GENERATIONS

Homecare System

Trusted Technology for Trusted Care

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Enhance Security and Compliance

Generations ensures your data is always secure and helps your agency stay HIPAA compliant. Generations is built with industry-leading security features and standards.

Maintain Accurate Records

Electronic Visit Verification (EVV) services will improve your homecare reimbursement process and improve accuracy for billing and payroll. Schedules are updated and confirmed in real-time.

Improve Care Team Communication

Convenient and secure communication tools are essential to delivering quality homecare. Easily stay in touch with caregivers and office staff with HIPAA compliant messaging.

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Client and Caregiver Management

Robust dashboard view of client and caregiver statistics, including access to individual care plans and by-the-minute reporting throughout the visit.

Unlimited Support and Training

Extensive and unlimited training and resources in both English and Spanish. White-glove onboarding includes training sessions with a dedicated system trainer. Extensive help system with video tutorials.

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Streamlined Scheduling and EVV

Sophisticated scheduling supports simple to complex service requirements. Real-time visit verification, alerts for late arrivals, integrated care plans, and electronic signatures.

Accurate Billing and Payroll

Automate schedules and timesheets for instantaneous and accurate billing. QuickBooks© billing interface, electronic claims, and payroll exports to QuickBooks©, ADP©, and Paychex©. CSV exports for other billing and payroll providers.

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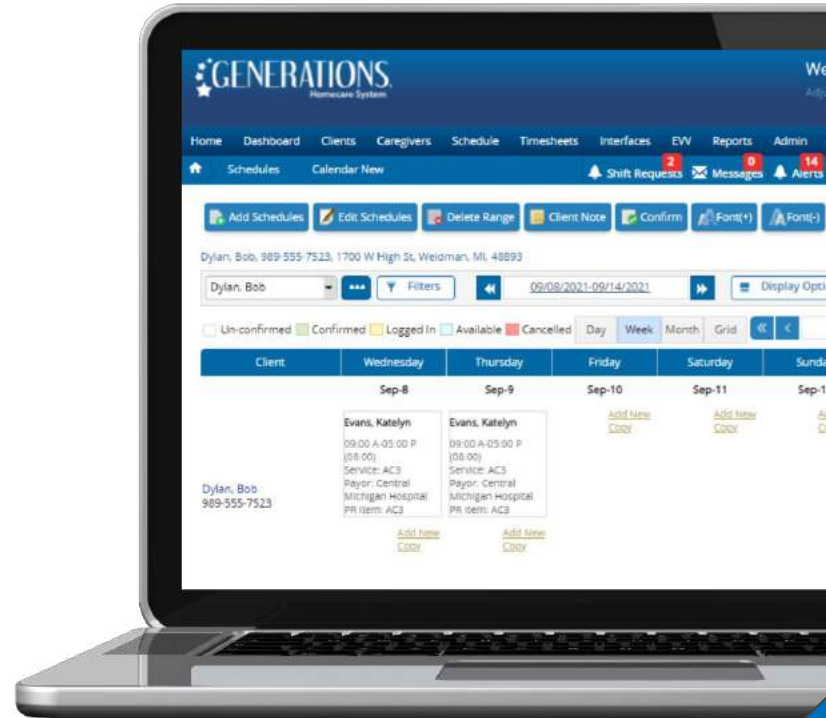
Simplify Scheduling

Broadcast Available Work

Caregivers can request available shifts via the mobile app. Schedulers then approve the request and seamlessly fill the available shift.

Flexible Shifts

No complicated workarounds. Generations scheduling works with 24-hour shifts, split shifts, multi payers, and more.

Service Order Compliance

Set service authorizations and validation rules by client. Receive alerts when schedules are created that exceed authorized hours or units.

