CONCEPTS CENTRAL SUPPORT

Your partner in better care.

Remote operational support for Pennsylvania home care agencies, from a HIPAA-trained team with more than 10 years of experience in home care operations.

Six services. Start with the one you need most.

01 **After-Hours & On-Call Coverage**

After-hours calls, caregiver call-outs and escalation under your procedures, with a written summary every morning.

02 **Scheduling**

Caregiver availability kept current, schedule changes confirmed and open shifts flagged for your team.

03 **EVV Monitoring**

Daily review of EVV exceptions and caregiver follow-up, with a weekly manual-edit rate by program.

04 **Hours & Authorization Utilization**

Authorized, scheduled and delivered hours tracked weekly, with flags before an authorization expires or is exceeded.

05 **DCW Candidate Screening**

First-round screening with your criteria and organized candidate files. Your agency makes every hiring decision.

06 **Supervisory Visit Monitoring**

Visit due dates, reminders, completion and follow-up tracked for every client.

01
Talk
Your clients, schedule and hardest hours.

02
Agree
Scope, hours and escalation, in writing.

03
Onboard
Access, contacts and procedures set up.

04
Cover
We start; your team gets a written summary.

Request a consultation

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