



Five Reasons to Automate your Agency Before 2020

There is much speculation surrounding the timeline for EVV compliance. Regardless of mandates and deadlines, here are five good reasons to automate your agency by 2020.

1. Scale to Meet the Growing Demand for Services

According to the Population Reference Bureau, the number of Americans ages 65 and older is projected to reach over 98 million by 2060, and the 65-and-older age group's share of the total population will rise to nearly 24 percent. Market research by Technavio on the global home healthcare services market predicts a CAGR of above 8% during the period 2018-2022.

As agencies scale to take advantage of the opportunity, they'll need to consider new ways to work smarter and more efficiently and to optimize the resources available to them. The agencies that can serve more people while maintaining a high level of quality care will ultimately win out.

2. Face the Workforce Shortage

The number of unfilled positions in the Minnesota home care industry rose from 6,552 in 2016 to 7,766 in 2017 and continues to rise.

According to WCCO reporter, Pat Kessler, "State officials say Minnesota is losing personal care attendants and nurses faster than the industry is replacing them."

Agencies who can quickly screen and onboard new employees, maximize their efficiency, and pay them faster will win out over those who have not optimized their HR processes. As agencies push to do more with fewer employees, finding opportunities to integrate automation to supplement or replace manual processes will become an even more pressing priority.

3. Improve Cash Flow

Managing cash flow in the home and community-based services industry can be challenging, but it is vital to the health of an agency. Agencies who are empowered to influence and track their cash flow open the doors to more growth and profitability. Things like electronic time cards, which ensure timely, accurate billing, and dashboards that quickly show utilization and billing status, can help optimize cash



flow. Automatic alerts ensure that you're instantly aware of any issues and improve your ability to follow up immediately and keep the billing process moving forward.

4. Stay in Compliance

Staying in business in the home and community-based service industry means staying in compliance with all of the regulations and requirements. If you are audited, it's always that one timecard that you can't find that you need to produce. Keeping all of the required documentation organized, up-to-date, and accessible to everyone who needs it, is a vital and increasingly complex task. Systems that automatically keep your billing and documentation in alignment with DHS, and your payroll compliant with DOL requirements, ensure that you're always in compliance and ready for the next audit. Having a streamlined and agile system in place means that you're prepared for what's next and affords you the time and flexibility to respond without disrupting your entire organization.

5. Make a Bigger Impact

One of the most significant rewards of working in the home-and community-based service industry is the impact your work has on people's lives. More efficiency means more time and resources to invest in the primary focus – delivering optimal care. Taking a proactive, holistic approach to managing and automating your operations means you can take some of the energy and effort out of reacting to issues and put it back into improving your business and making a difference in the lives of people in need.