A Closer Look at Simplified Scheduling

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Caregiver Search

Optimize client and caregiver matching with Caregiver Search. Use various filters to find available and qualified caregivers, then easily create schedules from the results.
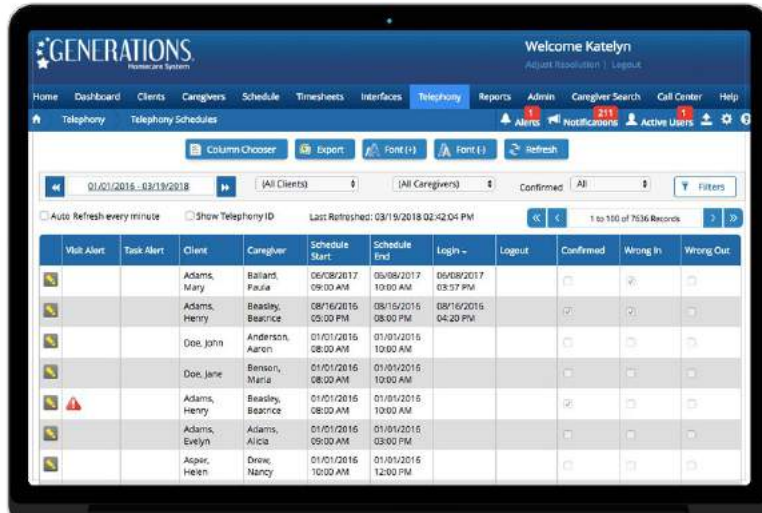
A Closer Look at Caregiver Search

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Electronic Visit Verification

Missed Visit Alerts

Office staff are notified right away of missed visits so that replacement caregivers can be quickly arranged.

Exception Management

Thorough reports of visit verification exceptions and resolutions contribute to streamlined reimbursements.

Flexible Technology

Your dedicated 800 number is an option for visit verification when an internet connection is not available.

Real-Time Visit Verification

Accurate visit verification ensures quality of care for your clients and accurate billing and reporting for your agency.
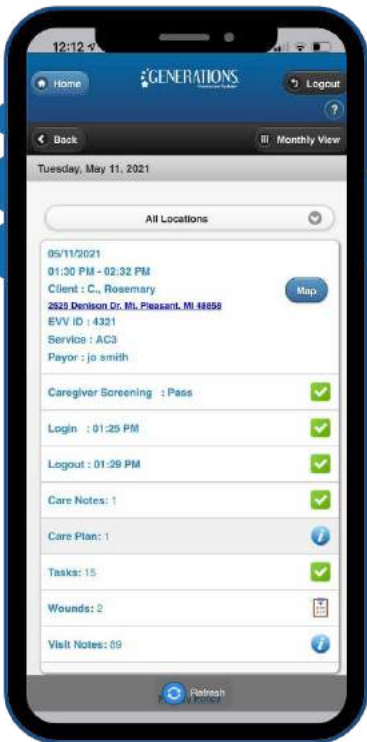
Accurate GPS Verification
In-app mapping makes it possible for caregivers to check in for each visit, even if cellular service is not available.

State EVV Interfaces
Having the right technology in place is the best way to stay ahead of the mandated deadlines for Medicaid services. Our list of state aggregator interfaces is growing steadily.

Accurate Billing & Payroll
Schedules are automatically confirmed via Visit Verification resulting in accurate billing and payroll exports.

A Closer Look at Electronic Visit Verification

Watch Video

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Accurate Billing

Electronic Billing

Paper billing forms are going the way of the dodo in favor of electronic forms. Generations offers a selection of electronic billing capabilities including forms 837p/i, direct to payer, or through a clearing house.

Interfaces to State Aggregators

For Medicaid services, state-specific interfaces are either in development or will soon be available for states with an open EVV model. Check with a Generations Product Specialist for more information.

QuickBooks Interface

Maintain accurate records with Generations' seamless interface to QuickBooks©., the leading accounting software.

Manage Multiple Payers

Generations supports an unlimited number of payers per client.

Accurate Payroll

Payroll Exports

Direct export file for QuickBooks, ADP, and Paychex payroll services. Easy exports for all other payroll providers.

Flexible Pay Rates

No complicated workarounds. Payroll export files work with 24-hour shifts, split shifts, and multiple pay rates.

