

Transforming In-Home Care Services with allGeo Field Workforce Automation

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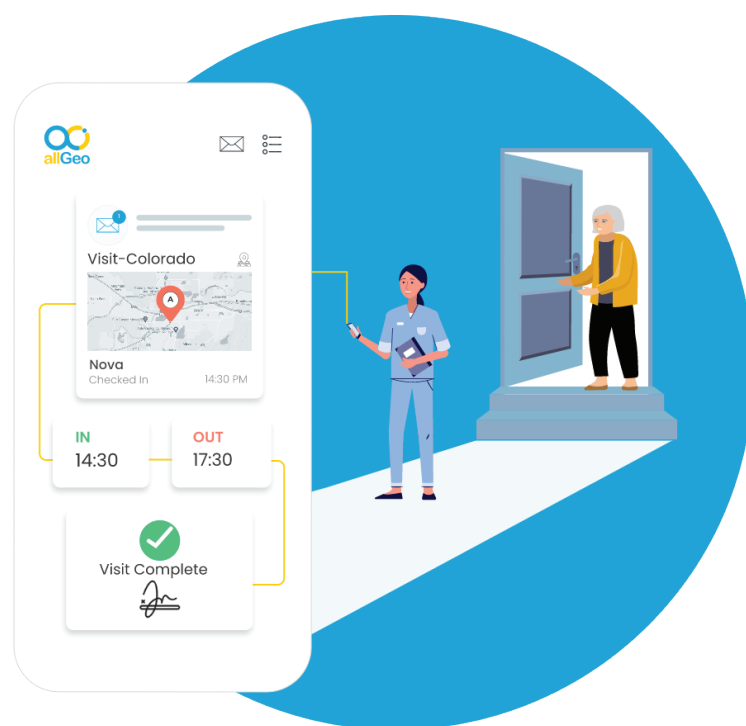


Customer:

Cater2u, a leading provider of personalized in-home care services

Challenge

Cater2u, a renowned provider of in-home care services, faced the challenge of efficiently tracking and documenting real-time information about their clients and the services provided to them. Additionally, they required an Electronic Visit Verification (EVV) platform that would allow them to edit visit logs and seamlessly export the final data directly to the EVV aggregator for their state.



Solution Implemented

To address these challenges, Cater2u implemented allGeo Field Workforce Automation, a comprehensive solution that revolutionized their workflow. The new allGeo workflow involved caregivers and staff visiting a client's site to provide their services, utilizing the allGeo application to initiate and conclude each session.

Key Features and Benefits



Real-time Tracking and Documentation

The allGeo platform enabled Cater2u to efficiently track and document real-time information about client visits and services provided, empowering them to ensure the highest level of care and accountability.



Electronic Visit Verification (EVV)

With allGeo, Cater2u gained a powerful EVV platform that allowed them to edit visit logs and seamlessly export the final data directly to the EVV aggregator for their state, ensuring compliance and accuracy.



Customized Reporting

allGeo provided Cater2u with various reports, including the Standard Manual Report, Error Detail Report, and EVV Report. These reports enabled Cater2u to check visit logs, identify errors while uploading visits to the state aggregator, and generate customized EVV reports compliant with the State CMS.

Results

By implementing allGeo Field Workforce Automation, Cater2u experienced significant improvements in their operations. They achieved enhanced efficiency in tracking and documenting client visits, streamlined the EVV process, and ensured compliance with state regulations. The solution not only met their immediate needs but also provided a strong foundation for future growth and success.

Conclusion

allGeo Field Workforce Automation proved to be the ideal solution for Cater2u, enabling them to elevate the quality of their in-home care services while optimizing their operational processes.



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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