A First Data Customer Success Story:

Pilot VA Medical Facility adopts AuthentiCare® EVV. Offers in-home assistance to more Veterans at a lower cost

Tom, a 69-year-old veteran, has several medical conditions, including Type-2 diabetes and heart disease. Tom broke his hip and has been mostly confined to a wheel chair. More than anything, Tom wants to remain in his home. He is cared for by his daughter, Susan but she needs help. Staff at the Department of Veterans Affairs medical center determined Tom should receive in-home assistance to provide personal care such as bathing, chores, and meal preparation. His case worker created a plan of care to document and manage services. The authorized services were automatically transferred to the service provider and First Data's AuthentiCare® solution. The provider agency assigned Sheila to provide care preparation for the day from 8:00AM to 10:00AM and then from 5:00PM to 7:00PM with care for the night. The appointments were imported into AuthentiCare's scheduler, so visits and services could be verified and monitored by the provider and the VA.

Client
Pilot VA Medical Facility

Challenge
Serve a rapidly growing population of Veterans in a cost-effective manner
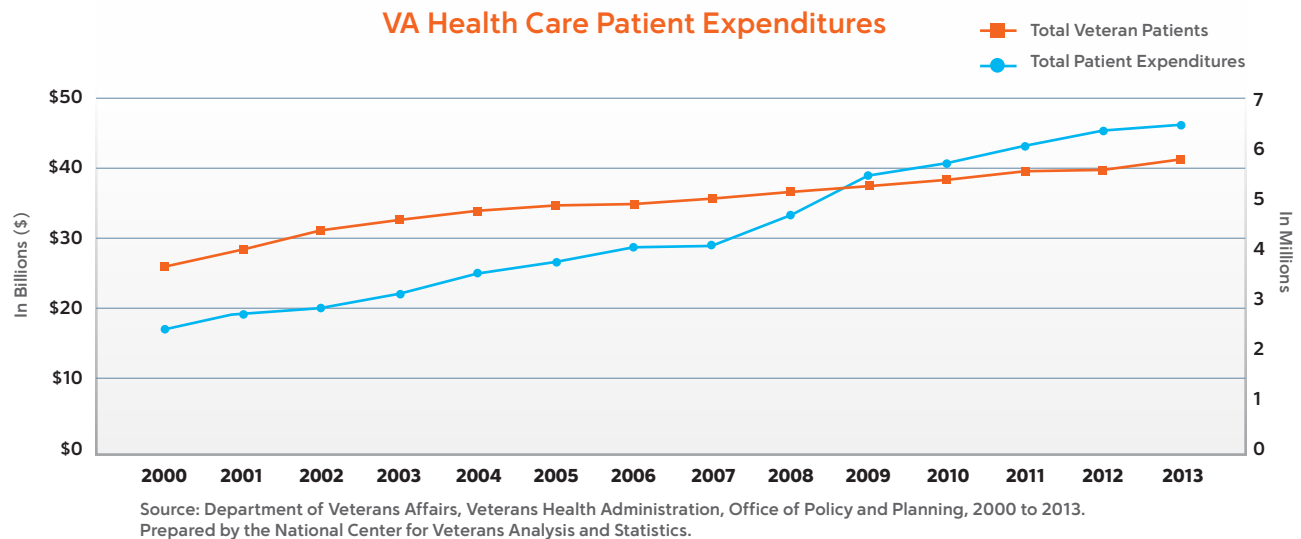
Solutions
Implemented First Data's AuthentiCare® Electronic Visit Verification (EVV) solution

Results
Improved service delivery and claims payment while reducing costs
- Reduced administrative costs by 520 hours per year.
- Eliminated 200+ aging bill backlog
- Minimized fraud, waste, and abuse
- Provided needed in-home care to more Veterans.

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Each day, this pilot facility delivers caring and effective health care services to many Veterans like Tom. The number of Veterans requiring VA services is growing rapidly, and as Veterans grow older, they need more comprehensive and expensive services. In FY2013, more than 8.9 million Veterans were enrolled in the VA health care system. The VA-enrolled population increased by 78% over the past 13 years; today, fully 42% of U.S. Veterans are enrolled, and VA health care expenditures have risen to more than $40 billion annually.

