

From the Desk of Christos Morris

## The 3 Cs: Why You Should Go Paperless Today

Despite the added incentive of federal regulation pushing the adoption of electronic medical records, many health care providers, especially in the developmental and learning disabilities space, still manage their processes the old-fashioned way—think binders of records stashed away in sprawling rows of filing cabinets. But the benefits of moving to an electronic system are numerous and include not only cost-saving opportunities but the potential to improve team communication and, most importantly, quality of care.

### 1. Compliance (and peace of mind)

For regulatory and billing reasons, health care providers need to ensure they can show that a particular service took place at a particular time. This data must be kept safe and accurate throughout the entire transaction process, from point of care to the point of reimbursement. Should you be audited, you'll need to show that you billed correctly. Auditors need to have faith in the integrity of your documentation. Imagine trying to verify a particular point of care that took place two years ago with a paper-based record keeping system? Paper can be lost. Paper can be created. Paper leaves room for human error. An electronic system allows you to prove, even after the fact, that your service was performed in accordance with regulatory guidelines, giving you—and your auditor – peace of mind.

### 2. Cost and Time Savings

Maintaining a paper-based system requires manual labor and all of its associated costs. If you're audited, it will be time-consuming and costly for your staff to locate all of the necessary documentation. Paperless management systems provide a significant return on investment, and it's especially noticeable at audit time. An effective system can help reduce givebacks. If you're audited, the government will review a set number of cases. If they find any discrepancies – say 10% of your claims were not sufficiently justified – they'll extrapolate that percentage across the rest of your cases. This is your giveback. Your legal team can challenge the conclusion, but that's a costly and time-consuming exercise. With an efficient system, you'll save on admin expenses and the associated costs of a visit from Uncle Sam.

### 3. Communication: Improved Transparency

When you use an electronic care management system, all caregivers across the entire continuum of care have access to the same information. This improves communication within your organization and with the other agencies involved in an individual's care plan. It becomes easier to keep all members of the care team on the same page. The benefits are particularly pronounced in cases where individuals receive services from different organizations. When all parties involved can seamlessly share important updates about patients' progress and goals, it not only benefits the organizations, but also the people that they serve.

This communication advantage is particularly important to those of us working with the developmentally disabled, as they may not be effective advocates for themselves and likely have multiple caregivers. An electronic system improves communication and coordination, but most importantly, it helps agencies provide the best care possible to our patients.

– Christos G. Morris  
*Founder and CEO*

eVero Corporation provides electronic health record and case management software solutions for the Health and Human Services marketplace. We have more than a decade of experience working with developmental disability providers, and we also offer a range of managed service solutions, including professional management, enterprise cloud solutions and IT support services.

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**We manage the process, you manage the care**