



# Get to know CareTend<sup>®</sup>

powered by WellSky<sup>®</sup>



Home infusion



Infusion centers



Specialty pharmacy



HME/DME



# CareTend<sup>®</sup> powered by WellSky<sup>®</sup>

**Take your infusion organization to the next level of productivity, efficiency, and profitability**

As the home infusion market continues to rapidly expand, providers are seeking to broaden their services — both in the home and at infusion centers. To remain competitive in this evolving landscape, you need a technology partner that can keep up with your changing needs.

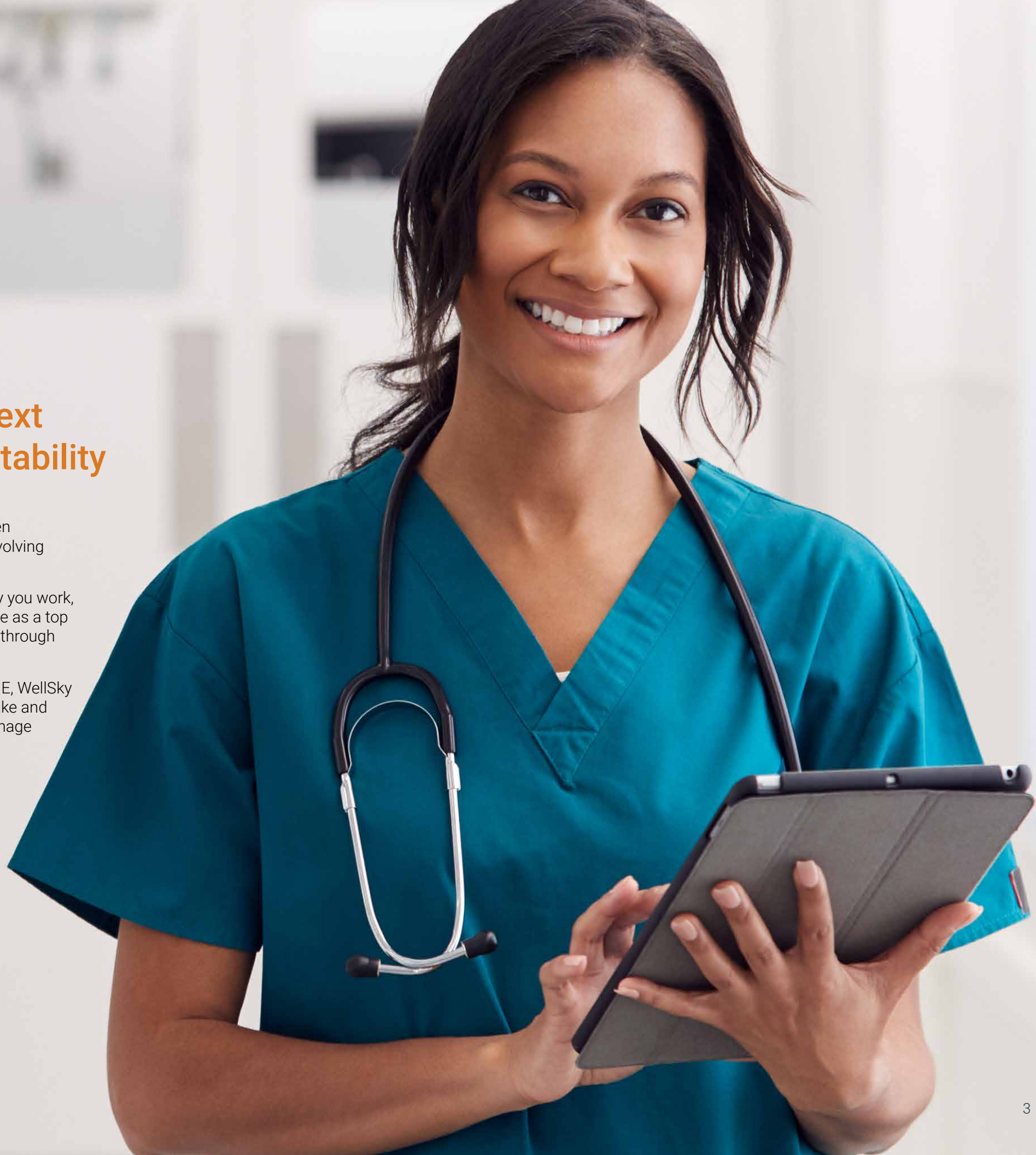
WellSky can equip your team with a cutting-edge mobile platform that transforms the way you work, enabling you to maximize your resources from anywhere. With over 25 years of experience as a top technology provider in the home infusion industry, WellSky has the expertise to guide you through this evolving market.