VA Health Care Patient Expenditures

Source: Department of Veterans Affairs, Veterans Health Administration, Office of Policy and Planning, 2000 to 2013. Prepared by the National Center for Veterans Analysis and Statistics.

THE CHALLENGE

Serving a Rapidly Growing Population of Eligible Veterans—Meeting the future demand for veteran health care will require new ways of delivering services that can reduce costs, increase efficiency, and facilitate accountability and transparency. The VA Pilot Medical Facility has been an innovator in this area.

Like all VA facilities, the Pilot VA is facing a significant challenge from an increased population of eligible Veterans and higher demand for comprehensive services. The Pilot VA modernized its Geriatric and Extended Care Service (GEC) processes and technology in ways that improved service levels while reducing administrative expenses.

Starting in 2011, the staff started looking at the velocity of growth in their Veterans support program. In 2013, they determined that in FY2014, the Home Health Aid Services Program would need to support a 64% growth rate from 441 Veterans served up to a target of 725 in FY2015. Adult Day Care is expected to grow 118%, from 55 to 120 Veterans, and Purchased Skilled Care services also anticipate higher demand (At the end of 2014 there were already 69 on purchased skill care, totaling 11,647 visits for FY2014).

" *Like all VA facilities, this Pilot VAMC is facing a significant challenge from an increased population of eligible Veterans and higher demand for comprehensive services.*"
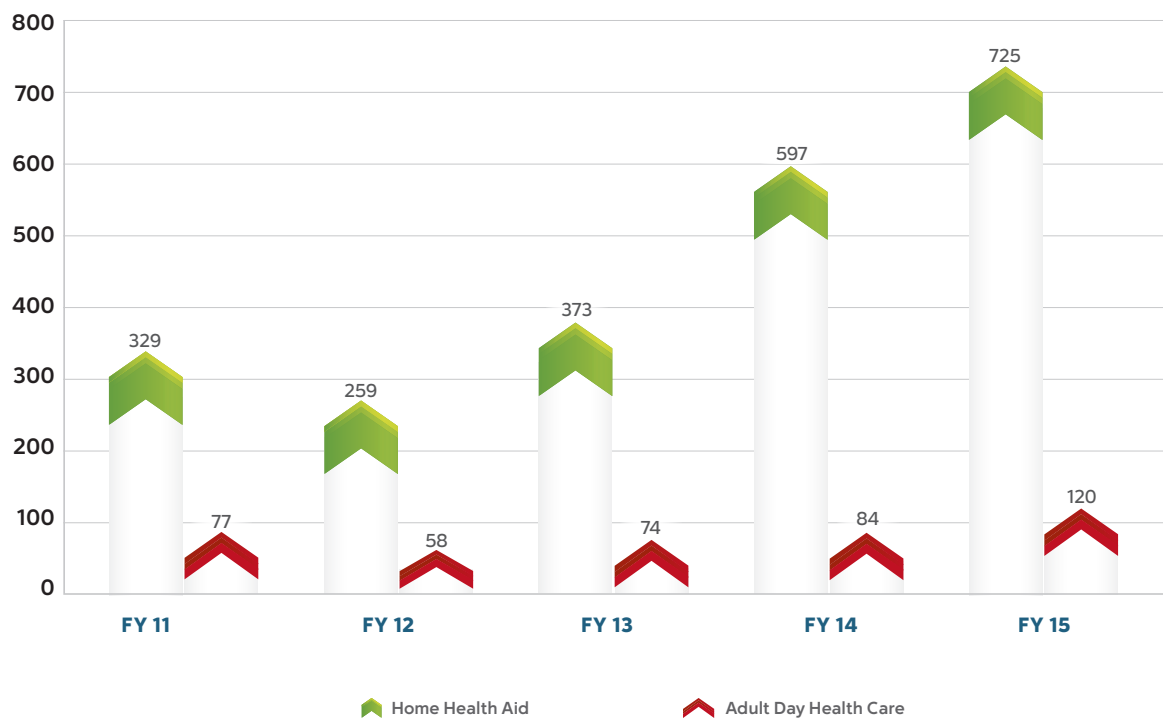National Center for Veterans Analysis and Statistics

1 National Center for Veterans Analysis and Statistics, "Department of Veterans Affairs Statistics at a Glance," August 2014.
2 Erin Bagalman, "The Number of Veterans that Use VA Services: A Fact Sheet," June 3, 2014.