City and State Minimum Wage

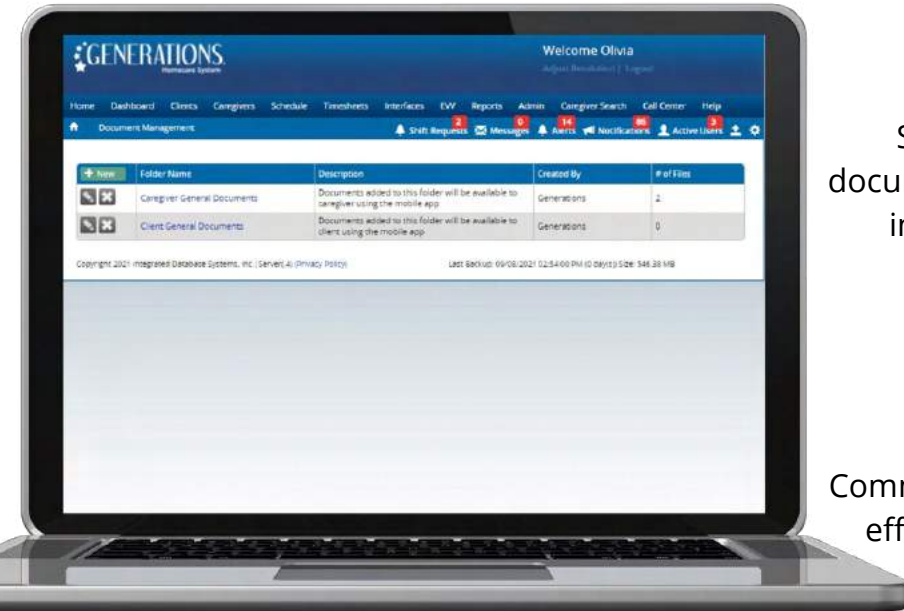Fully customizable pay rates, including state- and city-specific requirements.

Accurate Reimbursements

Easily track work that may be reimbursable to your staff, including overtime and mileage.

Document Management

Communicate Securely

Securely and conveniently upload essential documents. Set viewing permissions to share critical information with care teams, caregivers and recipients of care.

Maintain Compliance

Communicate critical information across care teams effectively, efficiently and in a timely manner to maintain compliance.

A Closer Look at Document Management

Watch Video

Mapping

Turn-By-Turn Directions
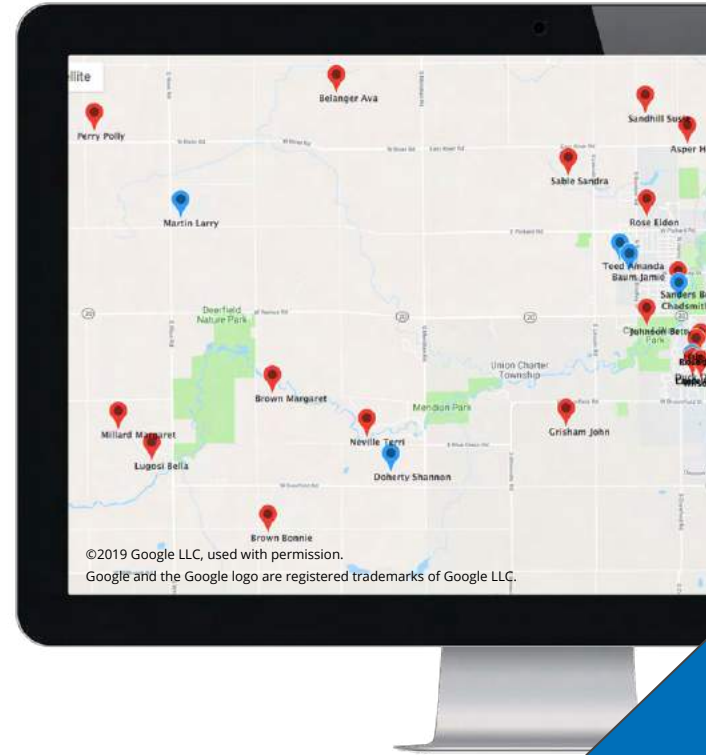Plan and map routes between all contact types in Generations.

Marketing Routes
Create a route between referral sources for marketing staff.

Caregiver Search
Reduce travel time and increase efficiency by scheduling qualified caregivers based on proximity to clients.

Client Mapping
Visually plot all clients and caregivers on a map to know where to concentrate hiring staff, and for emergency preparedness.

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Mobile App
For Office Staff

Giving every member of your homecare team the tools needed to ensure excellent care is always at the forefront.

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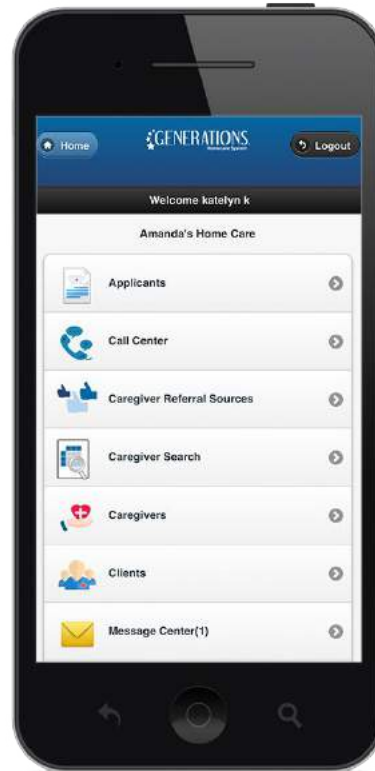
Mobile App: Office Staff

The Call Center

Conveniently track all communication with clients, caregivers, referral sources, and more.

