



# Getting to Know eVero



NEW YORK  
**ALLIANCE FOR  
INCLUSION & INNOVATION**

## We believe in technology that drives care

- Founded in 2000
- Located in Melville, NY
- Over half of our employees are software developers
- Work exclusively with OPWDD Provider Agencies
- Currently support 100+ New York Agencies with our **digitalAGENCY™** EHR and **EMPOWER™** SDS modules

# By the Numbers



Individuals supported via the eVero platform

**48,000+**



Organizations utilizing our platform.

**100+**



Self-Direction Budgets managed on our platform

**17,000+**



Total billing processed through the eVero platform

**\$2.5 BILLION**



Active Users on the eVero platform

**80,000+**



Individuals & Parents on the eVero platform

**10,000+**



% of NYS Brokers managing budgets on the eVero platform

**65%+**

## eVero earned a 59 on our Net Promoter Score (NPS) customer survey

- “How likely are you to recommend a company to a friend or colleague?”
- NPS is measured on a scale ranging from -100 to 100.
- Our score was 14 points above the software industry average of **45**



### Customer Quotes:

*“eVero is incredible at managing all the complicated pieces of Self-Direction.”*

*“Love the reports, family portal, billing modules.”*

*“They are fantastic collaborators who listen to the needs of customer and provide solutions in a timely manner.”*

*“They always stay up to date on all relevant regulations and policy changes to assure they are offering the most cutting-edge software.”*

- We believe in building a **connected ecosystem** to link the backend infrastructure so your organization has **increased transparency, efficiency and overall workflow**.
- We are a family-oriented business that supports people in the field of developmental disabilities not only by creating software, but also through our **community outreach programs** and by hiring individuals with disabilities to work and share their ideas, thoughts and support the software.



# Commitment to Compliance and Security

**We stay on top of state and federal rules, regulations and policies governing delivery of Medicaid-funded services so your team doesn't have to**

- Our infrastructure is redundantly hosted in disperse SSAE16 Type II compliant data centers
- Our platform and apps are 100% HIPAA, HITECH Act, and SHIELD Act compliant
- All workflows are designed to ensure that all data and documentation follow data security best practices



# One Unified Enterprise Platform

A single solution that revolutionizes the way agencies manage care and provide services



## EHR

**digitalAGENCY™** supports service delivery w/ built-in compliance as well as robust data analytics reporting and data extract functionality



## Self-Direction

**EMPOWER™** lets you manage individual budgets at the agency level while providing one-of-a-kind transparency to individuals and families



## Billing

**ACCELERATE™** lets you elevate your claim capacity, precision, and turnaround time and track actual and potential revenue in real-time



## EVV

Tools, including a mobile app, to easily track and record required data at the point of care, at no additional cost.