Veterans Enrolled with Pilot VA Medical Center

All Enrolled

	FY 12	FY 13	FY 14
	91,604	95,936	96,781
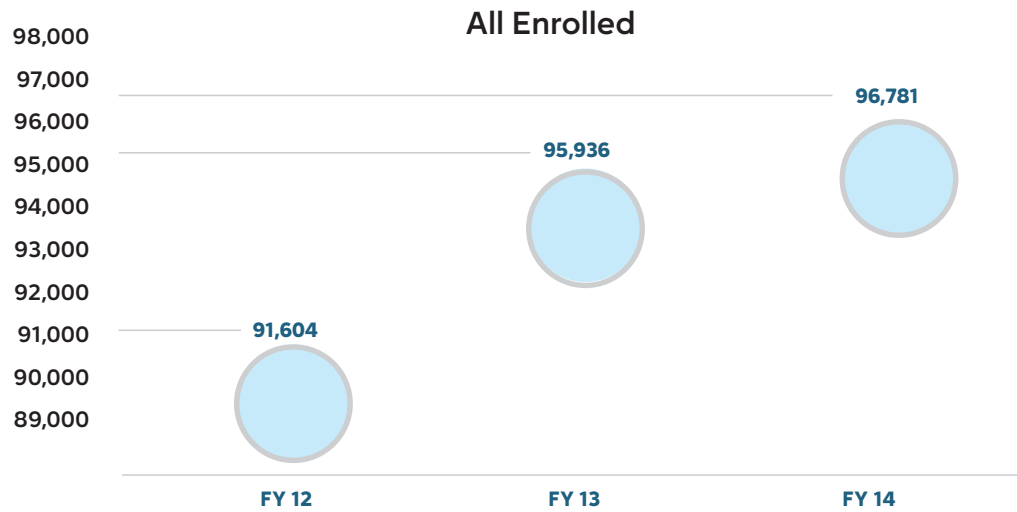
**Statistics provided by Pilot VA Medical Center

Unique Veterans Served at Pilot VA Medical Center for Home Health Care Aid and Adult Day Health Care Service

	FY 11	FY 12	FY 13	FY 14	FY 15
Home Health Aid	329	259	373	597	725
Adult Day Health Care	77	58	74	84	120

● Home Health Aid   ● Adult Day Health Care

Whenever possible, Pilot VA Medical Center prefers to keep veterans in their home by deploying home and community-based healthcare services. Veterans are happier at home. Providing appropriate home healthcare also significantly reduces the cost of care, saving Pilot VA Medical Center as much as $99,300 per year, per veteran.

