DSM
WORLD CONSULTING
PEOPLE • PROCESS • PERFORMANCE

Consulting Services & Pricing

PRACTICAL, REMOTE SOLUTIONS FOR HOME CARE AGENCIES



1 Operational Performance Audit



- Review overall agency workflows
- Evaluate scheduling efficiency
- Analyze authorization utilization and EVV
- Assess operational KPIs and productivity
- Provide detailed findings and recommendations

Starting at **$1,200** per audit

2 Revenue Leakage Audit



- Identify unbilled visits and missed revenue
- Review authorization mismatches
- Analyze billing delays and denials
- Find reimbursement opportunities
- Provide actionable recommendations

Starting at **$850** per review

3 Scheduling & Case Coverage Audit



- Review uncovered cases and open shifts
- Analyze coordinator productivity
- Identify staffing gaps and caregiver utilization
- Improve schedule efficiency and case coverage
- Provide recommendations to reduce missed visits

Starting at **$600** per audit

4 Authorization & EVV Audit



- Identify expired or missing authorizations
- Review unauthorized or excess units
- Analyze EVV exceptions and compliance
- Evaluate process weaknesses
- Provide corrective action plan

Starting at **$650** per review

5 Monthly Operational Monitoring



- Monitor agreed KPIs and performance trends
- Prepare monthly exception reports
- Identify and address operational issues
- Provide improvement recommendations
- Include a monthly management meeting

Starting at **$950** per month

6 Intake & Referral Conversion Audit



- Analyze referral follow-up process
- Identify intake delays and lost opportunities
- Review admission conversion rates
- Evaluate staff workflow and communication
- Provide strategies to improve conversions

Starting at **$650** per audit

7 Policy & Procedure Development and Review



- Create, update, and organize agency policies
- Review and revise operational procedures
- Identify policy gaps and compliance risks
- Assign responsibilities and workflow steps
- Provide implementation checklists

Starting at **$1,500** per project

8 Quality Assurance & Internal Control Program



- Develop QA checklists and review processes
- Implement exception tracking and monitoring
- Create management review procedures
- Identify operational mistakes before they grow
- Provide corrective action plans

Starting at **$950** setup

9 Caregiver Onboarding & Personnel File Audit



- Review onboarding and personnel file completeness
- Check required documentation and credentials
- Evaluate training records and compliance
- Identify missing documents and file gaps
- Provide recommendations and file tracking tools

Starting at **$650** per audit

10 Administrative Workflow Automation & Optimization



- Simplify repetitive administrative tasks
- Analyze current workflows and bottlenecks
- Recommend automation using existing software
- Define task ownership and process improvements
- Provide step-by-step implementation plan

Starting at **$950** per project

11 Coordinator Training & Performance Development



- Provide remote training for coordinators and staff
- Cover scheduling, authorizations, case escalation
- Improve productivity and communication
- Include practical tools and training materials
- Track performance and provide ongoing support

Starting at **$600** per program

12 Emergency Preparedness & Business Continuity Planning



- Develop emergency preparedness procedures
- Create communication and escalation plans
- Address staffing shortages and weather events
- Prepare for technology outages and service interruptions
- Provide continuity checklists and tabletop exercises

Starting at **$950** per project

PRICING NOTICE | All listed rates are starting prices. Final pricing depends on agency size, operational complexity, record volume, and scope of services. A customized quote is provided before work begins.