies.

Supervision
eCaring allows you to manage supervised visits by recording visits, reporting on status, and providing a number of helpful tools to make it easier to meet the requirements for aide supervision.

Custom Reports
Your eCaring database contains a wealth of information about your clients, aides, funding sources, assignments, authorizations, payroll and billing. Several advanced reports are built into the system, but one outstanding feature of eCaring is the custom report builder that allows you to query and report on your data in innumerable ways. You can "slice and dice" your eCaring data to come up with reports you may not even presently anticipate.

Service
eCaring provides unparalleled service. Customers who participate in initial training receive unlimited technical support for as long as they remain customers. We regularly seek our customers' feedback to improve the user experience and provide new and useful features. Updates, new features, and system upgrades are all free of charge and are available online without your having to do anything except perhaps activate those that are optional.

And more...
There is even more to the system than we have described here. For further information and to schedule a guided demonstration, visit www.ecaring.com/demo or call 781-808-3968 to speak with an account manager.