Healthcare Industry Toolkit

Your assets for February/March 2023

- Cures Act/QuickBooks Time Qualifying Questions/Pain Points
- Gaining Access Emails
 - QuickBooks Time
 - Workmates by HR Cloud®
 Recognition/Communications/Engagement
 - <u>Litmos LMS Training Platform</u>

More useful tools:

- Social Media Post for Heart Month
- Differentiators for Healthcare and Home Healthcare Industry
 - QuickBooks Time
 - Workmates for Healthcare
 - <u>Litmos for Healthcare Key Features/Benefits/Differentiators</u>
- Win Stories
 - QuickBooks Time
 - Workmates by HR Cloud®
 - <u>Litmos</u>
- Industry Data Sheets/Feature Flyers
 - Quickbooks Time
 - Workmates
 - <u>Litmos (please add collateral I can create adobe link)</u>







21st Century Cures Act

The 21st Century Cures Act was signed into law in 2016 requiring Electronic Visit Verification (EVV) technology for home health providers to be reimbursed through Medicaid and Medicare to help target and reduce Medicaid fraud. According to the Center for Public Integrity, Medicaid fraud surged to \$29 billion in 2015, which combined with overpayments for standard Medicare programs, the tally for 2016 approached \$60 billion leading up to the passage of the act.

Under the new EVV requirements, home health care providers will need to record several key data points. This information helps the Centers for Medicare and Medicaid Services (CMS) ensure services submitted for reimbursement took place, which improves accountability and transparency in home health care.

EVV Systems must verify:

- · Location of the service delivery
- · Individual providing the service
- · Individual receiving the service
- Date of the service
- · Time the service begins and ends
- · Type of service performed

QuickBooks Time can electronically verify these 6 elements of time tracking, making real-time visibility & reporting fast & easy and the perfect solution for home health care and managed care clients. Other features that are important to the home health care and managed care industry include:

- Geofencing
- · Breadcrumb trail
- · Signature capture
- · Jobsite photos
- · Who's working window

Qualifying Questions:

- 1. Does your company deal with Medicaid or Medicare?
- 2. How are employees currently tracking time?
- 3. What are your biggest challenges with your current process?
- 4. How does the time get to the office and entered into payroll/accounting?
- 5. On a scale of 1-10 how confident are you that you are compliance with EVV laws?

Home Healthcare Industry Customer Pain Points

- Home health care professionals are constantly on the go to provide care, support and companionship to their patients
- 74% of admins manually enter data on physical time clocks, spreadsheets or paper timesheets, which result in weekly errors that can cost time and money.
- Administrative costs have been identified as the main source of waste in healthcare, according to a 2019 study published by JAMA. These costs add up to hundreds of billions of dollars each year spent on billing insurers and public programs.
- Logistics can be difficult and scheduling haphazard for home health care teams working different shifts and in different locations throughout the day
- Accountability and safety Home health care providers are 4x more likely to experience violence on the job than any other profession.
- Difficult to re-assign work without seeing who is on the clock in real time in one window view
- Illegible or lost time cards common
- Difficulty producing accurate time log if a client dispute arises
- Home Healthcare industry is a big target for FLSA lawsuits, ranking in the top five for FLSA wage and hour prosecutions by the Department of Labor home health care providers the worst hit

Email Template to Send to Home Health Care or Managed Care Prospects/Clients*

Hi [Insert Client Name],

If your agency is subject to Electronic Visit Verification (EVV) under the 2016 Cures Act and you haven't selected a GPS provider, we can help.

Our **ADP Marketplace partner, QuickBooks Time**, can easily collect the below **6 requirements of EVV**, making real-time visibility & reporting easy. And once Time is tracked in accordance with the EVV, it can easily be integrated into ADP® payroll:

- 1. Location of the service delivery
- 2. Individual providing the service
- 3. Individual receiving the service
- 4. Date of the service
- 5. Time the service begins and ends
- 6. Type of service performed

In addition, QuickBooks Time has features such as a Who's Working Window, Breadcrumb Trail, Jobsite Photos, Signature Capture and Geofencing helping companies:

- Save an average of 4% on payroll costs
- Handle complex pay rates
- Stay compliant with payroll, time tracking, breaks, PTO and more

Are you available at: ______ to discuss how your business is handling these challenges and allow me to support your efforts?

