

CASE STUDY:

Streamlining Home Care Invoicing with Accuracy and Accountability



Problem: Receiving Inaccurate & Illegible Invoices from HHC Providers

Many insurers struggle to receive clear and accurate invoices from home health care (HHC) providers. Handwritten submissions with minimal oversight often result in discrepancies and inaccuracies in reported hours and services. This lack of transparency has led to consistent overbilling—avoidable costs that underscore the need for a reliable, efficient solution.

The Game-Changing Difference: Wellcove's AssuriCare EVV Solution

Wellcove's AssuriCare Electronic Visit Verification (EVV) Solution is revolutionizing the way insurers and HHC providers manage and verify care services. By leveraging real-time GPS tracking, geofencing, and automated timekeeping, EVV ensures accurate caregiver check-ins and check-outs, eliminating discrepancies in reported hours and services. This transformative technology enhances compliance, reduces fraud, waste, and abuse, and streamlines administrative workflows, creating a transparent and efficient claims process. With Wellcove, insurers gain actionable insights and cost-saving capabilities, making it a game-changing solution for the industry.

The Numbers Don't Lie: A 45% Reduction in Billed Hours

Prior to implementing Wellcove's AssuriCare EVV program, the caregiver consistently recorded service hours from 7 AM to 7 PM—12 billed hours per day, every day, without a single day off. At a rate of \$18 per hour, this amounted to \$216 per day.



Average billed care hours **dropped to 6.6 hours per day, resulting in 45% fewer hours of care billed.**



Claim leakage and the risk of waste and abuse were both immediately detected and addressed.



Over a 30-day period, this reduction **had a significant impact on the preservation of the insured's benefits.**

Why This Matters

Without Wellcove's AssuriCare EVV Solution, verifying the accuracy of reported care and hours is challenging. Manual timecards lack transparency, leading to discrepancies, overbilling, and inefficiencies. Our solution ensures accurate, automated tracking and invoicing, eliminating uncertainties and unnecessary costs.

This case study highlights a common challenge for insurers: illegible or hard to read handwritten invoices and inaccurate recording of care hours and services rendered. These issues lead to an inefficient claims process and incorrect payments, increasing the risk of errors and fraud, waste, and abuse.

With Wellcove's AssuriCare EVV Solution, insurers gain:

- **Unmatched transparency:** Real-time tracking ensures care aligns with reported hours.
- **Cost savings:** Accurate invoicing of hours billed translates to direct financial benefits and the preservation of the insured's benefit pool.
- **Significant Administrative Efficiencies:** Our system automates claim processing by electronically transmitting standardized invoices via API or SFTP connection and easily integrates with existing claims and billing systems to significantly reduce manual data entry.

The Impact

By reducing billed care hours by nearly half, Wellcove's AssuriCare helped this insurer optimize their care model, reinvest savings, and ensure greater accountability. It's not just a cost-saving tool—it's a transformative solution for modern care management.

This compelling transformation demonstrates the undeniable value of Wellcove's AssuriCare EVV Solution for any insurer seeking transparency and cost efficiency.

Ready to revolutionize your care management? Let's talk.

Christie.Conway@chcs-services.com | 847-989-2734 | 4900 Bayou Blvd Suite 208, Pensacola, FL 32503 USA