

# EVERO HELPS NEWLY MERGED AGENCY STREAMLINE OPERATIONS & GAIN ORGANIZATION-WIDE TRANSPARENCY



Moving from separate solutions to digitalAGENCY™ eliminated duplicative processes, improved compliance, and accelerated their revenue cycle.

## BACKGROUND

The Arc Greater Hudson Valley, NY ("Arc Greater Hudson") is a not-for-profit agency formed by the merger of three smaller agencies (The Arc of Dutchess, Sullivan Arc, and The Arc of Orange County) in 2020 and 2021. The combined entity now provides a wide variety of services, including Residential, Clinical, Day, Family Support, Guardianship, Children's Education, Employment, Recreation, and Respite supporting over 2,000 people with intellectual and developmental disabilities across the three New York counties.

## CHALLENGE

Following the mergers, Arc Greater Hudson continued to rely on a mix of well-known, but limited, software EHR platforms and paper-based, manual processes to manage their Electronic Health records. The use of three distinct and separate systems led to inefficiencies, duplicative work across programs, and a lack of agency-wide transparency. With the addition of over 40 residential programs, it became essential for the agency to find a comprehensive EHR platform capable of managing their entire operation - one that could meet their current needs and scale with them into the future.

**"eVero will play a really important part of our future growth. After our mergers, we knew we needed to build a foundation for the next level of service delivery. digitalAGENCY™ covered everything on our wish list."**

- Kevin Larragy, Associate Executive Director

## SOLUTION

After investigating and evaluating numerous EHR solutions, the agency's leadership zeroed in on eVero's digitalAGENCY™ (dA) software platform. dA is 100% paperless, which would streamline their operations by eliminating paper-centric, manual processes. It offered them specialized modules, tools, reporting, and other capabilities designed to enhance the efficiency of their Community-based and Residential programs, while also meeting the compliance requirements of each. Additionally, dA could seamlessly integrate with their existing payroll and billing systems, accelerating daily workflows and eliminating the need for manual data re-entry. Looking ahead, they were pleased to see that eVero's development road map includes features like Incident Management and eMAR, which align perfectly with their future initiatives.

### BEFORE EVERO

- ∞ 3 separate, independent EHR solutions
- ∞ Highly manual, duplicate processes
- ∞ No visibility between legacy agencies
- ∞ Lengthy, labor-intensive billing process
- ∞ Limited support for growing Residential programs

### AFTER EVERO

- ∞ One unified platform agency-wide
- ∞ Streamlined operations with increased accuracy
- ∞ Full transparency across all programs
- ∞ Specialized modules for Community/Residential programs
- ∞ >90% decrease in billing errors

## IMPLEMENTATION

Working hand-in-hand with eVero's Project Management team, Arc Greater Hudson's team developed a comprehensive implementation plan that sequentially migrated their programs to dA. As part of the roll out to their staff they set up some basic dashboard and widget templates that would put key fundamental compliance and program operations metrics right at their fingertips. They encouraged users to customize these templates to add items specific to their roles.

## RESULTS

Once their users were up and running on dA, the most immediate benefit they realized was how much more efficient their staff, and their operations as a whole, had become. By centralizing the entire agency on a single platform, we enhanced cross-program and cross-organization communication and data sharing. Transitioning away from paper forms further streamlined processes, allowing tasks to be completed more quickly and with greater accuracy. For example, dA's Capture module enables staff to complete and submit residential program documentation at the time of delivery right in dA or the eVeroMobile™ app, rather than sending handwritten forms entered manually into the EHR. Now those electronic documents can be easily accessed by other team members, increasing the staffs' autonomy and ability to self-direct their work.

The high level of transparency delivered by dA was another much-needed benefit. With the entire organization using one platform, agency-wide metrics and reporting were available with customized levels of detail. dA's Analytics Dashboard, with 40+ widget options, empowers each user to easily view the data most vital to their role, keeping them in front of potential compliance or billing issues before they become impactful. For example, dA's real-time tracking of billable time units during service delivery enables community-based staff to optimize time spent with individuals.

dA has also provided peace of mind on the compliance side. Staying on top of all the moving parts of their agency – including the requirements for 40+ residential programs - used to require a dedicated, full-time staff member. It was a resource-intensive process that oftentimes involved searching through files and emails and requesting help from other internal departments. Now, all required documentation is entered and readily available in one place, with automated alerting for missing or expiring items, which has saved countless employee resources.

Arc Greater Hudson has also seen their revenue cycle accelerate. Eliminating paper and related manual data entry has dramatically reduced billing errors. And with fewer rejections, time and resources are not wasted on researching and rectifying errors and resubmitting new claims. Billing issues have decreased by over 90%, but when one does occur, the data is readily available, so it can be easily resolved. Before eVero, they were averaging a dozen claim rejections per program per month. Since then, the majority of programs have gone months without an error.

## WORKING WITH EVERO

Another value-add for the agency has been the eVero team. From the personalized approach to implementation to the ongoing commitment of their product development and account management teams, the ARC Greater Hudson team feels confident that their needs will always be addressed. They consistently provide feedback and suggestions for new features and are impressed by the collaborative and timely manner in which the eVero team evaluates each idea. When requests are honored, eVero provides a detailed project plan and clear timelines, further enhancing their confidence in the system.

***"The up-to-the-minute insights that eVero provides have been invaluable. The dashboard widgets give us the analytics when and how we need them, providing our staff with data to make informed decisions at the time services are delivered."***

**-Melanie Walsh, Corporate Compliance Officer**