

Case Study

Envision Quality Supports

THE CHALLENGE

Envision is a small transitional care management company managing approximately 50 cases with an internally created manual case management tracking process prior to implementing HealtheFirst to manage their business. Individual caseload management and even overseeing and tracking the limited provider group took a lot of time and energy in relationship to the size of the business. They were making it simply work by working more and harder than they needed to.

They had all of the concerns and issues of liability for their constantly stacking up confidential PHR, case assignments and medical data. Essential information for their success in delivering highly detailed and appropriate was all over the place and made big nightmares out of small workloads. Envision knew they needed to digitize their health records and operational processes but they were scared that the implementation, training and ongoing cost of a solution was too much for them to manage in their small practice.

"I needed a digital solution that I could understand, operate and afford to manage my business well so that my life could be better - reduced time demand and reduced stress in knowing we are current and accurate in doing our job," said Krissie Summerhayes at Envision."

In order to maximize productivity and ensure secure up to date information, Utah Case Management was searching for a solution to log notes, compile data, and fill out forms electronically. Additionally, they sought to integrate a user-friendly billing system with their current billing clearinghouse.



Overview

Envision Quality Supports is a case management agency that primarily helps clients who are served under the New Choices Medicaid Waivers Program. New Choices helps clients transition from full care into an independent lifestyle that minimizes their readmission risk and is safer and more community-based.

Industry

Healthcare

Business Drivers

- Easy to use and effective case management for providers to maximize value.
- Streamline paperwork and administration to lower cost.
- Ensure best possible care and insure available service delivery

Solution

Customized HealtheFirst Software

Results

- Streamlined business operating processes for case management
- Reduced or eliminated the physical and intellectual effort required
- Increased revenue by _____% and lower cost by _____%.

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“HealtheFirst is an amazing Business Solution for Case Management! It’s user interface is amazingly simple and it has everything needed from scheduling to audit reports for a case management company to be very successful.”

- Wendy Summerhayes, Owner of Envision



THE SOLUTION

Envision Quality Supports was introduced to HealtheFirst by referral from a friend in the case management business who said we had to see it to believe it.

They loved this simple solution especially because of its financial and lifestyle impact on employees and owners. Having this automated, intelligent, cloud based, HIPAA compliant solution eliminated redundancy, slow pay, bookkeeping and communications frustrations, endless hours of doing the same things hoping for new outcomes that never arrived. The solution is so easy to use and understand that Envision launched without any training but instead allowed their case managers to simply follow “the yellow brick road” that is laid out so carefully by the HealtheFirst design team. The value showed immediately with the digital documentation, EVV tracking, voice to text notes and ability to import and share all details of any patient requirements across the company. “I love the fact that patient profiles, approved services, records and forms including all required docs and ICD 10 tracking can be accessed, selected, stored, completed and managed quickly using this electronic SaaS solution.

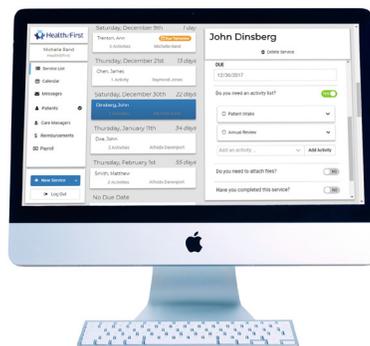
Case managers who feared EHR-EMR were amazed by the ease of use and professional benefits of using HealtheFirst. Specifically, the ability to schedule, track and bill using the automation, alerts and notifications all services made the reimbursement process fast and easy even to the level of billing with more frequency to better manage cash flow. Financial management became fun instead of frustrating.

HealtheFirst makes life simple because everything is electronic and readily accessible by all who need access. It is a superb CRM to achieve and maintain your highest performance levels without needing to add staff to accomplish the goals.

THE FUTURE

Envision has experienced numerous benefits from HealtheFirst including higher productivity, lower work demands and more billings.

“_____ HealtheFirst has been _____, says Krissie. “The implementation and launch that we feared were easy, the price is so affordable in relationship to value and the team is great.”



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