



# KaleidaCare Solutions

## KaleidaCare Business Services

KaleidaCare Business Services (KBS) allows an agency to concentrate on serving its clients, knowing with full confidence that all of the agency's back office needs are being taken care of efficiently and productively. KBS has the ability to take on any or all of the business processes of running a social services agency. KBS will save an agency money and help improve the quality of service delivery.

KaleidaCare Business Services is the next generation of KaleidaCare Services - applying the technology and systems knowledge gained from serving over 60 agencies for the past 12 years. Your agency can outsource an entire suite of services, or use just selected KBS services to help your business operation run more smoothly. With a team of Billing, Accounting, and Information Technology professionals, KBS installs and operates highly automated business systems. Case Management is fully integrated with your billing and financial reporting systems. KBS drives out double entry, improves the quality of management reporting, reduces the dependency on individual staff members, increases the collections rate, and lowers the administrative overhead of its clients.

**Accounting and Finance** - Let KaleidaCare Business Services handle the bulk of your accounting and finance needs. Full integration with Solutions software means we can improve the speed, accuracy, and depth of your management reporting. KaleidaCare has the financial expertise to provide your agency with quality financial services including:

- Preparing and maintaining your Annual Budget
- Compiling Information for Audit and Tax Services
- Standard Financial Reports
- Monthly Variance Reports
- Month End Close
- Quarterly Budget Readjustments
- Automated Financial Reporting integrated with your KaleidaCare Solutions System



**Billing and Collections** - As electronic billing and fee for service become the predominant payment models for Child and Family Services organizations, KaleidaCare Business Services has the technology and tools to help your agency collect every dollar that it earns. KaleidaCare Business Services leverages the tools that already exist in KaleidaCare Solutions to their full potential, and combines them with a billing and collections staff that has over 40 years of experience in medical and social service billing and collection. KBS can take over the responsibility for billing and collections for your agency, or be retained to help set up systems for your own staff to operate.

- CMS-1500, UB04, Invoice and patient billing
- Collections and follow-up on outstanding receivables
- Claim denial appeal and resolution
- Payment and correspondence posting
- Payment variance resolution and refund issuance, when appropriate
- Accounts Receivable reporting
- Audit support

**Information Technology Services** - No agency can function without reliable IT Services. Very few agencies have the resources to hire the caliber of staff needed to keep equipment and services up to date in a world where technology and telecommunication change at such a rapid pace. KaleidaCare Business Services can make these top quality services affordable by efficiently applying the right level of engineer assistance to the right level of challenge. These services include:

- Basic Analysis of Agency Infrastructure
- Maintenance of Agency Network
- User Friendly Technical Support via email and phone calls
- Monthly on-site visits
- Hardware and software installation and consultation
- Monthly IT reporting
- HIPAA compliant data back up and storage

**Human Resources Services and Payroll** - KaleidaCare Business Services has a Premier Relationship with Automatic Data Processing, Inc. (ADP). ADP is one of the world's largest providers of business outsourcing solutions. Leveraging more than 55 years of experience, ADP offers the widest range of HR, payroll, tax and benefits administration solutions from a single source. ADP's easy-to-use solutions for employers provides superior value to companies of all types and sizes.

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