Whether your organization primarily focuses on infusion, specialty pharmacy, or HME/DME, WellSky can elevate your clinical, operational, and financial performance to new heights. From intake and dispensing to shipping, delivery, and billing, our comprehensive platform can help you manage every layer of your business.



“CareTend is like the blood of our organization and has allowed us to grow our business and function as an infusion company. To have a software solution that can recognize the clinical and non-clinical piece of how each department runs has allowed our staff to communicate seamlessly and is foundational for our organization.”

**Dr. Robin Khan** | Chief Clinical Officer, Partner  
HealthQuest Infusion & Specialty







CareTend combines everything your organization needs in one convenient application, helping you streamline tasks, improve communication, and facilitate collaboration. You can access all the processing, delivery, and inventory data you need to keep your business running smoothly. This means you can focus on what really matters — ensuring patients get the vital medications they need, exactly when they need them.

## Meet all your clinical management needs.

CareTend integrates clinical tools such as medication profiles, care plans, customizable patient assessments, progress notes, lab tracking, scheduling, and automated patient follow up.

## Fill and refill orders reliably.

With task-based work lists designed specifically for infusion pharmacies, CareTend drives efficiency and ensures best practices from intake to billing.

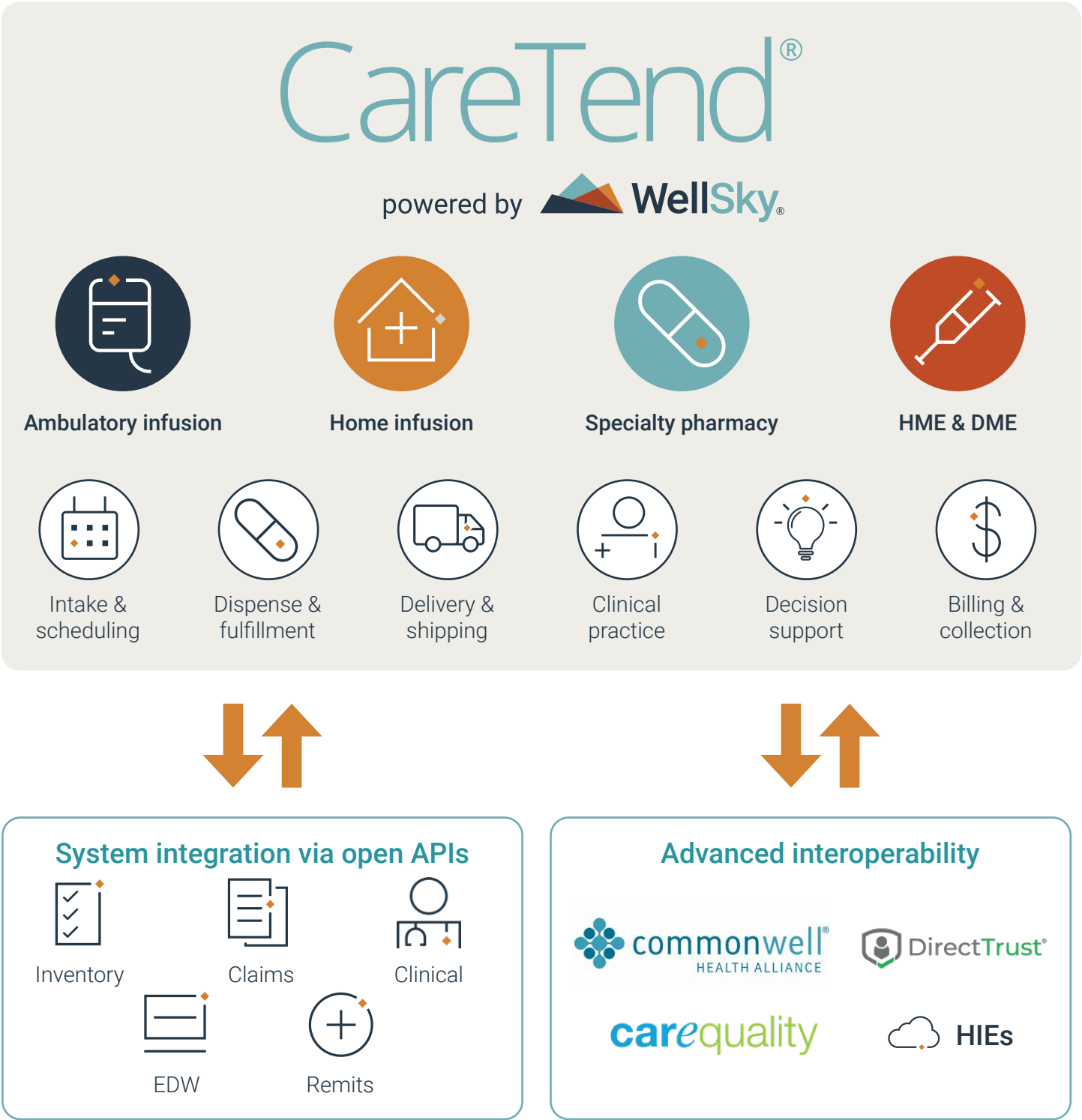
## Ensure prompt, full payment on every order.

