The Helper Bees

Data Driven Decisions

and Digital Claims

Improve In-Home Care

In-Home Care and Digitalization

Content

Data Driven Decisions and Digital Claims Improve In-Home Care

We are in the digital age; it is undeniable and unavoidable. Almost everything we do has a digital component or has gone from analog to completely digital in the last few years. But even though the majority of our lives has been eased through technology, some industries have not completely adopted the digital mindset. The Helper Bees (THB) has helped usher technology, and all of its advantages, into the in- home care industry.

New technology makes routine daily tasks for insurance companies, home care workers and claimants faster, easier and lessens the chance of incorrect entries. Analog reports, time sheets, health issues and even claimants themselves can get lost in translation between caregiver and the insurance company. Another distinct advantage digital transactions have over analog is that generating claims is quicker and more efficient.

THB has been able to collect valuable data that can track various aspects of claimant care.

THB whitepaper, *The Greater Need for Hands-on Assistance Increases Care Hours Needed from In-Home Healthcare Management*, provides a comprehensive overview of how data collection and analysis is imperative for insurance agencies and claimants alike. THB does this through the digitization of timesheets.

A caregiver can now digitally submit a timesheet through the THB App. If data connections are not reliable, they can also use a webform submission that allows for caregivers to submit timesheets or an Interactive Voice Response System (IVR) through the phone. THB utilizes these methods to track claimant's health and other issues in almost real-time as compared to the delayed submissions of a paper-based system.

Data Driven Decisions

Using digital technology serves numerous real-time advantages. In digitizing the paperwork around in- home service, THB has found that they are able to offer faster responses to claimant needs and act on behalf of the claimant to ensure care is provided consistently and correctly based on medical and environmental situations. These services range from suggestions on resources to potentially life-saving actions.

One superior benefit THB data has brought to the table is that they can now help claimants by advocating for them to insurers. THB can work closely with caregivers and, in real-time, intervene in potentially hazard situations and provide educated solutions to real-life problems with home care. They can also handle any issues that may rise between caregivers and claimants.

THB may also help mediate issues such as unexpected loss of a caregiver. There are various reasons why a caregiver may need to be replaced, such as moving, changes in scheduling, family emergencies or their own health issues. If physical issues arise for the caregiver, THB can also suggest solutions like lifting and transferring devices so that claimants can retain preferred caregivers, even as their care needs change. And beyond physical care, THB provides suggestions to local resources for claimants to utilize such as support groups and volunteer efforts (e.g. Meals on Wheels).

THB offers solutions that help retain the best care for the claimant and allows them to stay at home longer, as opposed to moving to expensive facilities. In turn, helping insurance companies keep costly hospital bills down and helping the claimant feel more comfortable in their own home.

A Case for Digital

THB is not only pioneering data collection to help regulate and streamline in-home care for claimants and insurance agencies, they are providing a groundbreaking service in caregiver and client matching. For too long the right caregiver was considered the one who had availability. This generalized, prescriptive methodology has proven to be problematic. Like in many aspects of life, a personality fit is crucial for success. For more information THB Whitepaper, *Changing Healthcare Workers During Recovery Creates Inconsistencies and Changes to Timesheets,* dives deeper into caregiver matching.

The following are several THB claimant cases which demonstrate how real-time data has helped the claimant, caregiver and insurance carrier deal with a myriad of situations and challenges that can arise during care.

1. Alerts to Health Status Changes

It's nice to know that someone has our best interests and is looking out for us 24/7. When claimant 6754 returned to in-home care from the hospital after open heart surgery. THB on-boarded the existing caregiver with information provided by the claimant's point of contact (a professional patient advocate). In mid- December 2019 the claimant was hospitalized again but moved into 24-hour care. THB was able to quickly match new caregivers to cover the extended hours as well as temporary caregivers when the claimant's current caregivers were unavailable.

THB also served as an intermediary for claims and payment issues raised by the insurance carrier. THB was able to promptly provide PDFs of the claims to the point of contact for the claimant, helping expedite a resolution.