Average Cost Per Veteran Year Per Month

Statistics provided by Pilot VA Medical Center
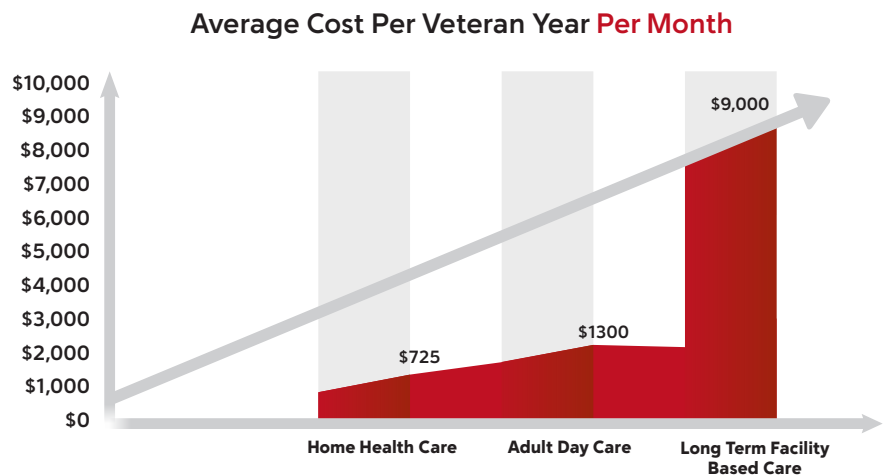
Average Cost Per Veteran Per Year
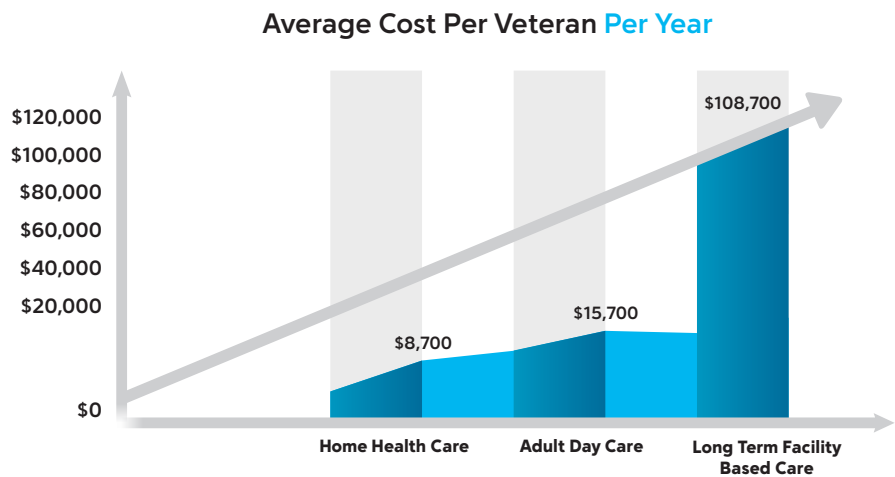
The team at Pilot VA Medical Center knew they needed to make improvements to support the expected growth in demand for home and adult day care services. The Administrative Officer of Geriatric and Extended Care Service (GEC), Glenn Niske, launched a modernization program aimed at:

- Improving the level of service veterans receive from Pilot VA Medical Center and keeping veterans in their homes with their families for as long as medically appropriate and feasible.

- Delivering healthcare services to more veterans.

- Reducing administrative expenses.

- Increasing the efficiency of bill payment, so the existing staff could handle additional payment volume.

- Improving the timeliness of payment in accordance with the Prompt Payment Act.

- Having near time Electronic Visit Verification data availability to ensure service delivery to veterans at the right times.

In order to achieve the goals of the modernization program, the Pilot VA needed a system that could help verify services were delivered by providers. The Lead Community Nurse Coordinator had been investigating Electronic Visit Verification (EVV) since 2009. She learned about the First Data AuthentiCare solution in use by the State Health and Human Services Agency, and was interested in how it could be applied to GEC services.

In 2013, the GEC team met with the Pilot VA financial officer. She could immediately see the benefits that the GEC modernization program would offer the VA. She and other members of the Pilot VA executive management team understood and supported the vision of this program from the beginning and worked hard to ensure its funding approval.

The Solution

The Pilot VA team implemented First Data's AuthentiCare® EVV (Electronic Visit Verification) solution to automate administrative tasks, reduce billing cycle times, minimize fraud, waste and abuse, and improve the accuracy of billed claims for the Pilot VA's home health and adult day health care programs. The team also updated interfaces to the VA FBCS (Fee Based Claims System) to improve the timeliness of claims payments.

AuthentiCare helps the Pilot VA collect and manage information about cases, providers, and health care services, in order to ensure Veterans receive appropriate pre-authorized care. In-home care providers can record service start and stop times and document services with a toll-free phone call or report through a mobile smartphone application with GPS validation.

Real-time reports using verified information result in accurate and timely billing cycles, helping the Pilot VA pay promptly for authorized services.

The Pilot VA team enjoyed a rapid and relatively smooth implementation of AuthentiCare, including integration to interface with the VA's billing system. Because it was already in use by the state department of health and human services, most provider agencies were familiar with how to use AuthentiCare.

AuthentiCare enabled the Pilot VA to move from paper-based, post-service documentation to real-time visit logging and online reporting. AuthentiCare standardized uniform data collection from what once involved multiple data sources. Manual time estimates were replaced with precise electronic tracking.