CareTend equips your infusion pharmacies to meet the requirements of any commercial or government payer or any type of therapy. You can confidently bill for compounded IV drugs, TPN and Factor products, and more.

## Streamline inventory management and reduce your costs.


CareTend maintains a real-time perpetual inventory of all your drugs, supplies, and equipment. Our barcode tool automates the ordering, receiving, warehousing, and withdrawal of supplies, ensuring you never have too much or too little on hand.

CareTend addresses the **complete, end-to-end needs** of home infusion and specialty pharmacy organizations.



# Extend the power of CareTend

WellSky offers a range of integrated solutions and services to meet the needs of this dynamic industry.



### WellSky® Engagement Manager

*Elevate the patient experience and improve care delivery*


Our engagement solution streamlines patient communication to support efficiency and profitability. With app-less eSignature functionality, on-the-go patient communication tools, and integrated clinical information management, WellSky Engagement Manager can help you stay connected and manage vital information effortlessly, all in one platform.



### WellSky® Delivery Manager

*Streamline delivery operations and eliminate costly inaccuracies*


Our comprehensive delivery management solution provides optimal carrier selection and seamless integration with major courier networks (like FedEx, USPS, and UPS). Eliminate manual processes and guarantee accurate and complete proof of delivery information for all medical packages. Pass payer audits with ease and improve your bottom line with electronic signature capture, delivery logs, and effortless proof of delivery capturing.



### WellSky® Resource Manager

*Revolutionize care and operations with dynamic, mobile-friendly tools for resource allocation*

With our mobile platform, you can get the most out of your resources and simplify logistics while delivering exceptional patient care. Experience the benefits of our newly enhanced resource management suite, including flexible scheduling for both patients and staff, customized assessments, and real-time mileage tracking.




