



Harmony for Aging™

Provider Direct

Benefits:

State Agencies

- Gain statewide operational control by eliminating information silos.
- Improve performance monitoring with real-time access to provider activity.
- Maximize the number of consumers served, by eliminating administrative costs and increasing operational efficiencies.
- Increase state/federal reporting accuracy.
- Decrease time needed to generate reports to satisfy funding sources.
- Ensure consistent service delivery processes and data entry methodology throughout the state.
- Eliminate capital investments through an on-demand solution.

Area Agencies

- Decrease operational expenses by eliminating redundant data entry and staff time required to input data.
- Maximize the number of consumers served with limited state funds.
- Streamline operations and improve accuracy by automating the communication of activities, referrals, and service authorizations to providers.
- Improve relationships with providers through better communication and shorter reimbursement timelines.

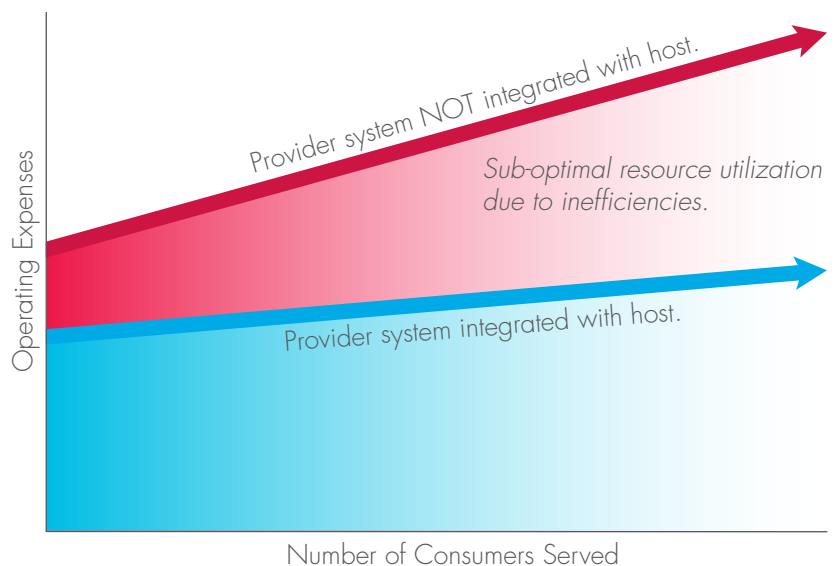
Service Providers

- Improve operational efficiencies by reducing manual data entry.
- Eliminate disruptions to intake and data collection processes, by submitting data in bulk to agencies.
- Decrease the number of rejected claims.
- Receive faster payments and reimbursements.
- Increase consumer satisfaction, with streamlined intake processes.
- Eliminate capital expenses through a delivery model.
- Improve internal communication processes.

Over the last decade, aging services agencies have made significant investments in modern case management systems to automate processes, eliminate administrative tasks, improve consumer outcomes, and streamline communications between state and local agencies. The impact of these case management investments cannot be disputed. Today, aging services organizations are able to meet the needs of the growing aging population even as budgets are stagnating or declining, largely due to their investments in these automation tools.

While the use of modern case management systems, particularly Harmony for Aging™, is widespread at the state and local levels, the same cannot be said for service providers. Currently, most aging services providers continue to rely on antiquated, proprietary, and labor-intensive systems to manage cases, often manually submitting, or even re-entering, information to their host organizations. These outdated approaches result in the inability to efficiently exchange and share information with agency systems, and typically leads to dual data entry, typographical errors, inaccurate invoicing, and a burdensome paper trail. Combined, this represents additional unnecessary overhead, wastes a tremendous amount of time, and extends payment and reimbursement timelines for providers.

As the aging population continues to grow and budgets continue to lag, states, local agencies, and providers need a way to work together to eliminate the need for dual data entry, minimize risk of errors, and improve the flow of communication. Harmony for Aging Provider Direct (Provider Direct) is an off-the-shelf information system that enables state and local agencies using Harmony for Aging to seamlessly collaborate with service providers through a single integrated system and shared database.



Instant, Real-Time Collaboration with Providers

Using Provider Direct, the flow of information between agencies and providers is frictionless and fast because everyone is sharing the same system and database. Deploying Provider Direct is simple — providers log in to the system from anywhere via a Web browser and can instantly:

- Review new activities and referrals;
- Add consumer records;
- Retrieve, edit, and print services orders; and
- Enter service delivery information quickly for many consumers at once.

Because these tasks are performed by providers in the same system used at the agency level, there is one shared consumer record. This means no dual data entry, no more data entry errors, and no more files to import and export.

Tangible Return on Investment

Provider Direct provides clear return on investment (ROI) through increased operational efficiency, reduction of data entry duplication, and unprecedented communication between providers and their host organizations. As a result, resources can be reallocated to directly serving consumers rather than administrative tasks.

