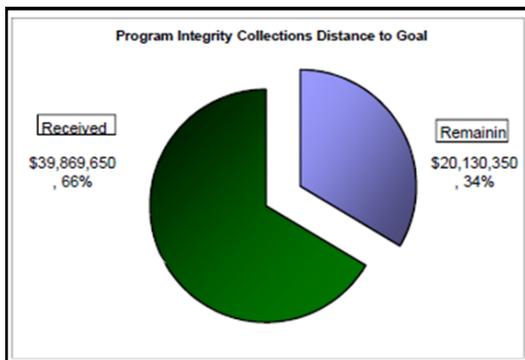




# Audit Atmosphere

## The Situation

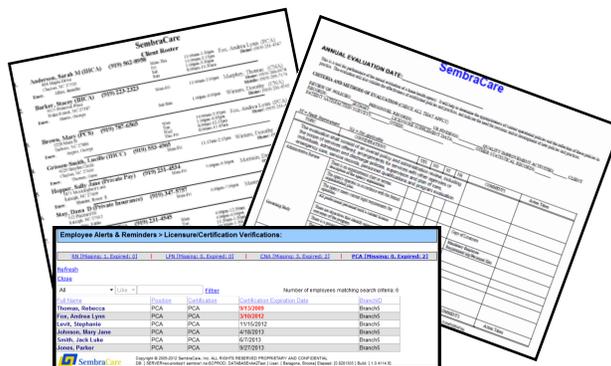
Hundreds of North Carolina Home Care Agencies have shut down since 2011 due to post-payment claim audits with huge recoupment demands, prepayment review, and licensure audits resulting from complaints. Every home care agency in North Carolina should expect to be audited at least once in the coming year. With your license on the line and recoupment demands higher than ever before, being audit aware and prepared may be the most critical factor in your agency's survival.



\*Program Integrity Monthly Report, October 2013

## The System

The first line of defense against audits is proper data management and record keeping – making sure all your records are compliant, stored properly, safe from damage or theft, and easy to retrieve. SembraCare stores and backs up all your records so you can retrieve them with just a few clicks, rather than by manually reviewing hundreds of pages of paper records, and thinned files. If you take advantage of our system for creating careplans, timesheets, supervisory visits, journals, employee records, and QI reviews, you are already way ahead.



- SembraCare Alerts allow you to see at a glance what needs to be done in your business, at any time.
- Your self-audits and quarterly QI reviews and activities are far easier, and far more effective, when all of your documents and data are stored online.
- SembraCare gives you the power to prevent lost, misfiled and damaged paperwork. Everything in your SembraCare system remains pristine.

## The Service

If you have SembraCare's new audit assistance team on your side, you are not alone. We will help walk you through your audit from preparing to be audited, training you and your staff to get documents together when the information request arrives, to helping close out an audit during reconsideration review or with a plan of correction. We work with your counsel to respond to recoupment demands with the right information to reduce your liability and anxiety. Our team has worked with dozens of agencies through many audits to help our partner agencies save legal expense and get a better result.



- SembraCare can help you comply with DMA's new stringent data and document retention and retrieval policy requirements.
- DMA can audit your closed and thinned files, even those sent to storage years ago. SembraCare makes access and retrieval of information stored online a snap.