### WellSky® Revenue Cycle Services

*Optimize reimbursement, boost efficiency, improve cash flow, and minimize days sales outstanding (DSO)*

From full outsourcing to audit analysis, collections projects, and due diligence, our comprehensive services cover every aspect of the revenue cycle. With a proven track record of reducing bad debt to under 3%, decreasing DSO to 50 days or less, and achieving cash-to-net revenue at 97% or higher, WellSky is the trusted partner for financial success in home IV and specialty pharmacy.



 Extend the power of CareTend

Elevate the patient experience with

## WellSky® Engagement Manager

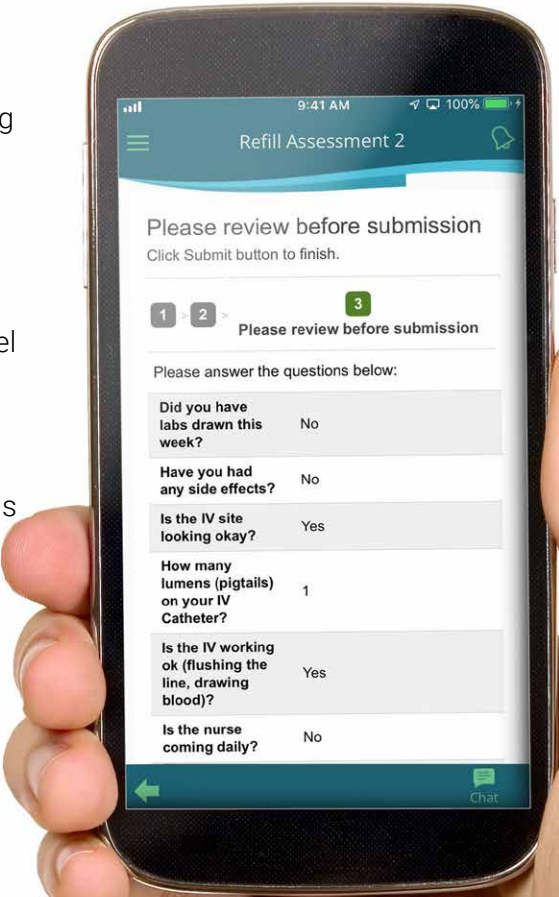
Patients deserve transparency, visibility, and convenient communication from their healthcare providers, and **WellSky Engagement Manager** makes it easy. Empower your infusion organization to deliver superior patient care with advanced communication and engagement tools.

Using digital tools from WellSky, you can streamline care collaboration between patients and caregivers and deliver more thorough care that improves patient outcomes.

### Connect patients and staff members in real-time:

- Equip your patients and staff with real-time, secure messaging capabilities that help improve customer satisfaction and dramatically reduce your expenses.
- Provide instant answers to patient questions through mobile-app or web-based messaging on any device.
- Ensure that incoming messages are escalated to the next level of management if the patient's timeframe for a response isn't met.
- Send group messages between staff for care team coordination, and broadcast messages for critical notifications that will affect more than one person (e.g., natural disasters).
- Send availability requests to a group of nurses to coordinate patient visits.

With WellSky Engagement Manager, you can transform the way your infusion organization delivers care, improving patient outcomes and increasing customer satisfaction. Join the digital revolution and take your patient engagement to the next level with WellSky.