Control at Your Fingertips

Provider Direct features a Work Queue screen that provides a real-time dashboard of incoming referrals, newly assigned activities, recently modified consumer records, and open service orders. Providers are always seeing and using the most up-to-date information.

Single Consumer Record

Provider Direct uses and accesses the same Harmony for Aging database used at the agency level. This eliminates redundant consumer records, manual data entry, and data entry errors.

Batch Data Entry to Save Time

The Provider Direct Rosters and the Service Confirmation Wizard each let providers record the delivery of services to many consumers at once from within a single screen. This greatly reduces data entry requirements so that resources can be spent on other higher-value tasks.

Comprehensive Reporting

Provider Direct includes a host of standard reports and an intuitive interface. Users can modify and save report definitions for future use and even export data for use in third-party systems.

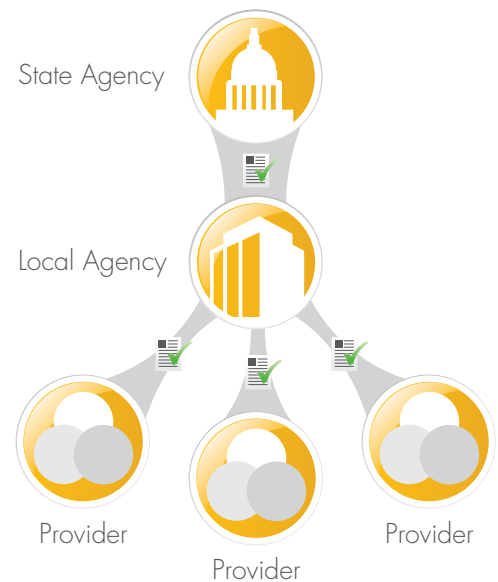
On-demand Training for Rapid Implementations

Getting providers up and running on Provider Direct is a snap. The product's simple user interface is highly intuitive, and on-demand training is available in real time right from the comfort of each provider's desk.

Human Services Expertise

For more than 10 years, Harmony has been serving human services organizations of all sizes across the country. As a result, all Harmony products contain embedded best practices proven by some of the most forward-thinking organizations in the world.

Harmony for Aging Provider Direct



Features:

- Delivered through a standard Web browser
- Provides direct interface into Harmony for Aging
- Real-time access to consumers and their planned services, ordered services, delivered services, activities, referrals, and more
- Ability to add/edit basic consumer data as well as the services they receive
- Role-driven access to shared consumer records
- Work queue to provide instant access to incoming referrals, newly assigned activities, and open service orders
- Proven, bulk-data entry tools to quickly and easily record service deliveries to many consumers at one time
- Integration with existing case management systems, via HIPAA-compliant data exports (including 837/835)

Streamlined, Service Delivery Management Designed Just for Providers

Provider Direct allows providers to seamlessly collaborate and exchange information with state and local agencies that are using the Harmony for Aging case management system. Armed with the proper credentials, providers log in to Provider Direct, where they communicate in real-time with agencies. Key features include:

Work Queue	At-a-glance dashboard shows incoming referrals, newly assigned activities, recently modified consumer records, and open service orders.
Shared Consumer Record	Use of a shared Harmony for Aging database allows for one global consumer record to be shared securely across organizations, on a need-to-know basis.
Consumer Journals	Track and maintain a history of consumer progress notes, case notes, and more.
Activities and Referrals	Make and receive referrals automatically, and manage and share follow-ups, consumer visits, and other activities.
Batch Data Entry Tools	Provider Direct Rosters and the powerful Service Confirmation Wizard each let providers record the deliver of services to many consumers at once from within a single screen.
Comprehensive Reporting	Easily run reports on all Provider Direct data elements, providing insight into program performance and effectiveness.
On-demand Product Training	Just-in-time product training is provided over the Internet via a Web browser wherever and whenever it is needed.

Enabling Organizations to Serve More Consumers with Existing Resources

Harmony offers a suite of products that help consumers remain in their homes and communities including Harmony for Aging™, Harmony for Adult Protective Services™, Harmony for Intellectual Disabilities™, and Harmony Financial Management.

About Harmony

Harmony Information Systems, Inc. (Harmony), the leader in integrated health and human services management, provides comprehensive solutions that enable organizations to manage growing consumer case loads with existing resources. The company's end-to-end solutions manage the delivery of care for elders, veterans, and intellectually disabled persons, enabling organizations to maximize outcomes while increasing service delivery efficiency, ensuring compliance with funding requirements, and automating Medicaid waiver processes. Harmony products are used by more than 450 state, local, and private provider human service organizations to manage both traditional and consumer-directed models of service. For more information, visit harmonyis.com or contact your local sales representative at **866.951.2219**.



HQ | 12120 Sunset Hills Rd., Suite 500, Reston, VA 20190 | 866.951.2219
VT | 25 New England Dr., Essex Junction, VT 05452 | 802.878.8514

www.harmonyis.com