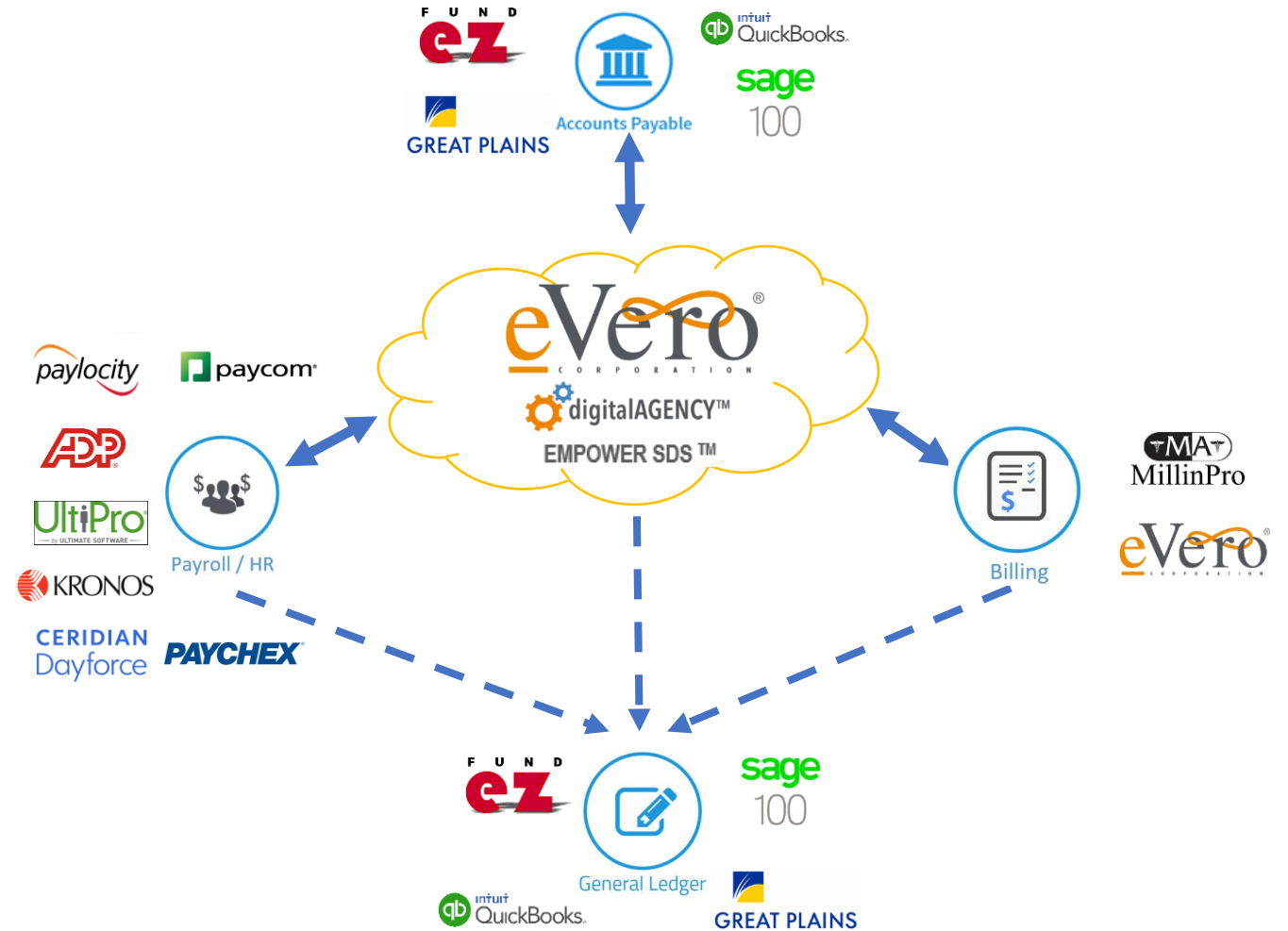


## Crisis Response & Support

Workflows supporting community-based programs that provides crisis prevention and response services to individuals

## Proven Interoperability

- Ability to integrate and share data securely with specialty software platforms
  - Accounts Payable
  - Payroll/HR
  - Billing
  - General Ledger
  
- All API's utilize industry standards, such as FHIR, and proprietary data formats.



## Brings clarity to documentation chaos

- 100% Paperless
- Automated workflows and processes
- Bi-directional integrations with 3rd party systems
- Real-time reporting and analytics
- Built-in EVV functionality



Individual Case Records



Accountable Case Management



Qualitative Documentation Tracking



Customizable Dashboards and Reports



Eligibility Verification



Incident Reporting

## Built to tackle the unique management and compliance challenges of SDS

**EMPOWER™** creates a digital ecosystem that seamlessly connects Fiscal Intermediaries, Support Brokers, Self-Hired Staff, and Individuals & Families, providing unparalleled transparency with increased accuracy and efficiencies.

- Official **state budget template** can be **imported, exported, or created** from scratch in our platform
- Online portal for **Individuals** and their families allowing complete **transparency** into the budget process
- **Broker portal** providing a streamlined enrollment process allowing brokers to use one user ID across multiple FI agencies



## Manage your entire revenue cycle on the eVero platform

- Process claims more efficiently
  - Since service data is captured on our platform, claims can be submitted the same day services are delivered
- Realize revenue faster
  - Built-in data validation tools & daily Medicaid eligibility checks ensure claims are error-free, eliminating delays from denials
- Gain insight into your entire cash flow
  - Customizable dashboards track payments, accounts receivable, and projected revenue from services delivered but not yet billed
- Be Audit-Ready
  - Claims are linked to the actual service records stored on our platform

