![WellSky logo]

CareTend®
Looking back at 2019

In 2015, Mediware announced the launch of CareTend, and its objective to enrich the end user's experience. At that time, it was primarily meant for a home infusion solution. Fast forward almost five years, and we have a solution that provides the best workflows, patient and staff communication, EMR, inventory, and overall solution for home infusion, specialty pharmacy, and HME. This year has been CareTend's best yet, so take a seat (and a quick read), and see how much CareTend has evolved in the last five years.

January – April 2019

CareTend Business Intelligence job roles

This update allowed you to focus on the most essential and necessary items that pertain to each position by limiting the number of reports visible when first logging into the Business intelligence product. No more wasted time going through the steps that aren't relevant to your role. Efficiency is the name of the game, and now you're in the lead.

Independence Medical PO/EDI Integration

This integration provides the efficiency of sending electronic purchase orders and drop shipments directly to patients through Independence Medical Supply.

Point-of-sale update (Part 1)

Updates around which items are available as a POS cash sale. We included a default cash sale order for transactions that are specific to a client account, which automates the creation of a new HME order from the POS system.

Billing rule option updates

CareTend users now have more control over the items that are not covered by the payer, or that require authorization before delivery.

Compounded prescriptions in the specialty pharmacy workflow

Specialty pharmacies can now choose a single workflow for compounded, and infusion-based medications, by using the "bill-before-you-fill" process.

WellSky

April – July 2019

Point-of-sale update (part 2)

Expanding on the POS update from the beginning of 2019, customers now can have multiple cashiers assigned to a single register and can assign items that are associated with multiple orders to a single POS transaction, increasing overall efficiency. Wow!

ABN automation

Within the billing workflow, you have two-line billing automated. The ABN allows suppliers to inform Medicare beneficiaries before they receive an item that may not be covered by Medicare. This enhancement automates the creation of both the billing lines for non-covered upgrades, as well as enhanced billing hold options.

Engagement Module integration

This might be one of the most significant upgrades to date. The Engagement Module has been added to create efficiency in the way you communicate with your patients and staff, as well as patient onboarding, progress note creation, and so much more.

CareTend Business Intelligence updated parameters

Increased flexibility to manage parameters for reports in tasks and setting custom date ranges for cubes & grids.

July – October 2019

Integrated CMS-1500 Form

The CMS-1500 claims can now be printed on plain paper, reducing the cost of having to purchase pre-printed forms, and resolving any alignment issues with said forms.

Billing Updates- Taxonomy Code and Provider ID

Updates that allow you to further streamline your billing and collection process.

- **Billing rules** have been enhanced to allow for the taxonomy code to be set at the billing rule level. This enhancement allows clients who bill for items that fall under multiple taxonomy codes to have their billing separate without the need to enter duplicate billing providers

- **Insurance claim settings** have been enhanced to allow clients who have more than one billing provider with separate commercial provider IDs (G2 qualifier) utilize the same insurance company

Redesign of compounding records

We have implemented stronger controls around patient safety by ensuring that the compounding record is appropriately restricted when substituting a generic equivalent of the item originally ordered.

COLLECTPlus integration

Single Sign On access from CareTend and ERN-like patient payment posting, eliminating the need to manually enter patient payments made in COLLECTPlus into CareTend.

CareTend Business Intelligence

Those partnering with ResMed and Playmaker CRM can now have access to the custom data grids that will extract the necessary data for the import to these partner systems.

Inventory enhancements related to committed quantities

Many options have been added, allowing clients the flexibility to choose lot numbers and serial numbers, when applicable, at the time of delivery ticket confirmation.
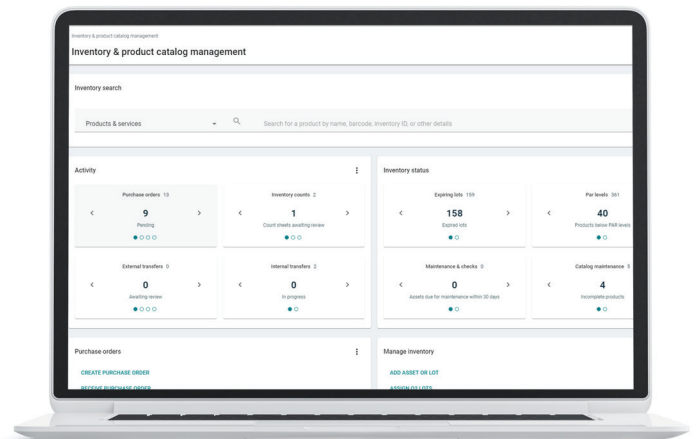
Coming in October 2019

Engagement module (part 2)

That's right, even more to come! After October, there will be onboarding of clinicians from CareTend to the Engagement Module and documentation exchange options.

Web-inventory features

There are too many great features to list, but here are a few:

- New and improved inventory options that are adaptive in the display, designed from the user's perspective on desktop, tablet, and mobile

- Inventory transfers between inventory sites

- Physical inventory counts that are digital, and no longer on paper-printed count sheets

- Redesigned product management options that will help streamline product setup and catalog management

WellSky is a leading supplier of software for the specialty pharmacy, home infusion, and HME/DME markets. CareTend ensures that pharmacies stay compliant and meet requirements for all payers, manufacturers, and accreditation organizations.

Learn more at www.wellsky.com

Get started today with CareTend® powered by WellSky.

sales@wellsky.com | 1-855-wellsky | wellsky.com