The Results

The Pilot VA Provides More Services and Lowers Administrative Costs

The clinical and case management staff at the Pilot VA utilizes AuthentiCare to provide more stringent oversight and ensure authorized services get delivered on time. With real-time information about cases, providers, and authorized services, case workers can better evaluate each Veteran's program of care and make appropriate adjustments when needed.

The Pilot VA can also more easily determine whether Veterans are satisfied with their care providers.

After using AuthentiCare throughout FY2014, the staff at the Pilot VA measured the following benefits:

Reduced administrative costs—The Pilot VA has been able to significantly lower the administrative costs associated with GEC programs. Manual archiving and filing has been replaced by automated, searchable, digital records. Approximately 520 hours per year of telephone support calls and duplicate bill research has been eliminated because the AuthentiCare database can be easily searched by VA staff and vendors.

Because paper forms are no longer accepted, the Pilot VA does not need to mail forms to vendors for correction or clarification, thus reducing postage costs.

Improved bill payment—The Pilot VA has improved the efficiency and accuracy of payments to providers. Prior to AuthentiCare, the Pilot VA required paper claims to be faxed in from providers. Now, the medical facility has next day tracking and claims are paid so quickly that duplicate bills are a thing of the past.
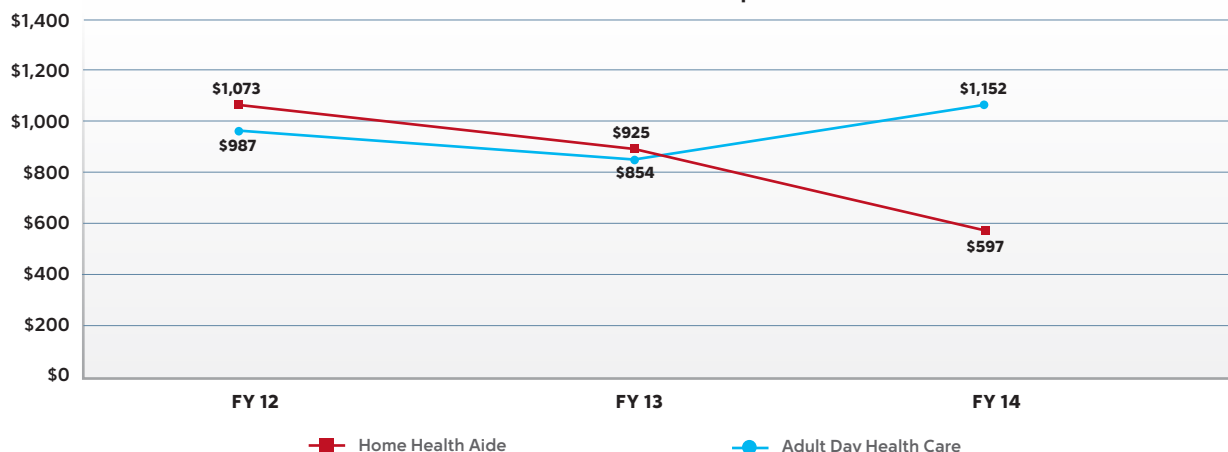
AuthentiCare makes it easy to verify the accuracy of bills to authorized services, helping the Pilot VA avoid over billings and pay claims quickly. The traditional end-of-month billing jam is gone. This Pilot VA eliminated its previous backlog of more than 200 aging bills entirely and stays up to date with AuthentiCare.
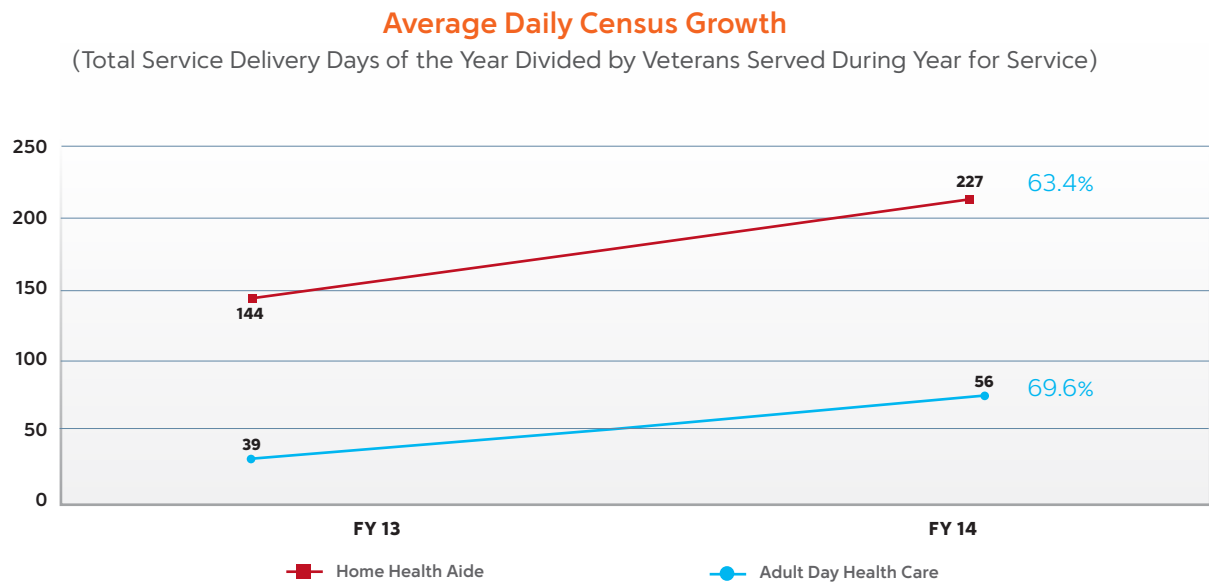
Reduced fraud, waste, and abuse—More accurate authorization and claims helps the Pilot VA improve accountability and cut down on provider fraud. Automating the previously handwritten (and often illegible) forms reduces errors. Electronic time and location tracking ensures that providers deliver authorized services and accurately report their time. The Pilot VA also eliminated multiple rates by automatically assigning standard rates to services through AuthentiCare.