Secure Messaging

A secure in-app communication channel for the entire care team.

HIPAA-Compliant & Secure

Security features include touch ID/face ID and automatic logouts.

Enhanced Mapping

Google Maps integration provides turn-by-turn directions and ideal routes between referral sources for marketing purposes.

Mobile App
For Caregivers

Providing the right tools for caregivers simultaneously improves caregiver job satisfaction and ensures client safety.

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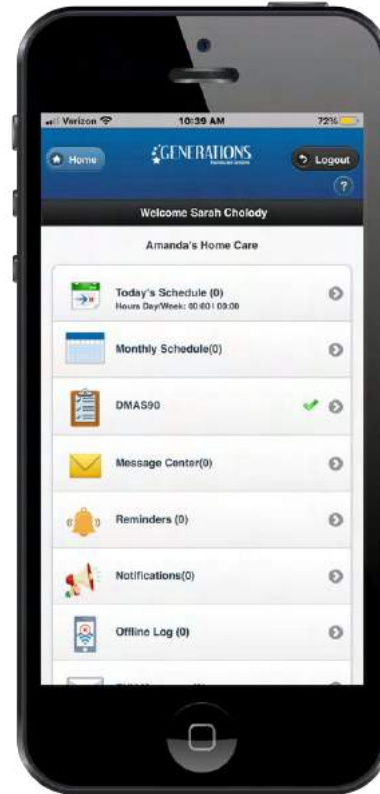
Mobile App: Caregivers

Wellness Documentation

Agencies can closely monitor changing client conditions via real-time alerts.

Request Available Shifts

Quickly fill available shifts by allowing caregivers to request shifts via the Generations Mobile App.

Care Notes

Caregivers securely and electronically complete required documentation at the time of each visit.

HIPAA Compliant, Top-Rated Security

Security features include touch ID/face ID, strong password controls, and automatic logouts.

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Mobile App: Caregivers

Enhanced Mapping

Turn-by-turn directions to clients via the integrated Google Maps© feature.

Visit Notes

Quick, easy, and secure visit notes ensure the entire care team can deliver the best care.

Electronic Signature

Caregivers and clients can electronically sign for care delivered on a daily or weekly basis.

Secure Messaging
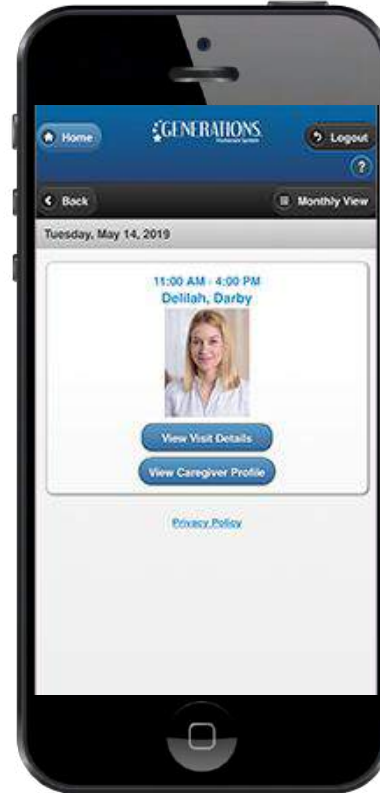
A secure communication channel for the entire care team.

A Closer Look at The Caregiver Mobile App

Watch Video

Mobile App
For Clients

Empower your recipients of care with the Generations Mobile App or web portal.

Mobile App: Clients

Caregiver Profiles

Caregiver biographies help care recipients feel at ease and provide a sense of familiarity.

Completed Tasks

Ensure the best care via real-time reporting of completed tasks.

Electronic Signature

Caregivers and clients can electronically sign to verify date, time, and type of care.
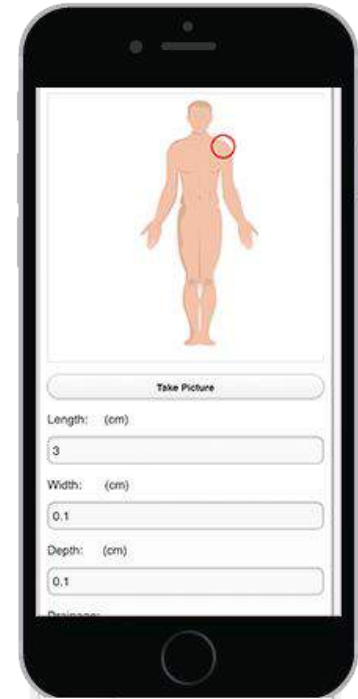
Clinical Nursing

Wound Charting
Document wound progression with comprehensive charting tools.