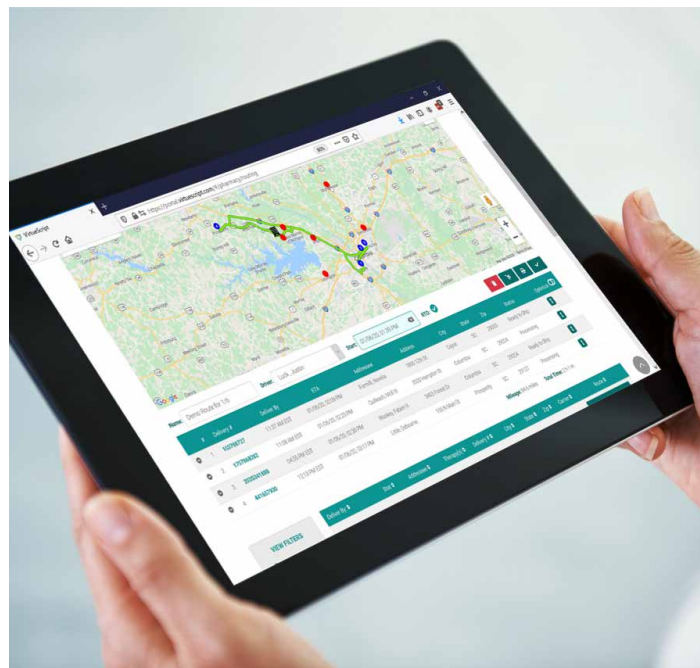


Extend the power of CareTend

Take control of your shipping with

## WellSky® Delivery Manager

Simplify your delivery and shipping processes while avoiding costly errors and delays commonly caused by multiple systems and couriers. **WellSky Delivery Manager** seamlessly integrates with CareTend to provide optimal carrier selection, access to a vast delivery network, and electronic signature capturing, delivery logs, and proof of delivery. With complete and accurate proof of delivery information for every package, you can help avoid costly write-offs and improve your bottom line.



### WellSky Delivery Manager provides:

- Delivery and shipping management using a web-based solution and a complementing mobile application
- Route optimization and visualization using Google Maps
- Real-time delivery truck tracking
- Electronic signature capture and delivery logging
- Proof of delivery with latitude, longitude, and photo
- Offline capabilities using mobile
- Fully integrated shipping with FedEx, USPS, UPS, and couriers (ShipStation® account required)

Take your organization's delivery and shipping processes to the next level of efficiency, with WellSky Delivery Manager.



Extend the power of CareTend

Revolutionize patient care  
and streamline operations with

## WellSky® Resource Manager

As the home infusion market grows, new revenue streams are emerging. Providers are looking to expand their services both in the home and in the infusion center. To succeed in this diversifying market, you need a dynamic technology partner that can adapt with your evolving needs.

Welcome to the new frontier of home infusion and infusion center software, where your team is equipped with a mobile platform that can revolutionize the way you work: **WellSky Resource Manager**. You can now move with confidence, whether you're going to your patients or they're coming to you. WellSky Resource Manager can help you:



**Schedule and manage appointments** with ease using our agile scheduling system, which accounts for the needs of both patients and staff.

