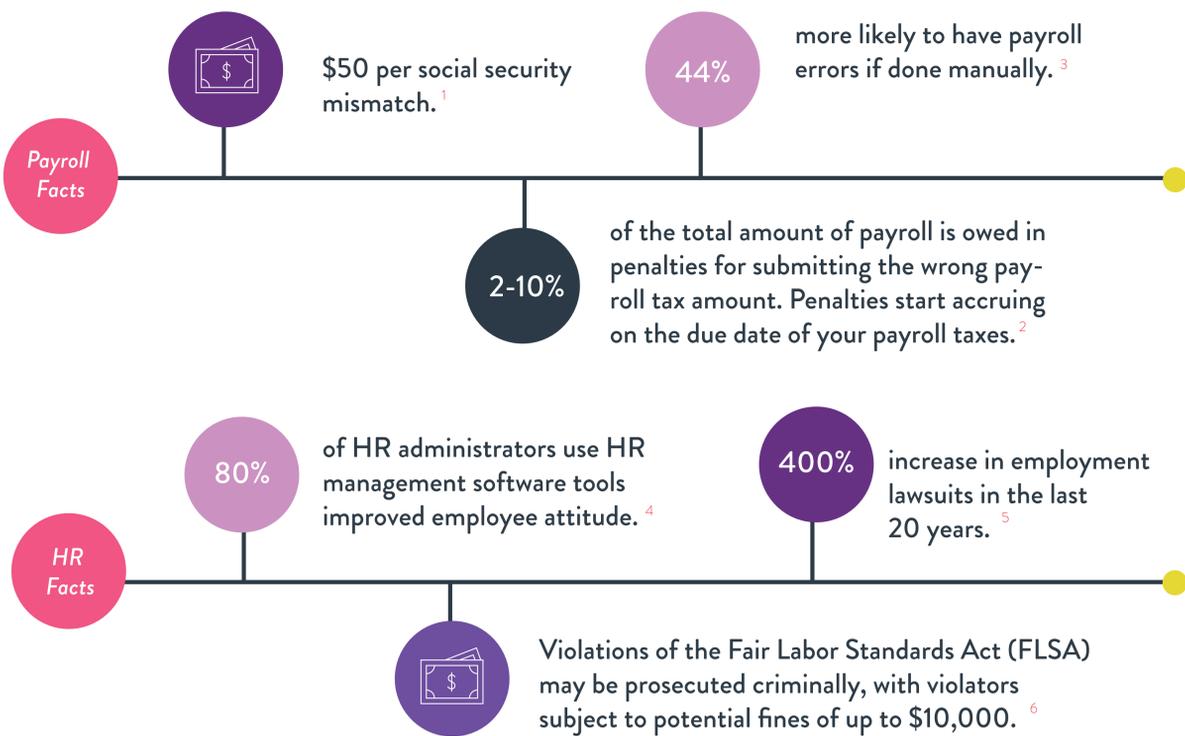


What Home Care and Home Health Agencies Should Look for When Outsourcing HCM Software



Reasons to Outsource

Compliance

There are thousands of federal, state, and local jurisdictions in the U.S., so organizations have to follow numerous laws to stay in compliance. In industries operating in multiple locations like in-home care, there are even more laws to comply with. A good HR and payroll provider will have all of the answers to your compliance questions as well as the ones you don't even have yet.

Time

HR and payroll can be very time consuming. According to the National Business Association, 1 in 5 business owners spend over 6 hours each month handling payroll taxes internally.⁷

Size

As your agency grows, there are many laws that you should be aware of in order to maintain compliance, such as ACA, paid sick leave, caregiver payment regulations, companionship exemptions, and COBRA, just to name a few. The more caregivers you have, the more room for mistakes.

Payroll Processing

You already know that in-home care payroll can be unique and very daunting, with many complexities including retroactive pay, overtime premiums and blended rates, and a range of other nuances. Non-industry software can create tons of problems and headaches, and rather than helping you run your business, you'll probably have to spend hours afterwards carefully examining everything.

Things to Consider

When Outsourcing Payroll

Proprietary vs Licensed Software

Why does it matter? When a company owns its own software, that company has more control and flexibility to meet customers' needs.

Fiduciary Responsibility and Audited Controls

When you are relying on a service provider to file and deposit accurately and on time, you want to make sure that they have the right automation and the right controls so you avoid any penalties.

API Integration

Application program interface (API), the code that allows two software programs to communicate, plays a crucial role in today's HCM software. Make sure when choosing a provider that your HCM and AMS integrate.

Knowledge and Compliance Teams

If you are having trouble keeping up with ever-changing policies and regulations, then you want to make sure that the provider you outsource to will understand your unique business needs and be able to help your agency stay in compliance.

Sales Agreements and Contracts

Contract vs no contract: When signing with a new HCM software provider, you should understand if you will be signing a contract that will lock you in for x amount of time, will guarantee a price lock, or will allow you to switch if things don't work out.

When Outsourcing HR

Certification of HR Representatives

When outsourcing, you want to make sure that your provider's HR staff are certified and knowledgeable. This ensures that they better support you with any questions you have and help you better manage your business.

Industry Specialization

If your provider only specializes in the hospitality and construction industries and you are in the health services industry, many laws and regulations will not apply to you. You want to make sure that their team is knowledgeable in your field and can help you manage your business.

Response Time

15 minutes to 24 hours can make a big difference. Let's say you need a report that your HR provider is able to produce, but it takes them ages to respond. These differences can make or break how you can cater to your clients and employees and can even affect whether your agency stays in compliance.

Update of Policies

How often does the HR provider change policies? Are they on top of new laws and regulations? These are great questions to ask when looking for a new HR software provider.

With Viventium, These Small and Big Things Matter

Retroactive Pay/OT

Automatically pay prior weeks due to late timesheets and determine if overtime is necessary. Not only do we look back and allocate the hours properly, but we also retroactively blend the rates to comply with FLSA OT.

Custom Pay Stubs

Allow employees to see pertinent information upfront, like charge dates, location, and rates upfront. Understand unpaid hours easily.

Global Search

Find employees and paychecks without having to search within each software tab.

Geo-Tax Location

Federal, state, and applicable local taxes automatically populate the employee profile. Great for quick and easy onboarding.

OT Premium/Blended Rates

Properly blend multiple pay rates per FLSA guidelines.

Sources

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