(Insert signature)

For view/use only by ADP District Managers





Contact: Danielle Price qbtimechamps@intuit.com 480-234-7268

* Do not send to private care clients. They are good prospects but not subject to EVV compliance.

Robust Mobile App with 12 Customizable Labor Levels

QuickBooks Time allows for 12 customizable fields for admins/ employees to track against. These fields can be required and assigned to specific employees. Custom Fields can be formatted in Numeric only, Decimals, Free Form, Pick List.

Click to watch video QuickBooks Time Mobile

Cascading Fields with Reports

Cascading Fields allow an "if this, then that" approach to data collection minimizing errors and creating ease of use for employees.

Click to watch video!

Breadcrumb Trail

QuickBooks Time can track the employees location in real time throughout their work day, showing as a breadcrumb trail.

Click to watch video!

Intuitive User Interface & Open API Access

Allows developers and programmers to manipulate QB Time to work with any software solution

Full Rules Engine

Apply rounding rules, overtime rules, shift differentials, and PTO

Scheduling

Create or edit schedules and push notifications to employees when you do. Reduce missed shifts and miscommunications. Integrations with Makeshift + QuickBooks Time tracking also available

Geofencing

Prompt employees to clock in when they enter a project zone.

QuickBooks Time Differentiators for Healthcare

24-Hour Shifts

QuickBooks Time does NOT clock employees out after 24 hours like other time tracking systems. Employees or Supervisors manage time by either clocking themselves and/or their crews in and outs or allocating time by entering summary hours at the end of the day. An employee will only be clocked out of QuickBooks Time after 7 full days on the clock. This means the QuickBooks Time's timer can run up to 168 hours.

Jobsite Photos

Take pictures live or from camera roll to attach to timesheets.

Offline Punches

Employees can track time via mobile even with no cellular or WIFI connectivity

Kiosk Time Tracking/Crew Clock

Time Tracking via tablet, IPad with Photo Capture. The tablet can location track now as well! A supervisor can clock in crews to jobs, phases, codes and more all from a single device.

Overtime and Missed Punch Alerts

Alerts Admins/Managers to when an employee is approaching daily, weekly overtime or missed a punch.

Who's Working Window

See who's on the clock, where they're working, and what they are working on--all at a glance on your desktop or mobile. **Click here to see video**











Featured New Logo Win:

Vertical: Home Healthcare Headquarters New Jersey

Number of Employees 11

Partner Roll Call: \$300

Partner: QuickBooks Time

Deal Value: \$1.200







Situation

Kane Wound Management, needed a simple method for employees to clock in and out on their mobile devices to manage time spent in the field.



Solution

By using QuickBooks Time in conjunction with ADP Workforce Now® for payroll, Kane Wound Management employees can now track their time accurately via QuickBooks Time mobile app, so they can continue to bring caring, optimistic, and knowledgeable medical professionals out in the field to various facilities and provide patients with the highest level of wound care treatment at their bedsides.

Tom Brennan ADP TotalSource

Partner Development





QuickBooks Time

"Wow this is so robust and easy to use all at the same time!" said the admin!







Michelle McAndrew
Strategic Business
Consultant ADP Total
Source, Charlotte

ico Rachel Doe Partner Developme Manager







Featured New Logo Win:

Vertical: Health Care Partner Roll Call: \$324
Headquarters: NC Partner: Michelle McAndrew

Number of Employees: 12 Deal Value: \$41,296



Situation

Admin wanted to track the employees hours and wanted to restrict their clock in and clock out times as to when they are in the office. Felt like employees were clocking in and out from their homes and other locations. Wanted to simplify tracking PTO request and tracking.



Solution

QuickBooks Time can restrict time punches by IP addresses and/or cookies. In this case, we restricted it to IP address so the only time the employee can punch in is when they are physically in the office. With QuickBooks Time, an employee can request their time off and on approval of that time, the PTO shows up on their timesheet. Upon exporting their time to ADP, the PTO is reflected on their paycheck as well.





QuickBooks Time



Jeff Dax



Terri De Minico Partner Development Manager QB Time Boise, ID



Rachel Doerty Associate Partner Development Manager QB Time Boise, ID

NORTH STAR ** INDEPENDENT

Featured Win

Industry: Healthcare Headquarters: California Partner Roll Call: \$339 Partner: QuickBooks Time

Deal Value: \$1,356



Situation

A foster care facility in California provides care and housing for young adults. They were tracking time withpen and paper, which took 4 hours a pay period and resulted in conflict and time loss due to tracking down missing and late timesheets. They needed a mobiletime tracking solution offering GPS location tracking, timesheet signature capture, reporting to summarize hours by job vs. drive time and state of California compliance.





