



## Techwave

Techwave established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

# CASHE SOFTWARE: PAVILLIO CASE STUDY

## About Client:

Cashe Software is the top agency management software supplier for Minnesota organizations that deliver home and community-based services. By providing technology and services that make the administrative side of care more accessible and practical, Cashe has been enhancing the lives of individuals in need for more than 15 years. Over 60,000 Minnesotans are receiving person-centered care thanks to Cashe's sponsorship of more than 400 organizations.

Cashé is a premium-based system that enables end users and numerous servers to collaborate to manage enterprises. It is a piece of software that every healthcare organization uses to run its business and provide specific healthcare services. Cashe is a platform for agency management that provides a holistic approach with exceptional, customer-focused service. The group helps the agencies coordinate, communicate, and automate numerous operations, including electronic timesheets for staff members and automated billing and reporting.

The company's primary goal is to support disabled individuals in leading more fulfilling lives at home and facilitate a wholesome integration into the community. Doing this creates a Pavillio for the HCBS World, allowing various people to connect and empower one another to live better lives. "Home Care" is the foundation of Cashe Agency Management Platform and provides solutions



like Personal Care, homemaking and respite Service Providers, Skilled Nursing, Home Care Nursing, Respiratory health, Physical and Occupation Health, Speech therapy, and home health Aide.

Since 2011, Cashe has provided us with all the resources needed to handle the growing client workload and adhere to the constant changes in PCA regulations. In November, The Cashe Legacy relocated to Pavillio. Experts with a passion for enhancing patient care make up the Cashe team. Making the best tool possible will empower organizations and improve people's lives.

## Executive Summary:

To update the agency management platform, Cashe Software was experiencing issues while trying to use the application in a multi-user setting. Due to the requirement that each user operates on a single application with a single MS Access database, the Cashe Software management faces a severely confined system.

The knowledge and experience of Techwave helped clients navigate their business in a digital environment and provide timely, cost-effective solutions. We collaborated with the client throughout the entire process to offer advantages to their business and user base while keeping in mind the value they contribute.



