



GENERATIONS®

Homecare System



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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.



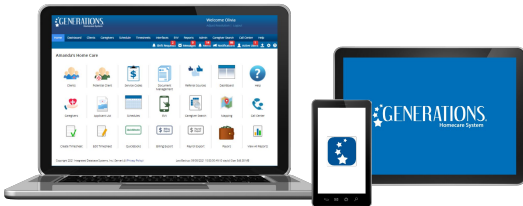
Client and Caregiver Management

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.





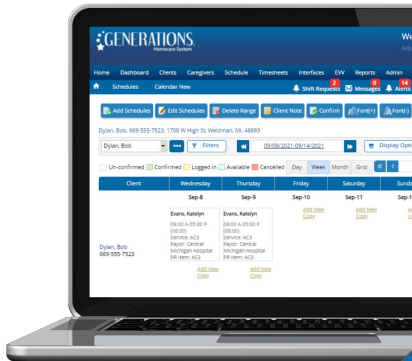
Streamlined Scheduling and EVV

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.





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.



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.



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

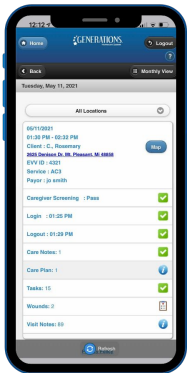
Your dedicated 800 number is an option for visit verification when an internet connection is not available.

The screenshot shows the Generations Homecare System web interface. At the top, it says "Welcome Katelyn" and "Adjust Resolution | Logout". The navigation menu includes Home, Dashboard, Clients, Caregivers, Schedule, Timesheets, Interfaces, Telephony, Reports, Admin, Caregiver Search, Call Center, and Help. The "Telephony" section is active, showing "0 Missed", "444 Notifications", "2112", and "1 Active Users". Below the navigation, there are buttons for "Column Chooser", "Export", "Print (1)", "Print (1)", and "Refresh". A date range selector shows "01/01/2016 - 01/01/2016" and "All Clients". A table displays telephony records with columns for Visit Alert, Task Alert, Client, Caregiver, Schedule Start, Schedule End, Login, Logout, Confirmed, Wrong In, and Wrong Out. The table contains several rows of data, including entries for Adams, Henry and Adams, Evelyn.

Visit Alert	Task Alert	Client	Caregiver	Schedule Start	Schedule End	Login	Logout	Confirmed	Wrong In	Wrong Out
		Adams, Mary	Beland, Paula	05/28/2017 09:00 AM	05/28/2017 10:30 AM	05/28/2017 05:57 PM		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Adams, Henry	Beasley, Beatrice	08/16/2016 05:00 PM	08/16/2016 08:30 PM	08/16/2016 04:20 PM		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Doc, John	Anderson, Aaron	01/01/2016 08:00 AM	01/01/2016 10:30 AM			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Doc, Jane	Benson, Marie	01/01/2016 06:00 AM	01/01/2016 10:30 AM			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Adams, Henry	Beasley, Beatrice	01/01/2016 08:00 AM	01/01/2016 10:30 AM			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Adams, Evelyn	Adams, Abbie	01/01/2016 09:00 AM	01/01/2016 09:30 PM			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Appel, Helen	Davis, Nancy	01/01/2016 10:00 AM	01/01/2016 12:30 PM			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.



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.



QuickBooks Interface

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



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.



Manage Multiple Payers

Generations supports an unlimited number of payers per client.



Billing: Accounts Receivable

The screenshot displays the software interface for a client named Albertson, Aaron. The top navigation bar includes options like Home, Dashboard, Clients, Caregivers, Schedule, Timeheets, Invoices, EVV, Reports, Admin, Caregiver Search, and Call Center. Below this, there are buttons for Information Summary, Audit, Outlook, Email, Calendar, and Close. The main content area shows a summary for Client: Albertson, Aaron, with tabs for Personal Data, Attachments, Charting, Contacts, Custom Fields, Directions/Mile, Exclusions/Preferences, History, and Interruptions of Service. A table of invoices is visible, showing columns for Number, Prior, Type, Date, Due Date, Amount, Balance, and Status. The table lists several invoices, all with a status of "Open".

Number	Prior	Type	Date	Due Date	Amount	Balance	Status
9290	(SEL)	Invoice	02/06/2024	02/06/2024	120.00	120.00	Open
9284	(SEL)	Invoice	02/19/2024	02/19/2024	80.00	80.00	Open
8773	(SEL)	Invoice	02/13/2024	02/13/2024	40.00	40.00	Open
9279	(SEL)	Invoice	02/12/2024	02/12/2024	120.00	120.00	Open
9274	(SEL)	Invoice	02/09/2024	02/09/2024	120.00	120.00	Open
8439	(SEL)	Invoice	01/23/2024	01/23/2024	240.00	240.00	Open
9268	(SEL)	Invoice	01/15/2024	01/15/2024	120.00	120.00	Open



Create Invoices

Using accounts receivable, you can easily create invoices and send to clients by email and/or regular mail.



