

Building, improving and sustaining success through effective operations, revenue and compliance

Providing healthcare services in the home presents unique and sometimes complex challenges for healthcare workers. While properly and consistently administering this care can be difficult, Granite GRC's experienced consultants provide you and your staff with the tools you need to navigate these challenges and lead the way to a culture of excellence, high worker satisfaction, strong revenues and outstanding care.

Granite GRC's Home Health Practice Group works with home healthcare providers, physicians, their administrative staffs, and others to lead team members to consistent satisfaction and success while appropriately addressing patients' medical conditions and sustained needs.

## Rising to the Challenges

Meeting the growing demand for home health services will magnify each home health agency's operational, financial and compliance capabilities. Those that have instituted effective revenue cycle management protocols, that are operationally and technologically sound, and have scalable, compliant business practices are best situated to capitalize on these opportunities.

Our dedicated team of home health professionals are highly experienced in all facets of administrative operations, revenue cycle and frontline care. We are positioned and committed to deliver the

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*“Aging Baby Boomers will fuel a 75% increase in the number of adults in the U.S. aged 65 and older. Aging Baby Boomers will fuel a 75% increase in the number of adults in the U.S. aged 65 and older, and 90% of Baby Boomers are choosing to “age-in-place” for as long as they can.”*

from Linda Martien,  
Director, Home Health and Hospice Services

tools, strategies and best practices that will elevate your quality of care, support leadership and staff to set and achieve goals; to streamline operations for greater efficiencies; to improve morale and communication; to reduce turnover; and so much more.

## Addressing Needs and Challenges

Our team of experienced home health consultants has identified the five most common challenges for home health agencies across the country. These challenges include:

- Attracting and retaining talented staff
- Success in the Patient-Driven-Groupings Model (PDGM)
- Increases in Low Utilization Payment Adjustments (LUPA)
- Insufficient medical record documentation and improper coding
- Achieving great Home Health Compare Star Ratings

We'll work with your staff, training them using proven methods, and holding ourselves accountable for their success during the process.

## Addressing Needs and Challenges *(cont.)*

- We assess and immerse ourselves in your revenue cycle claims, practices and procedures
- We assess your deliverables and financial results, comparing them to other, similar organizations to identify areas of potential advantage or concern
- We develop strategies, tools and training schedules to help your team make and meet its goals
- We fortify your staff with methods to improve your operations and understand the best way to implement these strategies

## Trusted Guidance, Hands-On Approach

We fully assess your most pressing challenges and provide recommendations in all areas of home

health care. Delving directly into operations, staff interaction and performance, we coach your team in numerous scenarios for best practices, empowering your providers and staff to achieve their goals, innovate with out-of-the-box thinking and challenge conventional methods to improve company cultures.

## Our Success Stories

Granite GRC represented a large national Home health provider in its \$250M purchase of the then largest hospital-at-home and skilled nursing-at-home provider in the country.

Granite GRC advised and assisted several healthcare focused private equity firms to successfully acquire home health agencies, as well as to develop and launch newly formed home health agency platforms.

Granite GRC provided ongoing revenue cycle and compliance advice and support to agencies improving their revenue performance and compliance.

## Meet the Home Health Care Team Lead



### **Linda Martien, CPC, COC, CPC-I, CPMA, CRC, AAPC Fellow**

Director, Home Health and Hospice Services

Author, speaker and Director, Home Health and Hospice Services Linda Martien's broad expertise in reimbursement and revenue cycle management spans a wide variety of methodologies and practices in areas including home health, hospice, behavioral health, critical access hospitals, and more. She holds an excellent track record for helping clients navigate complex healthcare systems like Medicare, Medicaid, the U.S. Veterans Administration (VA), the Indian Health Service (IHS), and commercial health insurance. Martien brings

in-depth knowledge and well-rounded perspectives to clients through her wide experience in both clinical and business settings. Her agility with claims, receivables, documentation and coding comes from years of working in and managing growing healthcare businesses. Martien also takes pride in offering clients superior written and verbal communication skills, a strong and self-directed work ethic, and a steadfast commitment to best practices.