**MULTI-TENANT AND MICROSERVICE  
ARCHITECTURE DRIVEN**



**SINGLE INSTANCE SYSTEM  
WEB-BASED AND RESPONSIVE  
PLATFORM**



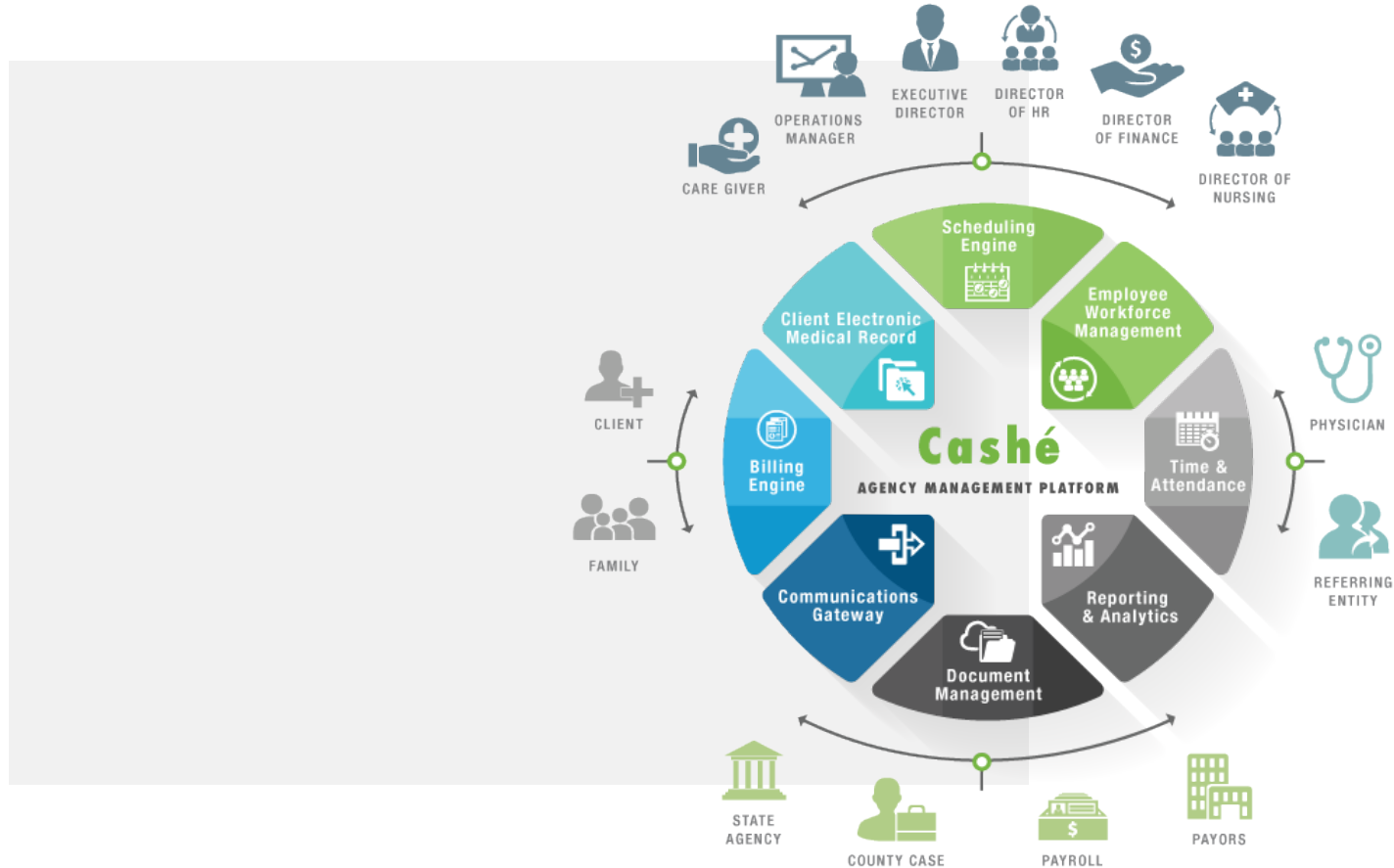
**ACCESS TO BETTER AND INNOVATIVE  
TECHNOLOGY**

## Client Challenges:

The Cashe legacy platform's collection of programs presented a challenge because they used the MS Access application system. The Cashe Software Management company required users to operate solely on a single schedule with an isolated MS Access database. When multiple users are present, the application level cannot be used since each agent can only have one user working on it. As a result, the system was severely constrained.

There was another critical issue in the Cashe legacy platform. A consolidated image can only be generated by transmitting the data from each MS Access database into a single SQL Server to create reports. Furthermore, they were unable to extend their operations outside of Minnesota.

The platform required a support system for vital functions like Medicare, OASIS, 30 days and 60 days assessments, and PPS functionalities. The Cashe Agency Management platform needed help managing client electronic medical records, communication gateway, document management, childcare and support services, reporting, and analytics.



### Techwave Strategy and Solution:

With the new re-engineered platform "Pavillio", Cashé aims to help people with disabilities lead meaningful lives in their homes while integrating into the community. It shared space for them to come together with those who empower them to lead better lives – a Pavillion for the HCBS world. This became possible with the comprehensive ways of the dimension in the methodology followed by Techwave expertise.

AWS Cloud Native (but portable!) architecture was used to re-engineer the platform and provide dependable, stable, and robust transformation solutions.	Driven by a multi-tenant and microservice architecture.	Highly available and on-demand scalability (up and down) with optimum hardware resource use.
A web-based single-instance system with a responsive platform.	HIPAA compliant (encryption at rest and transit all through) and 7-year retention	Optimize each particular task in a well-to-process and plays nicely in the ecosystem.
Accelerated time to market focus on days rather than on weeks or months.	The platform also supports vital functions like Medicare, OASIS, 30 days & 60 days assessment & PPS functionalities.	The solution covers all-day care and support activities and DT & H (Day Training & Habitation) service providers.
It focuses on Electronic Visit Verification - Web & Mobile, which supports legacy agencies and individual agencies.	EVV-Utilization displays improvements for clients/responsible parties to represent usages more plainly by line item and remaining available hours per day/week/month.	All service lines falling under the EVV requirements are now available in the app.