Customizable Care Plans
Tools for in-the-field assessments and client- specific care plans.

Client Wellness
Provide the highest quality of care via real-time alerts for changing client conditions.
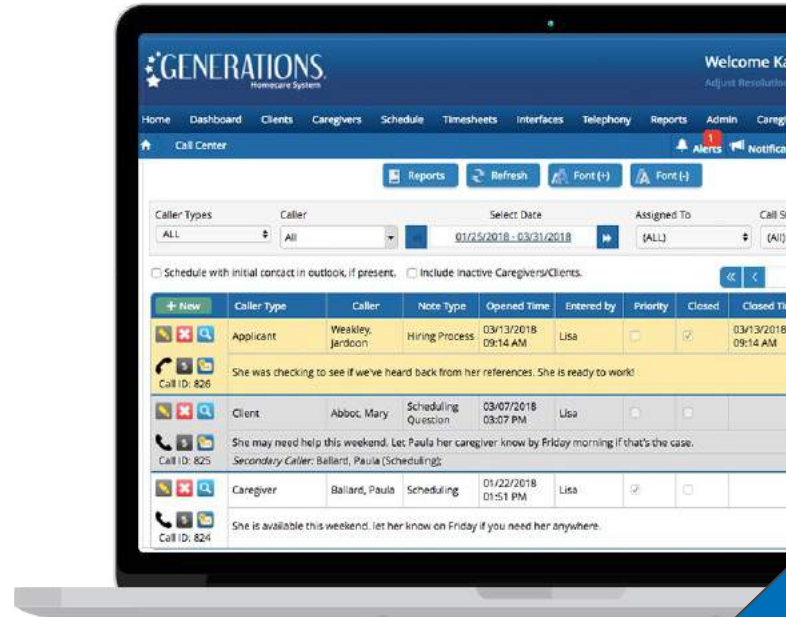
The Call Center

Command central for all office communications and activities.

Tools for Marketing

Track communication and upcoming tasks associated with referral sources. Easily assign calls due for follow-up and note completion.

Track all Day-to-Day Activities

Activities and assignments tracked in the call center automatically attach to the associated client, caregiver, or referral source record.
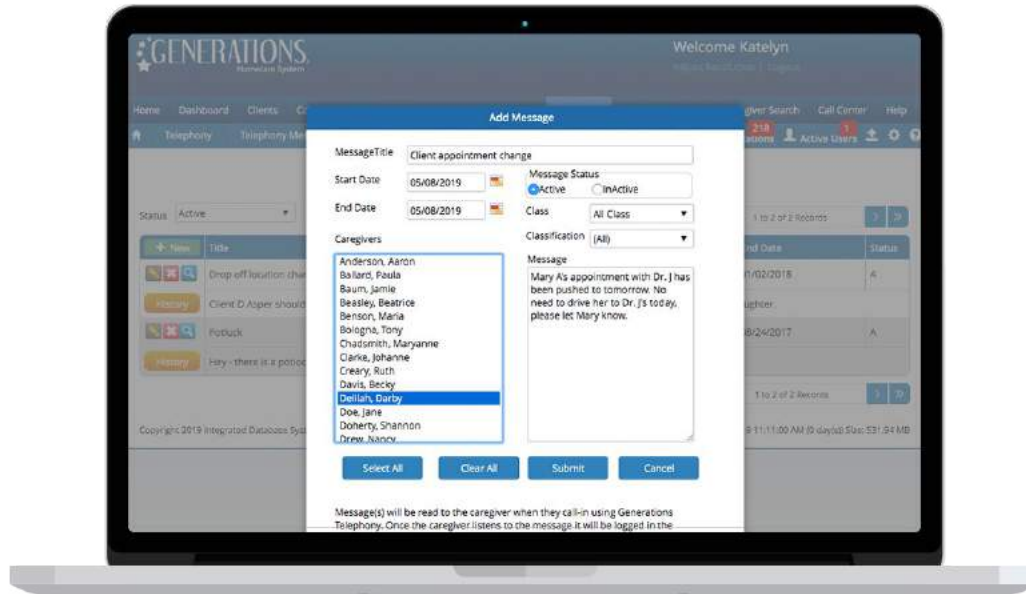
A Closer Look at The Call Center

Watch Video

Secure Messaging

A secure communication channel for the entire care team.