In the claimant's analytics page, the jump in hours to 24 hours care is clearly seen as well as the reduced care needs (ADL/IADL scores) from the claimant's hospital stay. ADL and IADL score patterns have changed since the claimant's care needs are altered by his current health status. THB was able to identity the reduced care needs and updated, in real- time, that he was in the hospital.
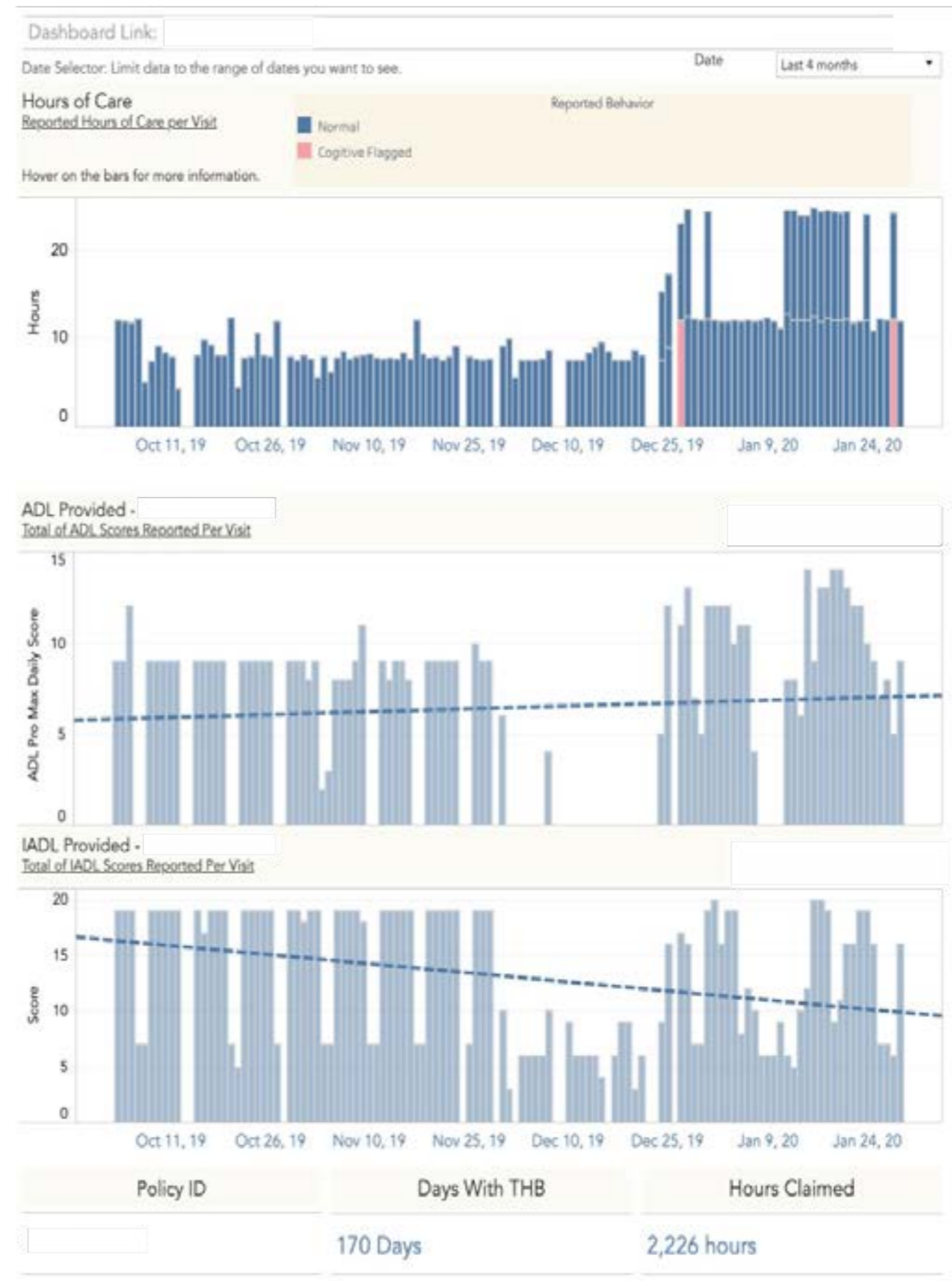
2. Claiming Advocation & Resolving Issues

