

allGeo Field Workforce Automation Addresses EVV Compliance & Payroll Accuracy for Comprehensive Medical & Palliative Care Provider

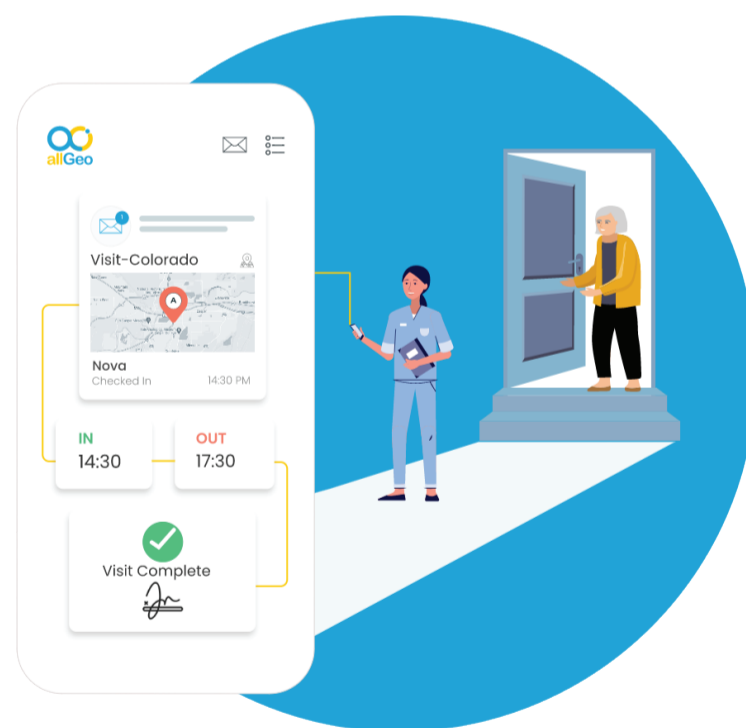
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Background

In the realm of healthcare, particularly within comprehensive medical and palliative care, the nuances of operational efficiency can significantly impact the quality of service provided to patients in their final phases of life. The customer faced challenges in managing the time and attendance of their medical assistants and office staff.

They adhered to stringent regulatory requirements, necessitating accurate reporting for compliance, particularly with the State CMS for Electronic Visit Verification (EVV).



The Challenge

The customer required a robust solution for time and attendance tracking to effectively record the check-in and check-out hours of their field personnel and office staff. Key points of concern included:

- ⦿ Implementing an efficient method for the field staff to log their work hours and locations seamlessly from various service sites.
- ⦿ Developing a reliable system for field staff to clock in and out, ensuring all data was collected accurately and in real-time.
- ⦿ Guaranteeing EVV compliance to meet state regulations while minimizing disruption to daily workflows.
- ⦿ Creating streamlined reporting systems to send payroll information to their provider, ADP Run.

The Solution

To address these challenges, allGeo Field Workforce Automation delivered a tailored solution with two bespoke workflows—one for field personnel and another for office staff.



Mobile App for Field Personnel

Field medical assistants were provided with allGeo's mobile application, enabling them to easily punch in and out whenever they arrived at or left a patient's home. Each transaction recorded the precise location and time, facilitating accurate tracking and



Automated IVR for Office Staff

For those working within the office, allGeo set up an automated telephone system. A dedicated pre-assigned phone number was established, allowing office staff to call from landlines. The automated Interactive Voice Response (IVR) system guided them through logging their work hours while capturing essential details such as exact location and timestamps.

Implementation and Results

The implementation of allGeo's solutions yielded notable results, including:



Real-Time Tracking

The integration allowed real-time tracking of work hours and locations. This minimized errors in attendance tracking and ensured accurate payroll reporting.



Comprehensive Reporting

allGeo generated a set of key reports to empower management with detailed insights into staff activities:



Breadcrumb Report

This report visually illustrated the employees' location trails over a specified date range, viewable on allGeo's interactive map.



Standard Manual Report

Generated a detailed account of every start and end of day punch, along with the duration of hours worked, which improved oversight of employee hours.



EVV Report

Specifically designed to meet the criteria set by State CMS, this report ensured compliance with regulatory requirements for all



ADP Run Report

The information compiled from allGeo could be directly imported into ADP Run, simplifying payroll processes and reducing administrative burdens.

Conclusion

The partnership between allGeo Field Workforce Automation and the customer exemplifies how innovative workflow automation transforms operational efficiencies in healthcare settings. By providing tailored solutions for time and attendance, allGeo not only met the immediate needs of the customer but also empowered them to enhance patient care quality through accurate compliance and streamlined processes.

With improved tracking and reporting efficiencies, the customer can now focus more on delivering compassionate care to their patients, fostering trust and reliability in their services as they navigate the complexities of healthcare.



About allGeo

allGeo is a leading provider of [field service management](#) for mid-size & enterprise businesses to achieve excellence in field service operations by providing tools to improve operations & payroll processes. The allGeo platform helps businesses create custom field service workflows using products & tools such as [Scheduling, Time Clock, Tracking & Monitoring, Mileage](#), Dispatch Messaging, [Mobile Forms](#), Events based alerts, and Reporting.

Examples of workflows include – Time tracking using geofence and pay rate logic for Payroll, QR and Geofence sites for jobs tracking, [Lone worker safety](#) with E911 integration, [Electronic Visit Verification \(EVV\)](#) for home health care, and [Field Inspection](#) using QR / mobile forms. The [allGeo platform](#) integrates with your CRM, ERP and payroll systems to enable easy flow of data from the field to your back office systems.

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