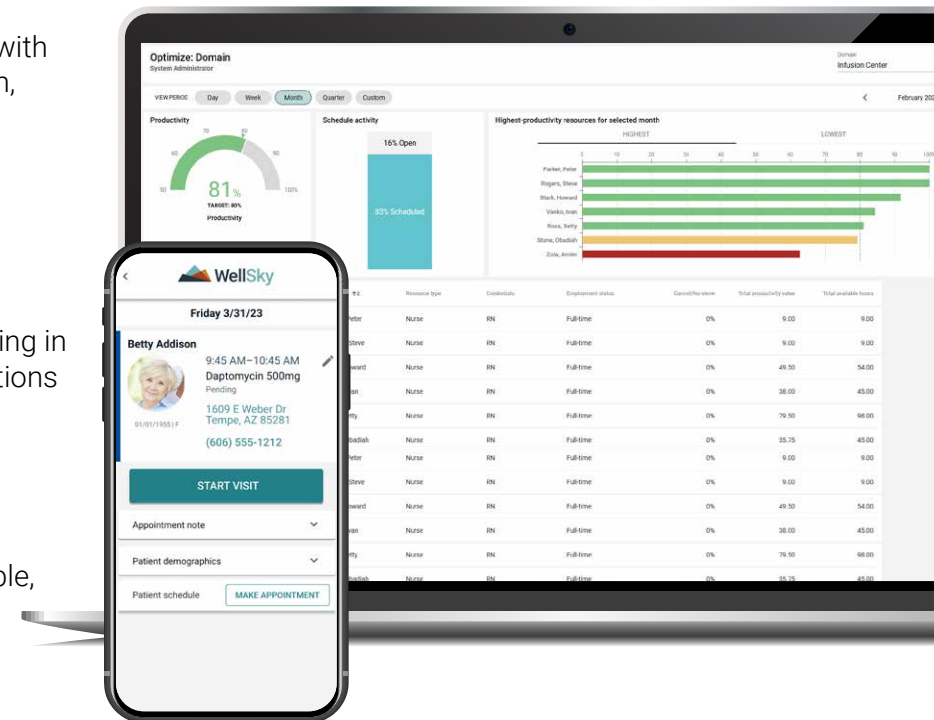


**Elevate clinical performance** with customized assessments and intuitive patient care planning.




**Track your mileage in real-time**, resulting in more accurate reimbursement calculations and less administrative burdens and overhead.

It's time to get the most out of every resource you have — from anywhere. And WellSky is the partner to help you do it. Discover what's possible, with WellSky Resource Manager for Home Infusion & Infusion Centers.







 Extend the power of CareTend

Harness the expertise of our home infusion revenue cycle team with

# WellSky® Revenue Cycle Services

The rising demand for home infusion and specialty pharmacy services has put pressure on providers to more efficiently manage billing and back-office operations. This pressure not only poses a risk to team morale, but also to patient care and financial performance.

With **WellSky Revenue Cycle Services**, home infusion providers have been able to help optimize their reimbursement, boost efficiency, improve cash flow, and minimize days sales outstanding (DSO). Our team of skilled specialists can take on certain responsibilities for you, like outsourced billing, collections, audit analysis, collection projects, and due diligence services, freeing up your time for other important business tasks.




## End-to-end billing support

Through our comprehensive approach, we identify any upstream processes that may affect reimbursement, and we offer expert advice and techniques to prevent cash flow disruptions. Our experts provide transparent and immediate feedback — which is critical to helping you maintain an efficient, compliant, and accurate billing process.

With consistent reporting and analysis (including monthly and quarterly summaries of your reimbursement activity), our team can adapt and adjust your strategy to ensure your organization receives accurate payment.

**25 years of experience and a proven track record of success**

We help providers like you experience:

-  Average cash-to-net revenue of 97%
-  DSO less than 50 days
-  3% or less bad debt write-offs

## Streamline back-office operations, improve financial performance, and stay ahead of the competition

Our services include:

- All-inclusive rate based on monthly net revenue
- Front-end pharmacy support and intake (eligibility/authorization)
- Audit support
- Ongoing system review
- Highly trained account managers focused solely on your organization
- A dedicated team for managing billing and collections
- Electronic claims submission
- Continuous review of accounts receivable (AR aging)




**WellSky Revenue Cycle Services has over 100 in-house billing specialists on staff and over 25 years of experience. We help collect on the services you provide!**



# Step into the new frontier of infusion care, with WellSky®

Our friendly and knowledgeable services and support teams are committed to answering your questions and empowering you with cutting-edge software.

## Partner with WellSky to experience:

-  A dedicated team with over 25 years of experience to support your success and long-term growth
-  Advanced interoperability and network connectivity that only WellSky can provide
-  Our annual client conference, CareForum, with focused training for infusion professionals



## Get started today!

Contact a WellSky representative to learn more or schedule a demonstration.  
[wellsky.com/demo](https://www.wellsky.com/demo) | 1-855-wellsky | [sales@wellsky.com](mailto:sales@wellsky.com)





WellSky is a technology company leading the movement for intelligent, coordinated care.

Our next-level software, analytics, and services power better outcomes and lower costs for stakeholders across the health and community care continuum. In today's value-based care environment, WellSky helps providers, payers, health systems, and community organizations solve tough challenges, improve collaboration for growth, harness the power of data analytics, and achieve better outcomes by further connecting clinical and social care.

**Request a demonstration today.**

[wellsky.com/demo](https://wellsky.com/demo) | 1-855-wellsky | [sales@wellsky.com](mailto:sales@wellsky.com)