No one wants to feel like they are lost in a system, especially in regard to their health. We all want someone to advocate for us and help us with any challenges that arise. Claimant 6729 was bed bound with lymphedema and was referred to agency care to meet her care needs, with THB facilitating. 6729's caregiver became unreliable, so THB worked to match the claimant with a new caregiver using their exclusive, data driven, matching services.

Through analysis of digital timesheets, and through caregiver reporting, it was noted that 6729's in-home care visits were sporadic and very short in duration,conversely, her care needs were actually quite high for such a short period of care hours. The caregiver also alerted THB a concern for the claimants over health as her lack of mobility had led to additional medical problems with pressure sores and lesions. THB mediated concerns to the insurance carrier that 6729's care seemed inadequate for the current situation and passed along her health developments.

In response, the insurer increased the allowed number of hours of care for the claimant to 24/7 care and THB reported care issues to appropriate channels. 6729 has also formed a strong relationship with a THB team member, which in turn benefits all parties by building a system of trust.
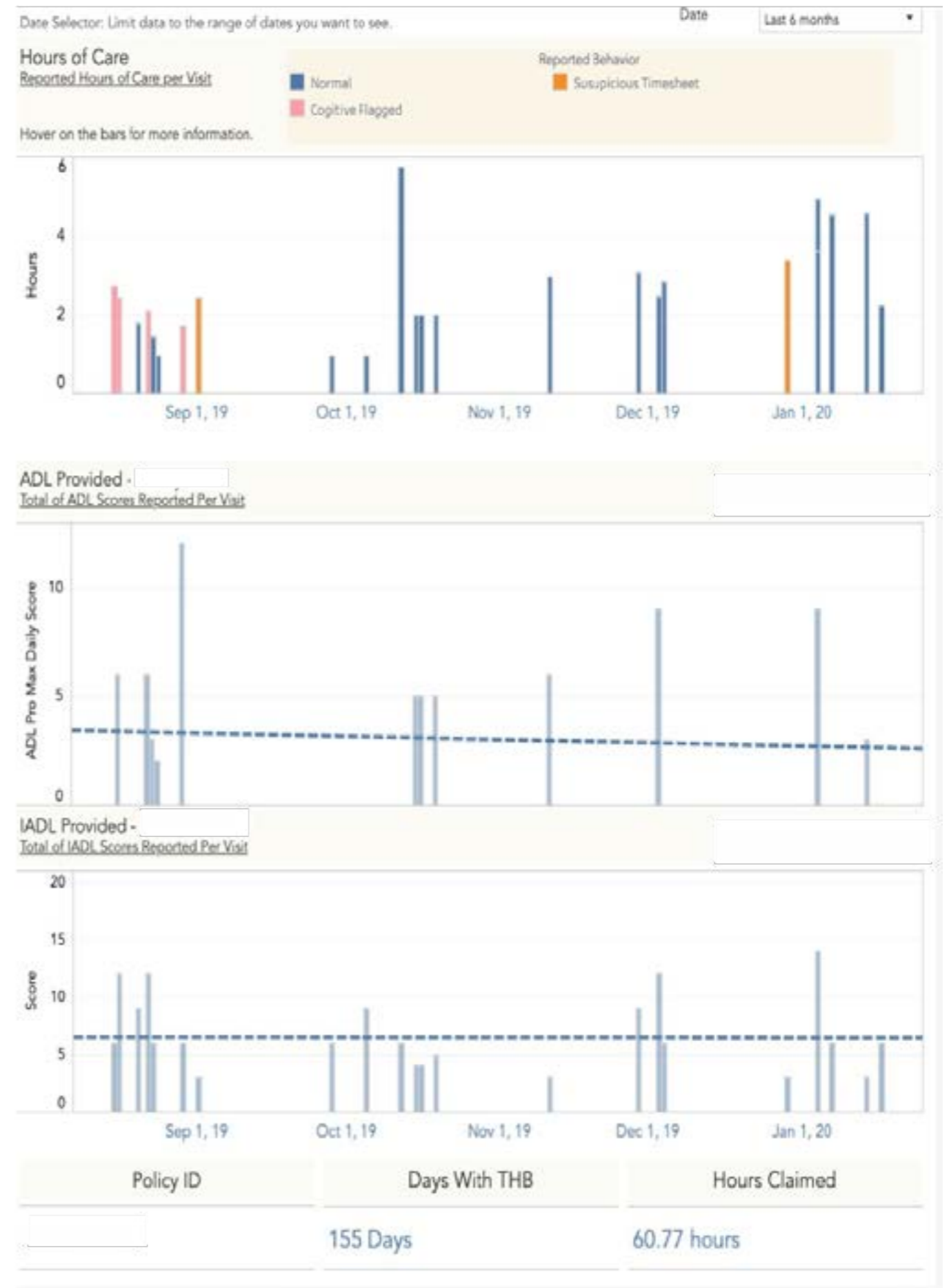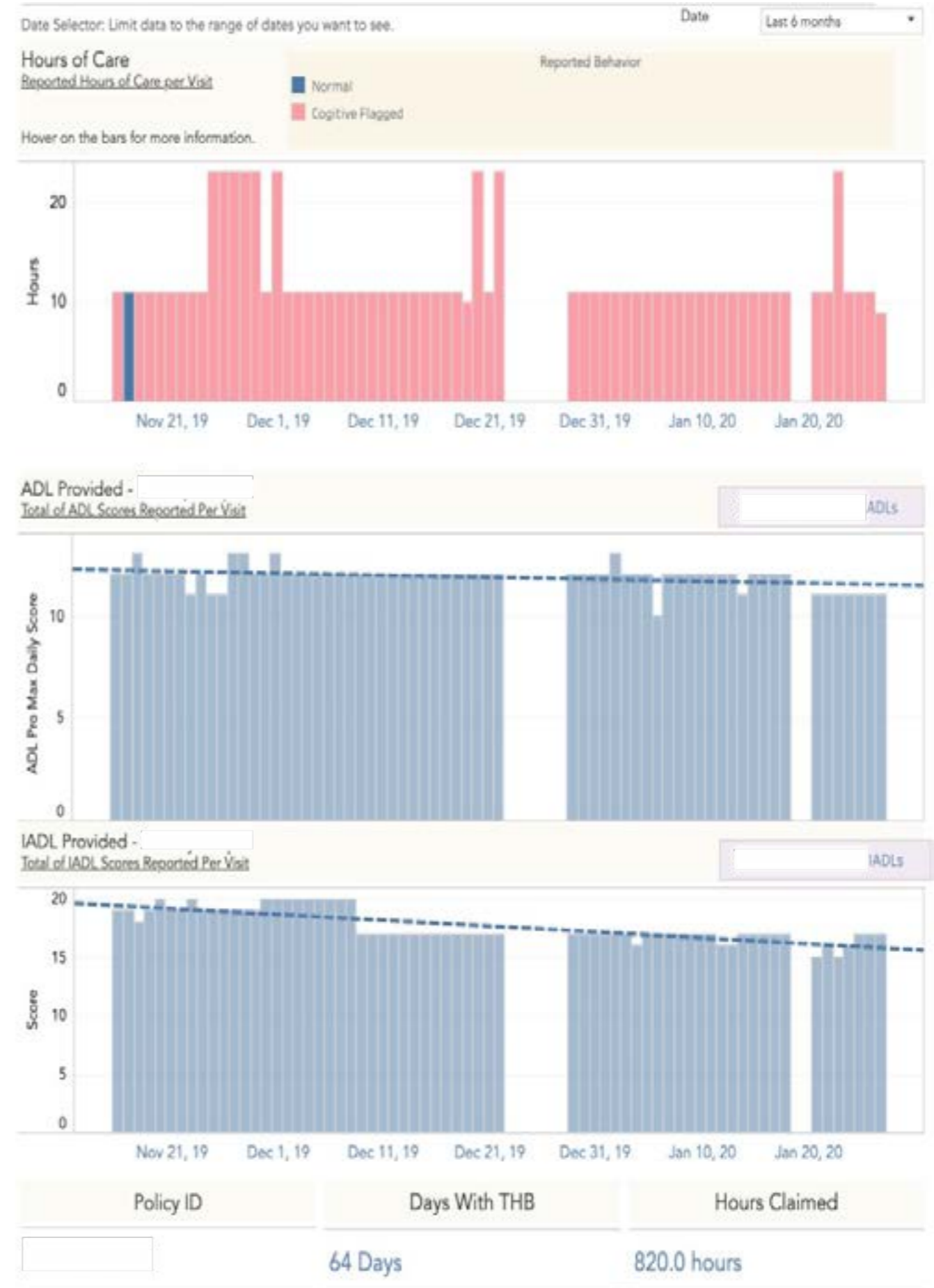
3. Digital Onboarding