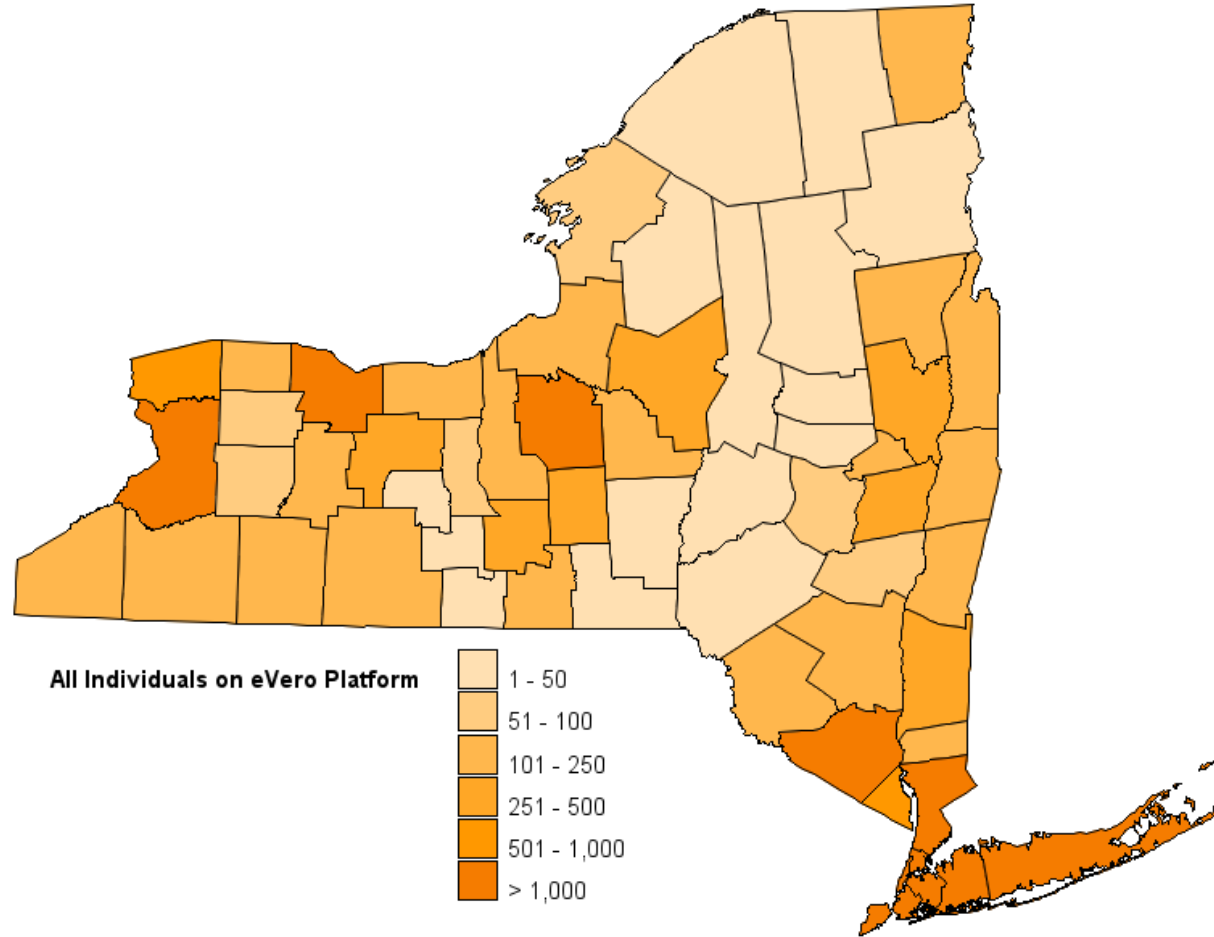


## No need to buy a 3<sup>rd</sup> party EVV Solution

- EVV included at no additional cost
- Easily track and record all required data at the point of care
- Mobile App with GPS location tracking option
- Options for rural areas and locations where network and/or WiFi is limited



# eVero supports all of New York State





If you have additional questions and you would like to reach out to us:

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