Solution

North Star Independent now uses QuickBooks Time -a leading GPS enabled mobile app - to track time by job and drive time. The solution secures their future technology investment, meeting all 6 EVV (Electronic Visit Verification):

- Who performed the work?
- Where was the work performed?
- Who was the work performed for?
- What was the start time?
- What was the end time?
- What is the location?

Admins are enjoying learning the system. They love to see timecards in real time with signatures, overtime alerts, missed punch notifications, who's driving vs. at a job site and breadcrumb trail replays - all in one location.

Industry Data Sheet & Feature Flyers

Click links to download each flyer







Who's Working Window Flyer



Signature Capture Flyer



Jobsite Photos Flyer



Breadcrumb Trail & Geofencing Flyer

LinkedIn Social Media Post National Heart Month - February 2023



QuickBooks Time



February is National Heart Month!

Accurate employee time tracking, training, and recognition is at the heart of any business. Want to reduce payroll costs, increase billable hours, provide robust training, and recognize/reward your employees to keep your company's growth beating strong?



We have a solution for that.









How to Use:

- Copy Picture or screenshot
- 2. Paste into Powerpoint
- 3. Right click on picture and "save as"
- 4. Go to LinkedIn, create post
- 5. Attach this picture formatted for LinkedIn
- 6. Add hashtags:

#adpmarketplace #Nationalheartmonth

Based on an industry survey of 731 people who manage employee time, conducted by QuickBooks Time, in September 2018. 2Based on a survey of 1,408 customers in the U.S. in August 2021. On average, businesses that report gross payroll costs savings save 4.00%. On average, businesses that report an increase in billable time added 9.96%, ADP. the ADP logo, ADP Workforce Now, and RUN Powered by ADP are trademarks of ADP, Inc. or its affiliates or licensors. The information in this document was prepared by Intuit and Intuit is solely responsible for its accuracy and completeness. ADP makes no representation as to the accuracy or completeness of any information contained herein.

Email Template to Send to Healthcare Prospects/Clients

Hi {Client Name},

Do you have customers or prospects in the healthcare space with the following challenges?

- -Remote employees that have difficulties in connecting with co-workers
- -Lack of recognition and rewards for job performance
- -Lack of visibility to who on the team is online or out
- -Lack of connection among various teams
- -Little knowledge of company updates

Workmates by HR Cloud is the industry-leading employee recognition, communication, and engagement platform for the healthcare industry and can help these companies by:

- -Recognizing/rewarding employees
- Connecting all employees in a central employee facing intranet
- -Allowing for status updates such as "On Vacation". "Working Remote" etc;.
- -Providing centralized company feeds to keep everyone in the loop
- -Publishing company announcements so that nothing important falls through the cracks.

Let me know if I can provide more information or help answer any questions you may have.

(Insert signature)





- Q Joseph Hammett
- ioseph@hrcloud.com
- [™] 310-658-5783

Why Workmates by HR Cloud®?

Workmates combines the best features of Rewards and Recognition platforms, Communication and Collaboration platforms and Engagement and Survey tools into one powerful platform to allow for a complete enhancement of employee engagement and experience.

Workmates for Healthcare Clients



Let's Keep it Simple

Decision fatigue is real. Don't waste your team's brainpower on easily solvable problems.



Brighten Your Company's Culture

Ready to boost your company culture? Engage employees faster with Workmates' tools.



Retain Great Talent

Brighten employee experience with streamlined communications, more ways to engage, and ongoing feedback.



Easy Feedback for Fast Growth

Send micro surveys to gauge employee sentiment, share kudos, and solicit feedback on posts in your company's intranet for faster growth.



Learn More...

Qualifying questions to ask healthcare customers

Are you looking for a better way to improve communications

- with remote workers?
- Could you benefit from a proven way to improve employee engagement?
- How do you currently manage employee rewards and recognition?