The digital world is not familiar, and can even seem scary, to some people. This is especially true of people who did not grow up with it or use it regularly for most of their lives. Claimant 7006 was hesitant to move to a digital system, but the insurance carrier pushed for claimant to use THB's digital platform. THB was an active participant in training and setting up claimant's digital system.

However, 7006's internet connectivity was less than ideal. Fortunately, THB offers multiple ways to utilize digital services. They were able to successfully move 7006 to the digital system by providing alternative options to app submission. THB set-up and trained 7006's point of contact on how to submit webforms as this was found to meet the needs better.

THB provided walk-thru guidance on every step of the claim's submission and timesheet corrections.

After 7006 began using the digital platform, THB observed high levels of patient care in a short number of hours. THB worked with the insurance carrier to communicate the claimants care hour needs based on the new collected data.

Date Selector: Limit data to the range of dates you want to see.

Date — Last 6 months

Hours of Care
Reported Hours of Care per Visit — Reported Behavior

■ Normal
■ Cogitive Flagged

Hover on the bars for more information.

ADL Provided -
Total of ADL Scores Reported Per Visit — ADLs

IADL Provided -
Total of IADL Scores Reported Per Visit — IADLs

Policy ID	Days With THB	Hours Claimed
	64 Days	820.0 hours

4. Investigation & Caregiver Education

No two people are alike and assessing care needs is not can exact science. So, when Claimant 6985 had three caregivers that submitted three contradictory care needs reports, THB reached out to the caregivers to confirm the claimant's care needs. 6985's greatest need was for help with cognitive tasks, even though she had no formal diagnosis. Through an investigation, THB found that one caregiver came during a quieter time (night) and felt he was not providing cognitive support. After discussing, the caregiver was educated on how cognitive care is provided and has since began reporting that he is providing cognitive care to the claimant.

Educated and assisted caregivers with reporting care needs through the app-based timesheet system. THB reached out to confirm needs of the claimant and educated the caregiver on cognitive care for claimants with Alzheimer's / Dementia. Through this extensive training and on-boarding existing caregivers, 6985 was able to stay with her preferred caregivers.

