



## Success Story: Home Care

# Optimae Home Health

### Integration Across Services with a Single Patient Record

Optimae LifeServices' wholly-owned subsidiary Optimae Home Health is based in Fairfield, IA and provides licensed home health services to the residents of 14 southeast Iowa counties. These services are funded by self-pay, private insurance, Medicare and Medicaid. Optimae Home Health is dedicated to “creating a healthy and supportive environment” so that their customers can achieve “meaningful and successful outcomes”.

Optimae Home Health services include Home Care, Wound Care, IV Therapy, Medication Management and Pain Management. A CareVoyant client since February of 2008, Optimae Home Health provides both medical and non-medical care to the region's elderly population through focused teams of nurses, therapists and home health aides.

In searching for a home care software solution, Optimae Home Health's key requirement was to select a vendor that would match their commitment to providing and supporting quality patient care and customer service – thereby promoting their organization's goal to “focus on helping our clients live their lives to the fullest.” According to James Maize, Director of Financial Operations, “We selected CareVoyant because they offer a point of care solution that integrates clinical operations with back-office administrative functions. This is what we needed to provide the best possible service to our customers, enabling them to achieve positive outcomes.”

Through its intuitive work environment and productivity tools, CareVoyant empowers everyone in a home care organization to accomplish more every day. As Mr. Maize states, “We use CareVoyant as the backbone of our

### Home Care Services

- Medicare
- Medicaid
- Private Insurance

operations from intake to the scheduling of employees, to sending and tracking all of our plans of care and

physician orders, to ensuring that client outcomes are met and verifying the billing process. We depend on CareVoyant for every aspect of our operations. It's been a breath of fresh air to be able to operate under one platform for all of our services, whether visit-based or hourly.”



**Role-based dashboards graphically display key performance indicators, “slice and dice” data and track trends and exceptions.**



## Success Story: Home Care



# CareVoyant

Integrated Software for Healthcare

## Optimae Home Health (cont.)

CareVoyant integration tools provide comprehensive means for interfacing CareVoyant with third-party solutions – such as Microsoft GP, ADP, CareWatch, CellTrak, HomMed, PPS Plus and HomeCare CRM – as well as other third-party applications. This integration capability allows CareVoyant clients to take advantage of the specialized functionality that third-party systems can provide. “We appreciate the fact that CareVoyant has formed business relationships with outside vendors that enable us to meet all of our business needs in this ever-evolving field of home healthcare,” states Mr. Maize.

CareVoyant is uniquely capable of managing all of Optimae Home Health's financial & clinical records – for all lines of service – on a single patient record. Intake features provide for a common patient record that links clinical and financial information to each associated episode of care. CareVoyant is based on a common clinical and billing engine, with all data residing on a single Microsoft SQL Server database. Billing data flows to accounting modules through standard integration features. Business Intelligence Tools can also push information to Dashboards and Portals, while Reporting Services enables real-time access to information through both standard and custom reports. As Mr. Maize states, “In my role as Financial Director, one of the best aspects of CareVoyant is the ability to obtain accurate financial data at any given time. At any point, we can produce a clear snapshot of where we stand financially.”

Mr. Maize also notes that the time devoted to selecting new home care software has paid off: “In CareVoyant we've definitely found a solution that both our clinical and financial staff can agree on.”

***“In CareVoyant we've definitely found a solution that both our clinical and financial staff can agree on.”***

James Maize, Director of Financial Operations  
Optimae Home Health

### CareVoyant Modules Used

- Intake/Admission
- Eligibility Verification
- Scheduling
- Care Planning
- Point of Care Clinical
- Billing/AR
- Events and Alerts
- Dashboards
- Physician Portal
- General Ledger Interface (Microsoft GP)