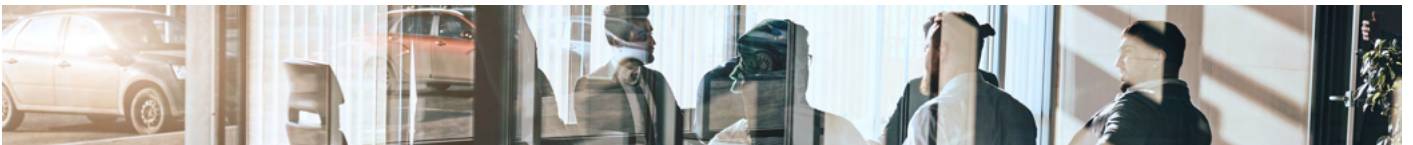




## Why Choose Techwave?

Techwave is a leading global system integrator revolutionizing digital transformations, headquartered in Houston, TX, USA. We believe in enabling clients to maximize their potential and achieve a more significant market with a wide array of technology services, including Enterprise Business Services, Cloud, Product Engineering, Application Modernization and Development, Analytics, Engineering Services, and the Internet of things (IoT). Techwave is a modern, young, and mindful enterprise. With the tagline, "Empower success," is a nod to the long legacy of accelerating business outcomes; the brand enables us to unleash a new wave of empowerment in all the 3Cs, i.e., Clients, Colleagues, and our community.

Techwave has provided expertise in niche areas for the client's applications and innovative solutions to address business-specific needs and promote overall efficiency. Our digital-first interventions have led to productivity gains and optimal use of implemented business applications.