Apply Payments

Conveniently apply and track payments and credits in a client or payor's file.



Accurate Payroll



Payroll Exports

Direct export file for QuickBooks, ADP, Paychex, and PayPLUS 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.

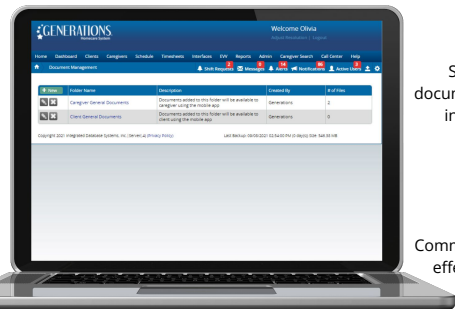


Accurate Reimbursements

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.



Mapping

Turn-By-Turn Directions

Plan and map routes between all contact types in Generations.

Marketing Routes

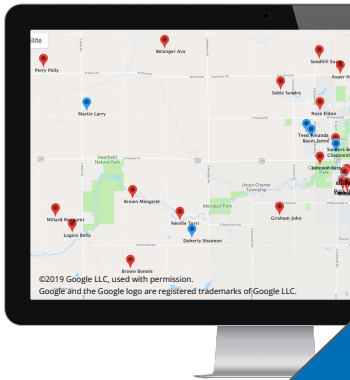
Create a route between referral sources for marketing staff.

Caregiver Search

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

Client Mapping

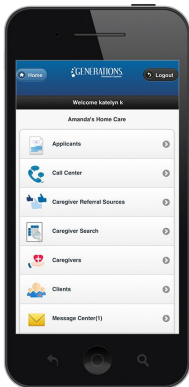
Visually plot all clients and caregivers on a map to know where to concentrate hiring staff, and for emergency preparedness.





Mobile App For Office Staff

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





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.



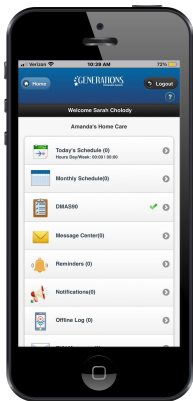
Enhanced Mapping

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.





Mobile App: Caregivers



Wellness Documentation

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



Care Notes

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



Request Available Shifts

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



HIPAA Compliant, Top-Rated Security

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



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.



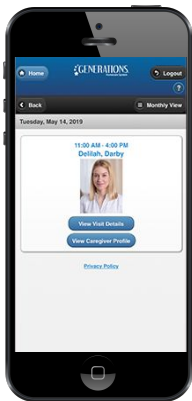
Secure Messaging

A secure communication channel for the entire care team.



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.

The screenshot shows the "Generations Homecare System" interface on a laptop. The top navigation bar includes "Home", "Dashboard", "Clients", "Caregivers", "Schedule", "Timesheets", "Interfaces", "Telephony", "Reports", "Admin", and "Caregiver". The main content area is titled "Call Center" and features a table of call records. The table has columns for "Caller Types", "Caller", "Note Type", "Opened Time", "Entered by", "Priority", "Closed", and "Closed Time".

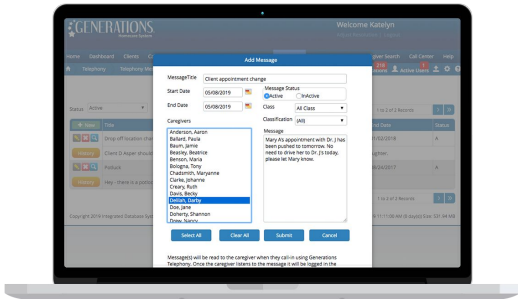
Caller Types	Caller	Note Type	Opened Time	Entered by	Priority	Closed	Closed Time
Applicant	Weakley, Jarzoon	Hiring Process	03/13/2018 09:14 AM	Lisa		<input checked="" type="checkbox"/>	03/13/2018 09:14 AM
Client	Abbot, Mary	Scheduling Question	03/07/2018 03:07 PM	Lisa		<input type="checkbox"/>	
Caregiver	Ballard, Paula	Scheduling	01/22/2018 01:51 PM	Lisa	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Below the table, there are call notes for each record. For example, the note for the Applicant record reads: "She was checking to see if we've heard back from her references. She is ready to work!" and is associated with Call ID: 826.



Secure Messaging

A secure communication channel for the entire care team.





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.



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.



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.



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.



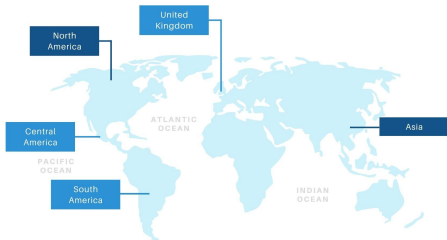
White-Glove Onboarding

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.



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.



Contact Us

info@homecaresoftware.com

HomecareSoftware.com | 989-546-4512