A Closer Look at Secure Messaging

Watch Video

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Care Plans

Customize Care Plans

Completely customizable assessment and care plans created during initial visit.

Electronic Signature

Clients and administrators electronically sign established care plans.

Read-Only Care Plans

Caregivers in the field can conveniently and securely access care plans via the Generations Mobile App.

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Key Care-Enhancing Tools

Communication Tools

- The Call Center
- Secure Generations Mobile App
- Secure Messaging
- Document Management
- Online Application and Service Inquiry Forms

In-The-Field Tools

- Electronic Visit Verification
- Electronic and Voice Signature
- Client and Caregiver Notes
- Client and Caregiver Attachments
- Visit Notes

COVID-19 Specific Tools

- Caregiver Pre-Screening
- Wellness Questions
- Required Tasks
- Caregiver Search
- Vaccination Documentation

Vaccination Documentation

Homecare providers have the ability to securely document the COVID-19 vaccination status of caregivers and recipients of care, directly in Generations. Documenting vaccination statuses enhances safety and care outcomes thanks to the ability to filter caregivers and care recipients according to their vaccination status.

A Closer Look at Vaccination Documentation

Watch Video

Top-Rated Security

Data security and best practices around the collection and storage of data has always been at the core of our mission.

We don't mess around when it comes to privacy & security.

We created a software service that focuses on three key areas**:**

security, ease of use, and documentation.

To demonstrate our commitment to protecting your data, we've earned a third party independent certification. Generations' privacy and security practices are certified by TrustArc, leaders in the tech security.

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Support & Training

Onboarding and implementation methods ensure your team has the right tools for delivering the best care.

Unlimited Training
Ongoing training is available as often as your team needs it.

Dedicated Success Manager
In addition to your trainer, a dedicated success manager is with you from day one.

Unlimited Support
No hidden fees or complicated support agreements. The Generations Support team is here for you. Always.

White-Glove Onboarding
Work one-on-one with a Generations trainer to get your team started in the system. They'll even walk you through your first payroll and billing.

Global User-Base

Providers across **North America, Central America, South America, The United Kingdom, and Asia** use Generations to manage their businesses.
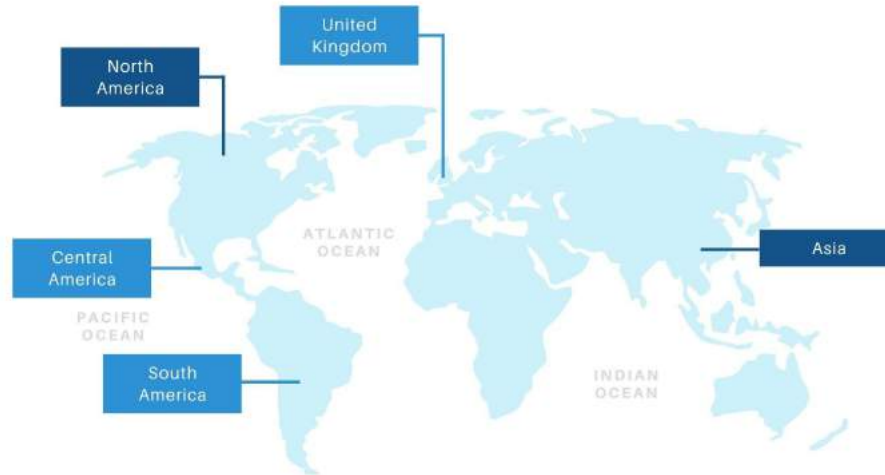
Meet the Team

Since 2002, the Generations team has been dedicated to creating a quality service for a rapidly growing homecare industry.

We're trainers, customer success managers, programmers, and product specialists. We are passionate about empowering homecare agency owners, providers, and caregivers.

Contact Us

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Leadership

Lance Ferden
Co-Founder & Chief Technical Officer
lance@homecaresoftware.com

Lisa Ferden
Co-Founder & Chief Operating Officer
lisa@homecaresoftware.com

Lisa and Lance Ferden, the innovative husband and wife duo behind Generations, utilize their professional backgrounds in homecare and IT to create a software service committed to delivering exceptional technology to the homecare industry.

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