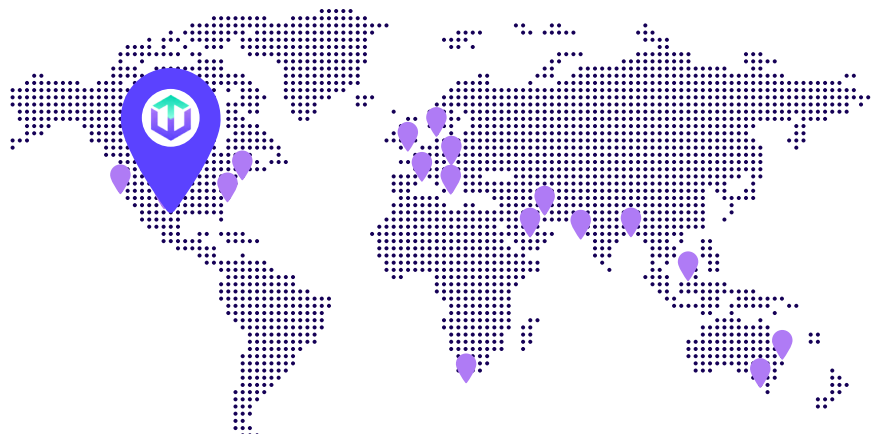


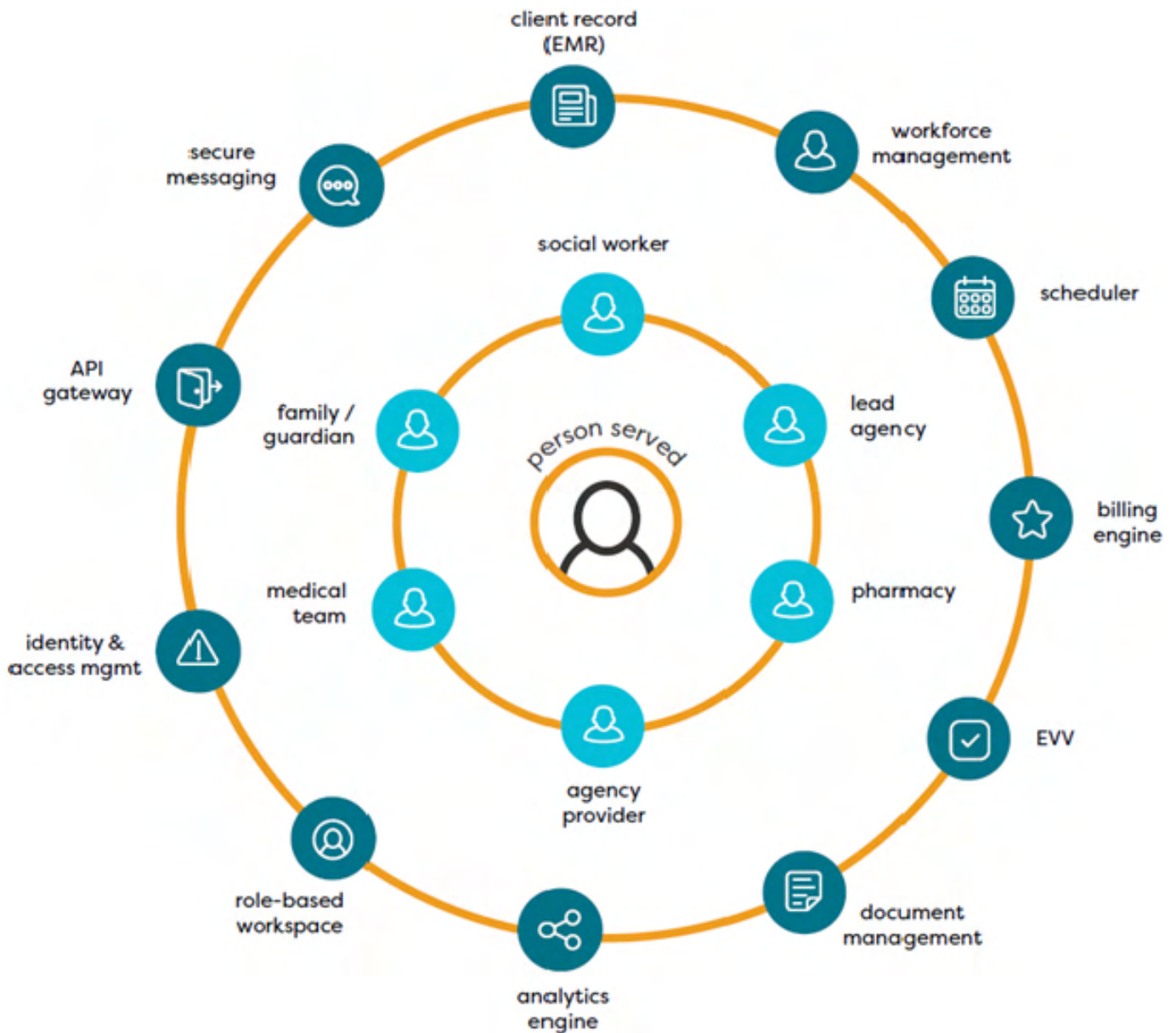
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## Business Impact:

<p>Cashe software platform became more service-oriented, event-driven, cloud-native yet potable, dynamic scaling, more resilient, and with token-based authentication and authorization.</p>	<p>Enhances Cashe business potential and provides an opportunity to expand the market with a wide array of technologies</p>	<p>Access to better and innovative technology.</p>
<p>Higher reliability leading to a significant reduction in system maintenance and operations.</p>	<p>Enhancement of current functionalities and addition of new functionalities to keep pace with the competition</p>	<p>Better User Experience</p>
<p><b>\$ 46 million</b> worth of Claims operated via Pavillio for 2022 year.</p>	<p>Pavillio now serves <b>375 Agencies</b> and is growing at a faster pace than before.</p>	<p>With EVV launch, a total of <b>235K timesheets</b> by end of the year are being operated when compared against 64K at the start of the year – 4 times increase.</p>
<p>Pavillio supports <b>60K Clients, 90K Caregivers.</b></p>	<p>Pavillio's <b>First Time Denial Rate @ 3%</b> (State govt operates at 18%, Cashe Legacy operates at 7%)</p>	<p>Pavillio is <b>Person Centred</b> when compared to other competitors in the market.</p>