



Provider Manager

The eziTracker Provider Manager saves homecare commissioners time and money by integrating and simplifying the processes involved in the commissioning, verifying and payment of homecare services.

By bringing together the key systems in the commissioning, delivery and monitoring of homecare services, eziTracker Provider Manager automates and simplifies the invoicing process for homecare providers.

Provider Manager is an optional service that sits on top of the eziTracker hm monitoring service. The Provider Manager can also be configured to work with other homecare monitoring services if a alternative service is currently being used.

How Provider Manager Works

Commissioned care and client details are automatically entered into Provider Manager (PM) via the interface with the Adult Social Care system. Details from the Social Care system (eg service-user, commissioned care, rates) are made available online to providers. Providers can then accept or decline commissioned care by using PM's Care Acceptance form.

EziTracker hm records the actual time attendance of the homecare visits and automatically matches against planned attendance. Verified visits satisfying stipulated payment rules are automatically matched and sent on for final checking and reconciliation. Visits not matching commissioners' payment rules are sent on to arbitration within PM. By using PM's online arbitration form, Providers are able to view details of unmatched visits and submit acceptable reasons for any discrepancy between planned and actuals. In turn, PM allows the homecare commissioner to approve, modify or reject these claims.

Reconciled data showing agreed attendance hours, rates and totalled payments for each provider are then made available to commissioners for approval. On clicking the onscreen approval button approved data is sent on to the commissioners' payment system.