Target customer and buyer

- Target titles business/franchise owners; HR managers, directors or VPs
- ADP platforms supported: RUN Powered by ADP®, ADP Workforce Now®, and ADP Vantage HCM®
- Target company size: businesses with 50-5000 employees
- Healthcare and other industries such as technology, franchise organizations, manufacturing, construction, or any clients with remote or field-based employees





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Feedback from Current Healthcare Customers

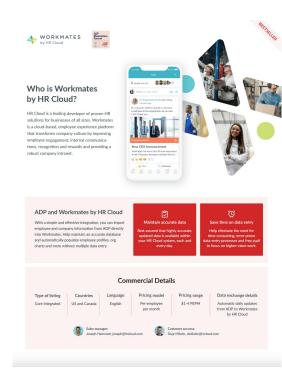
66



"Our staff has praised the increased communications level Workmates delivers. We use it to communicate important project matters and give staff specific 'kudos' or even recognize their birthdays. More importantly, we use Workmates to clarify project details that needed rapid dissemination among the entire team."



Christopher Baggott | Chief Executive Officer



"

Download Workmates Flyer

WORKMATES
by HR Cloud















Head of Customer Success

Featured New Logo Win: Vertical: Healthcare

Headquarters: Costa Mesa, CA

Number of Employees: 200

Partner Roll Call: \$1800

Partner: Workmates by HR Cloud

Deal Value: \$7,200.00



Situation

Looking for solutions for creating a more engaging employee experience in order to increase productivity and retention as well as allow employees to easily pull up important information.



Solution

Workmates helps Nations Benefits to streamline communication, training as well as have a place where your employees can easily and quickly pull up company and other important information all in one easy to use application.

Email Template to Send to Healthcare Prospects/Clients

Hi [Insert Client Name],

If you have healthcare clients that including home health care, medical offices, hospitals, some of the biggest challenges they deal with everyday when it comes to training include:

- Compliance Management
- Custom content creation
- Branded training
- Tracking and reporting
- Ever-changing healthcare regulations
- Healthcare-focused courses

We have solutions to help you conquer these everyday challenges.

By using one of our ADP Marketplace partners, Litmos integrated with ADP, you can:

- Save an average of **40+ hours** per month on administrative training tasks
- Track ongoing continuing education (CE)
- Automate tracking of compliance trainings
- Give learners access to consume training on-demand
- Increase ROI

Are you available this week to talk about your specific use case and how Litmos can help? (Insert Signature)





Platinum Partner

Bryan Hammond D: 925.466.3053 bryan.hammond@litmos.com

Connect with Bryan on LinkedIn

Litmos for Healthcare Clients



Every task your healthcare clients' staff performs affects the patient—whether they are in a patient-facing role or not. It's absolutely critical to provide training on how to act with extraordinary sensitivity, care, and compassion to customers. Failure to properly train employees can also mean costly non-compliance fines and inefficiencies or errors in the revenue cycle. With the pace of change in Healthcare regulations, revenue cycle processes, and medical technologies, there's no time to waste in putting the optimal training platform in place to improve the patient experience, while also increasing financial performance.

Healthcare companies trust Litmos for essential online learning to improve the patient experience and streamline the revenue cycle. With Litmos, patient access and revenue cycle staff learn best practices and develop key skills quickly and efficiently. Through an exclusive partnership with NAHAM, your clients can even pair specific revenue cycle courses and NAHAM's AccessKeys®, allowing you to analyze 22 KPIs to evaluate your organization's performance across five key areas: POS Collections, Private-Pay Conversions, Process Failures, Productivity and Quality.

Questions to discover a new Litmos opportunity for Healthcare clients:



- Do you want to create custom content?
- Do you have external training needs?
- Does your organization sell training content?
- Is compliance tracking manual?
- Do you struggle with tracking CEs?
- Do you spend multiple hours a week on training administration?

Key Features/Benefits for Healthcare Clients



Training controls by role

Easily assign and track ongoing continuing education (CE) to roles such as laboratory and administrative personnel, as well as general staff to ensure all team members understand critical concepts and safety procedures.



Compliance management

Litmos enables you to enforce the latest compliance training requirements, such as for HIPAA and OSHA, by creating courses and content in accordance with predefined standards, laws, and policies.



Tracking and reporting

Utilize built-in reports to track employees' training activities, learning progress, and measure the success of the training program based on course completions, quiz results, and content access.



Toughest security

Litmos securely stores your content and user information behind a hardware firewall. All data is transferred over HTTPS and keyed with a private certificate. Add to that data encryption, strict authentication and application security, and updates that occur with little to no impact on users.



Healthcare-focused courses

Choose from a rich supply of content in the Litmos Training Content catalog to improve the skills of Healthcare workers. Offer short, video-based, SME-tested courses in areas such as Policy and Compliance (including HIPAA Privacy and Security 101), Health and Safety, Health and Wellbeing, and Care Certificate (EU).