Provided care to more veterans—With AuthentiCare, the Pilot VA has been able to improve access to care by reducing costs. Today, the medical facility is able to provide services to more qualifying Veterans. The total number of unique Veterans served has increased, and in July 2014, the Average Daily Census remained steady instead of dropping significantly as it had in previous years. The Pilot VA's GEC team has been able to handle the additional demand without requiring any increase in staff. In their words, "we would never have been able to handle this volume without AuthentiCare."

Costs for Home Health and Adult Day Care
Reduced Home Health Aide costs per Veteran

Line chart showing costs per Veteran for FY 12, FY 13, and FY 14. Home Health Aide: FY 12 $1,073, FY 13 $925, FY 14 $597. Adult Day Health Care: FY 12 $987, FY 13 $854, FY 14 $1,152.

Legend: ■ Home Health Aide ● Adult Day Health Care

Average Daily Census Growth

(Total Service Delivery Days of the Year Divided by Veterans Served During Year for Service)

Conclusion

Innovative thinking by the Geriatric team, along with the right technology, helped realize the vision for serving

the Pilot VA's veterans set out by the financial officer and other hospital executives. The modernization program empowered the Pilot VA to improve Veterans' access to care, reduce administrative costs, and better position the VA to meet the challenges of the future.

AuthentiCare EVV helps the Pilot VA collect and manage information about Veterans' care by automating provider reporting processes, validating the delivery of authorized services, and improving the timeliness of bill payment. As a result, the Pilot VA has been able to lower costs while providing home health care and adult day care services to more veterans than ever before.

Authenticare EVV Improves Oversight and Responsiveness

Recently one of the clinical nurse coordinators received a call from a Veteran indicating that their home health care worker had not been to visit them for more than three weeks. In the past, when a clinical nurse got this type of call, it was very difficult to determine how to proceed: was the Veteran suffering from memory or dementia issues? Was the worker really not visiting? The clinical nurse would have to call the provider to check on their worker, and then it could be a 'he said/she said' type of situation where it was the Veteran's word versus the worker's word. But with AuthentiCare in place, the clinical nurse coordinator was able to pull up the Veteran's record in AuthentiCare while the Veteran was on the phone, and confirm that the home health worker had been in the home at specific dates/times, based on the check-in/check-out data logged, taking all the ambiguity out of the follow-up and ensuring that the Veteran is receiving adequate, appropriate care or easily making care changes as appropriate to meet the Veteran's changing needs.

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