CitiusTech

Shaping Healthcare Possibilities

CitiusTech transforms the Electronic Visit Verification of Medicaid Home Health Services into a profitable system with GCP Cloud

One of the largest healthcare technology companies in the US faced significant challenges from an outdated legacy Electronic Visit Verification (EVV) system. The system was incapable of properly recording the clock-in and clock-out info of a Provider during home visits, as mandated by the states—affecting clinicians' profile credit while making the system non-compliant.

The client partnered with CitiusTech to re-engineer the legacy EVV system using the Google Cloud Platform (GCP) to implement an EVV Integration service and the EVV transaction manager.

The result? An efficient, automated solution that reduced EVV submission errors by 80%! That's a transformation of clinicians' experiences while boosting operational efficiency.

CASE STUDY

Inefficient EVV systems become a daunting, error-prone challenge for Healthcare Providers

Being a healthcare Provider, trying to juggle patient care with manual data entry and frequent rejections, can be frustrating.

And that's exactly what the clinicians faced with our client's legacy EVV system. It lacked the mandatory clock-in functionality and required the clinicians to manually feed in the clock-in and clock-out data and upload it to the aggregators. This not only consumed valuable time but also led to frequent rejections, impacting clinicians' profile credit at the state level.

The need to capture accurate time information in the Electronic Visit Verification (EVV) for all Medicaid home health services (HHCS) arises out of guidelines of the 21st Century Cures Act. Since our client's existing systems fell short of these requirements, it put them at risk of non-compliance and potential loss of Providers. This would have resulted in a significant loss of credibility and business for our client.

They needed a solution — fast. One that could capture accurate visit data, streamline and automate submissions, and meet stringent state regulations. That's where CitiusTech stepped in.

Modernized EVV on Google Cloud Stack for a seamless, user-friendly experience

We initiated the work by enhancing the legacy EVV system with a powerful GCP-based solution wherein the existing system would capture detailed clock-in and clock-out information—a must-have for processing by EVV aggregators.

To modernize the legacy system, we built an EVV integration service and transaction manager using GCP workload services. This enhanced its capability to receive visit data from the Electronic Health Record (EHR) system, process it, and submit it to aggregators—all automatically! So, goodbye to the potential for manual data entry errors!

By implementing real-time visit submission as soon as the clinician completes the visit, we removed manual processing at any level. Because of this, we were able to add a validation layer in real-time to improve data accuracy and reduce rejections, safeguarding clinicians' EVV profiles—a major irritant of the legacy system that frustrated clinicians.

The built-in overlay of the EVV integration service and transaction manager allowed the client to have robust integration with all major aggregators. Currently, the EVV system is integrated with five major aggregators: Sandata, HHAeXchange, Carebridge, Authenticare, and Netsmart.

Here's how we leveraged GCP's robust suite of services to power the solutions:

- GCP Workload services for deploying the EVV integration service and the EVV transaction manager application.

- Pub-Sub for seamless data migration from the legacy EVV System to the EVV integration service database for processing the visit Information.

- MSSQL Cloud database for secure data storage including visit information, Payer information, and aggregator authorization data.

- Supporting GCP services like Secret Manager and Bucket for enhanced functionality.

What did we deliver? An integrated, efficient EVV system that works like a charm!

Upgraded EVV boosted efficiency, reduced errors, and created a new revenue stream

With our GCP-powered solutions, CitiusTech not only made the EVV system efficient and robust enough, but it also exceeded expectations by opening a revenue stream for the client!

Here's what our client achieved:

100% patient visit verification for faster clinicians' claims reimbursement

80% reduction in clinicians' EVV data rejection rates

Compliant and certified with EVV regulations across multiple US states, retaining Providers

Integration with various EVV aggregators with many more in the pipeline

Offering the EVV system as a paid service to Providers opens a new source of income

Faster processing and dependable submission of clinician visits

In brief, we re-engineered and enhanced the EVV solution, which not only solved the clinicians' and the clients' immediate challenges but also opened the doors for efficiency and revenue growth.

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CitiusTech is a global IT services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable with deep domain expertise and next-gen technology.

With over 8,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence through next-generation technologies, solutions, and products.

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