Why Litmos for healthcare Clients?

- Litmos is integrated with Workforce Now
 - Single Sign on
 - Give External users access
 - Employee Sync
 - Auto Assign Courses based on ADP profile
 - Automated customized reporting
 - Litmos handles all on-boarding and support
 - Toughest security standards



Differentiators For Litmos Standalone

- Build you own fully custom courses
- Custom automated reports (Report Engine)
- Train external learners also (contractors, customers, partners and more)
- Self sign-up
- Customer Gamification for each business unit!!!
- Auto assignments based on ADP profiles (Litmos Assign)
- Content library with 2,500 + courses available
- Healthcare-focused courses
- SCORM Content Authoring Tool included !!!
- Fully white labeled Customize Litmos to match your culture
- Ecommerce options Sell your training
- Full Account control
- Pre-built integrations Over 25
- Access to Litmos API's (used for customer integrations)
- Control over communication (custom email templates)
- Litmos support and specific Account Executive
- Ratings and Reviews













Brandon Cartica - ADP DM



Featured New Logo Win: St. Catherine's Center for Children

Vertical: Non-profit

Partner Roll Call: \$2,500 Headquarters: Albany, New York Partner: Litmos

Number of Employees: 300

Deal Value: \$10.000



Situation

Non-proft based out of New York that has employees spread out all over. Being a non-profit they have a huge need for compliance trainings to be taken regularly, this includes the State of New York specific Sexual Harassment training. These types of trainings can cost thousands of dollars to develop and buy each year. St. Catherine's needed a way to stay on budget each year and get updated automatically on employees who are not in compliance.



Solution

St. Catherine's implemented the Litmos LMS along with our full training library. The library includes the State of New York's sexual harassment training, along with several other states. Each month Litmos updates the training library with new courses, as well as updates to current ones. This was a huge benefit for St. Catherine's as this ensures they will always have the most up to date training content, especially for courses such as sexual harassment.













Featured New Logo Win: Hygiena

Vertical: Healthcare Partner Roll Call: \$7,560

Headquarters: Camarillo, CA Partner: Litmos
Number of Employees: 500+ Deal Value: \$30,240



Situation

Hygiena delivers rapid microbial detection, monitoring, and identification solutions to a wide range of industries, including food and beverage, healthcare, hospitality, pharmaceuticals, and personal care. Offices are all over the world, this meant they needed a LMS option that would allow for customization of courses based on location and the industry specific requirements



Solution

Moving forward with Litmos as their new LMS platform, Hygiena is now able to create custom training content for any industry they cover. These courses are then able to be assigned based on the profile fields in ADP. This allows the correct compliance courses to be automatically assigned and also tracked if an employee falls out of compliance









Featured New Logo Win: Tendercare Home Health Services

Vertical: Hospitals Health Care Headquarters: Indianapolis,IN Number of Employees: 200+ Partner Roll Call: \$3,375

Deal Value: \$13,500

Partner: Litmos







Situation

Family-owned and locally operated, Tendercare Home Health Services is one of the largest private home healthcare agencies in Indiana. They focus on individualized high-quality customized home healthcare. This requires them to offer on-demand customized trainings that users can access anywhere and anytime



Solution

After picking Litmos as their new LMS, Tendercare is now able to offer highly interactive and customized trainings. Trainings that can be access at any time and anywhere their employees need. Training plans can now be customized based on their patients needs. Admins can even send push notifications about course updates and overdue items.













Featured New Logo Win: Celigo

Vertical: Healthcare - Insurance Headquarters: Cincinnati, Ohio Partner: Litmos Number of Employees: 200

Partner Roll Call: \$1.687

Deal Value: \$6.750



Situation

S&S Health us a premier healthcare administrative company. They offer self, level and fully funded health insurance services. In an industry that has policies and regulations updated constantly and can vary depending on geography, S&S needed a new training solution that was agile and could be implemented quickly.



Solution

Moving forward with Litmos as their new LMS platform, S&S is now able to push out trainings instantly to their staff that is spread across the whole US. With the easy to use course builder that is included in Litmos, they now have the ability to update courses as often as they need and get them pushed out to their workforce immediately. Using the pre-built integration to WFN, each employee gets their training assigned automatically on day. The employees will even be able to sign right into training from their ADP dashboard.