



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.

Cashé: leading healthcare software supplier

Overview :

Cashé Software is the top agency management healthcare software supplier for Minnesota-based organizations that deliver home and community-based services. By providing technology and services that make the administrative side of care more accessible and practical, the client has been enhancing the lives of individuals in need for more than 20 years. Over 60,000 Minnesotans are receiving person-centered care thanks to Cashé sponsorship of more than 400 organizations.

Cashé's re-engineered platform, "Pavillio" is a piece of software every healthcare organization uses to run its business and provide specific healthcare services. The new client platform offers 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. After years of struggle, they helped the organization to become more effective.

Over two decades, Cashé Software has earned the public's trust. The company's primary goal is to support disabled individuals in leading more fulfilling lives at home and while integrating into the community. Doing this creates a Pavilion for the HCBS World, allowing various people to connect and empower one another to live better lives. "Home Care" is the foundation of the Cashé Agency Management Platform and provides solutions to 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 2018, the customer has provided us with all the resources needed to handle the growing client workload and adhere to the constant changes in PCA regulations. In Mid-2021, The Cashé Legacy system relocated to Pavillio. Experts with a passion for enhancing patient care make up its team. Making the best tool possible will empower organizations and improve people's lives.

Executive Summary :

To update the agency management platform, the client Software was experiencing issues while trying to use its legacy application in a multi-user environment. Since each user operates on a single application with a single MS Access database, the company's software management system faced a lot of constraints.

The knowledge and experience of Techwave helped the client software to recognize the obstacles of conducting business in a digital environment and provide timely, cost-effective solutions. We collaborated with Cashé team 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 Cashé legacy platform's collection of programs presented a challenge because they used the MS Access application system. The client wanted their 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 platform. As a result, the system used to get severely constrained.
- There was another critical issue in the Cashé 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 legacy platform needs help managing client electronic medical records, communication gateway, document management, childcare and support services, reporting, and analytics.



Techwave's Strategy and Solutions :



With the newly re-engineered platform "Pavillio," Cashé aims to help people with disabilities lead meaningful lives in their homes while integrating into the community by sharing 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, 30 days & 60 days assessment & PPS functionalities
- The solution covers all-day care, support activities, and Day Support Service(DSS) for service providers to operate
- 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



Pavillio :

During the past 4.5 years, Cashé' Software and Techwave have worked together to develop a platform that supports persons with disabilities in leading fulfilling lives at home and while integrating into the community.

Techwave has created, designed, and hosted a healthcare management platform that transformed the user experience for the HCBS world that we now refer to as "Pavillio". "Pavillio" is a "Person Centered" platform created for Cashé' Software and provides home care organizations with a one-stop shop for all of their operational management needs.

Ever since the launch of the Platform in Q1 2020, Techwave has been engaging in more than 30+ releases every year, adding lot many features to the Platform, thus expanding its footprint rapidly. Currently, "Pavillio" is operated by 375+ service providers serving 150K users generating Claims with First Time Denial rate of less than 3% in Minnesota state of the US. The platform is ready to be rolled out into new states within the US and is about to make its mark in the Healthcare market.

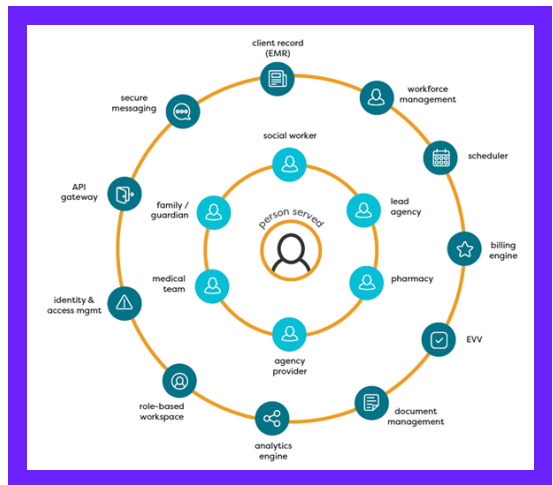
With a clean interface and intuitive functions, users can now focus on providing care to their recipients. The platform offers expedited intake, simple onboarding, a powerful scheduler, document-focused management, intelligent fields, and customizable features. Pavillio is designed to work seamlessly on mobile devices, and is cloud-native, allowing for scalability and maximum performance. The platform also integrates EVV, payroll, and visit verification into one place along with billing services, making it a convenient solution for home care agencies.

Pavillio allows home care agencies to manage their financial operations efficiently, from submitting claims to tracking payments, all within a single platform; the platform's claims management and billing features are designed to streamline the process and reduce the burden of manual work, freeing up time for the agency to focus on providing quality care to their recipients. The combination of all such features makes Pavillio a comprehensive solution for home care agencies, helping them to manage their operations better and improve the care they provide to their end-customers.

"Pavillio" aims to empower agencies to make a real difference in their patients' lives. With this, "Cashé' Software" is on a "Mission" to reach out and Touch 2 million lives in the US who are in need and help them lead fulfilling lives in their homes and communities.

Business Impact :

- Cashé software platform became more service-oriented, event-driven, cloud-native yet protable, dynamic scaling, more resilient, and with token-based authentication and authorization
- Enhances Cashé business potential and provides an opportunity to expand the market with a wide array of technologies
- Access to better and more innovative technology
- Higher reliability, leading to a significant reduction in system maintenance and operations.
- Enhancement of current functionalities and addition of new functionalities to keep pace with the competition
- Better User Experience
- \$ 46 million worth of Claims operated via Pavillio for the 2022 year



- Pavillio now serves **375+ Agencies** and is growing faster than before
- With EVV launch, a total of **235K timesheets** by end of the year are being operated when compared against 64K at the start of the year – 4 times increase
- Pavillio supports **60K Clients, 90K Caregivers** (around 150K users and growing)
- Pavillio's **First Time Denial Rate is less than @3%** (State govt operates at 18%, Cashé Legacy operates at 7%)
- Pavillio is **Person Centred** when compared to other competitors in the market.



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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