



Case Study.

**Ideal Home Health Sees Increase in
Operational Efficiency with DailyPay**

Ideal Home Health is a licensed home care agency providing in-home care to the elderly, sick, and disabled across all of New York. Beginning operations in 2013, Ideal Home Health has grown to a community of over 10,000 patients, caregivers, and family members. Alex Litman, the President & CEO of Ideal Home Health, sat down with us to talk about his experience with DailyPay and why he thinks it's a no-brainer, especially for healthcare service providers.

Here is an inside look into Alex's experience:

Why Bring On DailyPay?

Even though our employees are paid every week, we moved forward with DailyPay because we understood the unique challenges and needs of our caregivers. DailyPay and instant access to their wages is highly beneficial and useful for them in their everyday lives.

Due to the size of our operations, we have highly conservative internal labor and employment practices and controls. As a result, and due to the novelty of Earned Wage Access benefits, there were a fair amount of legal and regulatory concerns. The incredible staff at DailyPay and their legal team were able to address and resolve our concerns with respect to Local, State, and Federal labor law and regulations, as well as any other items we raised. The DailyPay team was able to work with us to ensure we totally understood the program and how it worked, as well as answering anything we had questions about.

What Benefits Have You Seen?

Electronic Visit Verification (EVV) is a system used by our caregivers to clock in and out for their shifts at locations where they provide care. When caregivers can't use this system to clock in and out, we have to manually process their timecards.

Before DailyPay, our EVV usage was already incredibly strong. However, without any change in our internal processes, after implementing DailyPay our EVV usage increased over 8%! Since DailyPay uses the EVV timecard data to calculate available wages immediately after a shift, caregivers are incentivized to use EVV so they can have quick and easy access to their earnings, while those submitting manual timecards don't have that data available to them.

As do most home care agencies, we have a dedicated data entry specialist on staff whose responsibility is to manually enter/process any timecards that aren't submitted through the EVV system. With over 1,500 caregivers in the field on a given week, he



Partner: Ideal Home Health

U.S. Headquarters: Brooklyn, New York

Industry: Home Healthcare

Number of Employees: 1,850

Payroll Platform: ADP Workforce Now

Time & Attendance Platform: HHAeXchange

occasionally had to work overtime hours in order to ensure all timecards were processed in a timely manner. With the uptick in EVV usage we've seen after implementing DailyPay, he hasn't had to work those overtime hours and has been able to free up more time to focus on other important projects. This not only saves the company money, but also allows our data entry specialist to expand his responsibilities with increased job satisfaction.

What would you tell other business leaders looking to implement DailyPay?

It's a no-brainer. We've worked with other benefits providers that sounded great, but in reality weren't able to deliver. The experience with DailyPay has been extremely efficient throughout the entire process including procurement, onboarding, and implementation.

Initially, we implemented DailyPay to continue our mission of being innovative and competitive with our employment offerings. When we

saw operational and compliance improvements, we were pleasantly surprised across the board. In fact, we've actually never been able to tangibly attribute an increase in operational efficiency to the introduction of a new employment benefit. Of course we've seen improvements in job satisfaction and other valuable metrics with other benefit offerings, but DailyPay has directly contributed to increased adoption of our EVV standards and has aided the streamlining of an incredibly time-consuming function of our organization.

I would absolutely recommend DailyPay for other healthcare service providers looking to take the next step in competitive employment offerings while also looking to incentivize increased adoption of internal processes like EVV. This is a proven strategy that works, and any home care agency that is serious about providing their staff with any tool they may need to provide the best care possible should seriously consider making this offering available.

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