THB's real-time tracking of the claimant's data allowed for a fast response time when she presented increased care needs. They also followed-up to discuss the claimants increasing hours and offered to help the claimant and point of contact with pursuing any additional help needed such as adult day care and/or support groups.
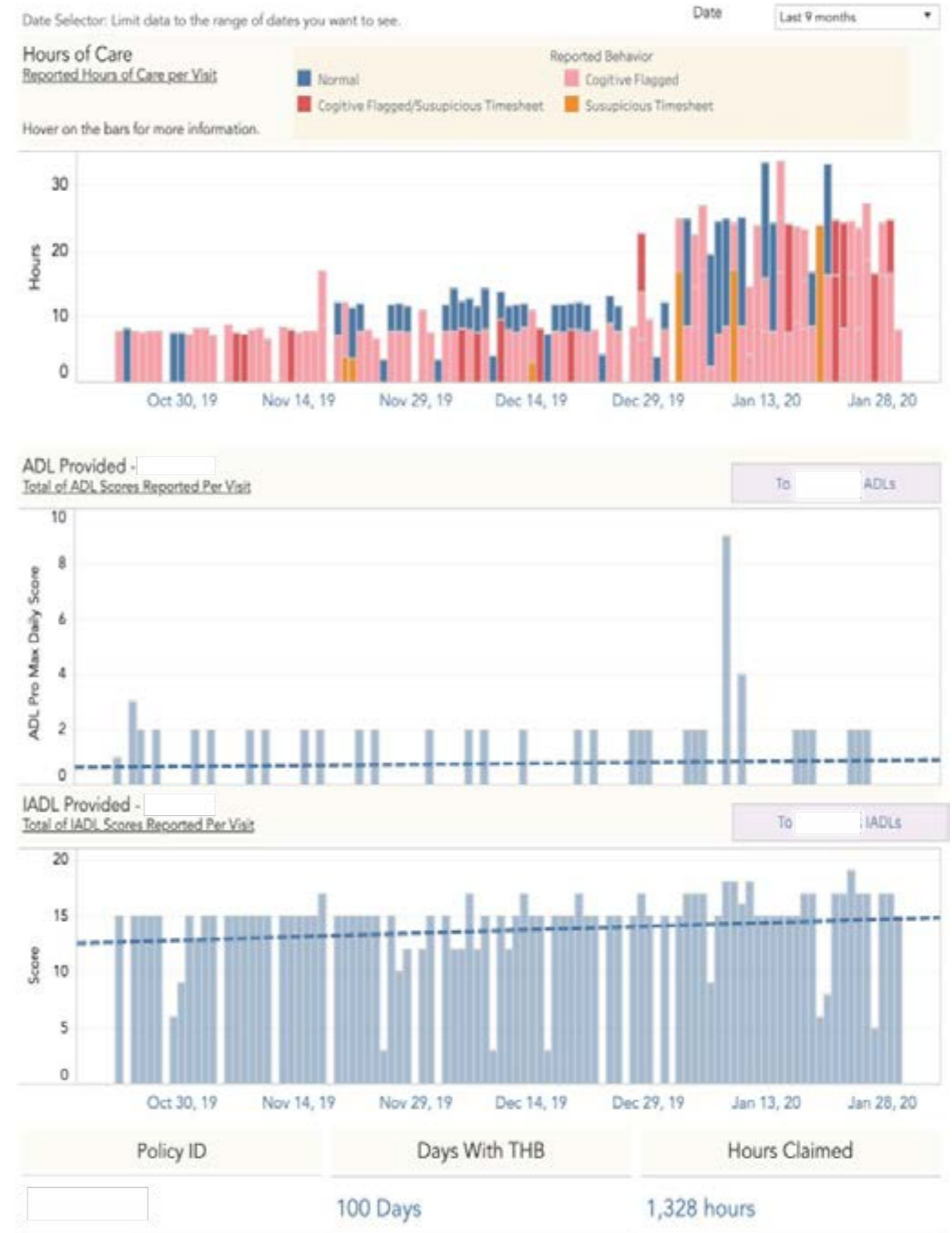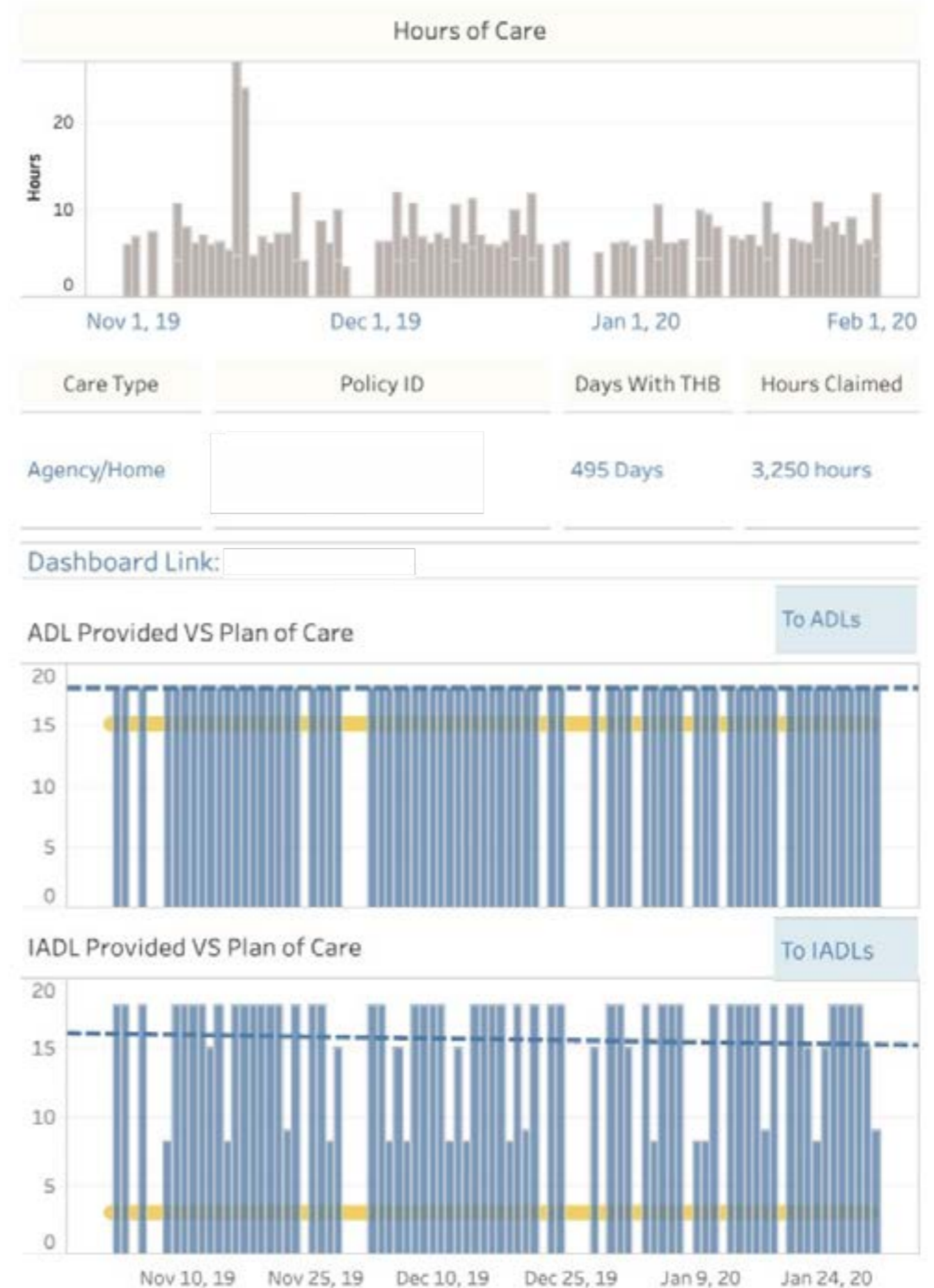
5. Unexpected Loss of Caregiver

In true form to the old adage, always expect the unexpected, THB and their unique ability to quickly match claimants and caregivers was extremely important for Claimant 320. They had a high level of care needs due to an Alzheimer's/Dementia diagnosis.

Unfortunately, their caregiver suffered a sudden and serious medical issue and was ultimately unable to continue caregiving. An unexpected change in care can greatly jeopardize a claimant's health. THB was able to quickly match a new caregiver, qualified in providing the right kind of high-quality, specialized care, using their extensive data and matchmaking system.

When problems arose between the new caregiver and the claimant's point of contact, THB stepped in and mediated the issues. They helped educate the new caregiver on nuisances of the claimant's needs, as well as providing options for respite care to both the caregiver and the point of contact, helping to alleviate the issues.

Hours of Care

Care Type	Policy ID	Days With THB	Hours Claimed
Agency/Home		495 Days	3,250 hours

Dashboard Link:

ADL Provided VS Plan of Care — To ADLs

**IADL Provided VS Plan of Care** — To IADLs

The New Age of In-Home Care

The Helper Bees have revolutionized in-home care through detailed, real-time data collection, analysis, investigation and action. Patients in the THB system are carefully and skillfully matched with the right caregiver to lessen the need for retraining or new onboarding new caregivers. Once paired, THB data is used on a daily basis to monitor claimant's hours, as well as take note of any unusual patterns or red flags. Because everything is data based, THB can swiftly jump into action to help remedy any challenges that may come about.

This breakthrough is not just a vast improvement for claimants, their points of contact and their families, it is also a critical step forward for insurance companies. Data is the key to monitoring claimants and their needs. This data allows for carriers to know when a claimant suddenly requires more care, has a change in circumstances or different needs develop. Having a closer eye on claimants helps insurers to potentially keep costs down by providing patient's the extended care they need to not further injure or stress themselves. When patients further injure themselves, carriers must then burden the cost of expensive hospital stays.

Ultimately, this innovation is the transformation in-home care needed. Claimants and their loved ones can rest a little easier knowing real-time analysis and data-driven decisions are helping patients live their best lives. And even during a tough period in their lives, they are in safe hands and they always have someone that has their back, thanks to The Helper Bees and their data.
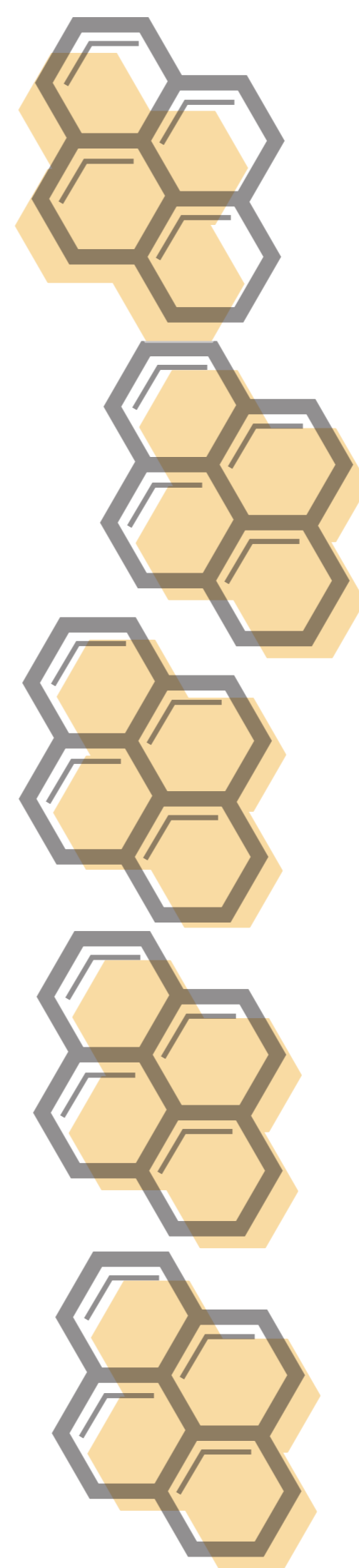
Company

The Helper Bees' goal is to use data to understand how to enable aging in place. This is accomplished through an industry-first innovative technology platform that collects data from various touchpoints from both in-house and networked staff. These key insights are gathered as personalized services are delivered by teams of nurses, care managers, and caregivers (agency and private), then mined by a team of data scientists. This model enables is a radically different way to power aging in place.

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