

AWARD WINNING ALL-IN-ONE HOME CARE MANAGEMENT SOFTWARE

Introducing CareLineLive eBrokerage



CareLineLive

CARELINELIVE.COM



What are the challenges faced by local authorities and commissioners when brokering care packages?

New care packages normally need to be placed urgently. Traditional brokering systems are administration heavy and this causes delays. Local authorities and care commissioners are reliant on care placement staff working in office-based locations, using the prolonged and protracted process of emails and phone calls to contact providers individually to handle new care packages.

Traditional systems can suffer from a lack of transparency and sometimes packages can be placed with a provider that is not the most suited to deliver the required care.

Providers often don't bid because the package offered is not suitable for them.

Service users may suffer due to delays caused by care brokerage teams dealing with package arrangements with often busy providers.

Does a low cost, efficient and effective alternative exist?

Yes! CareLineLive's eBrokerage provides a digital solution to this time consuming manual process. Local authorities using our eBrokerage typically cut 12 hours from their fulfilment process.

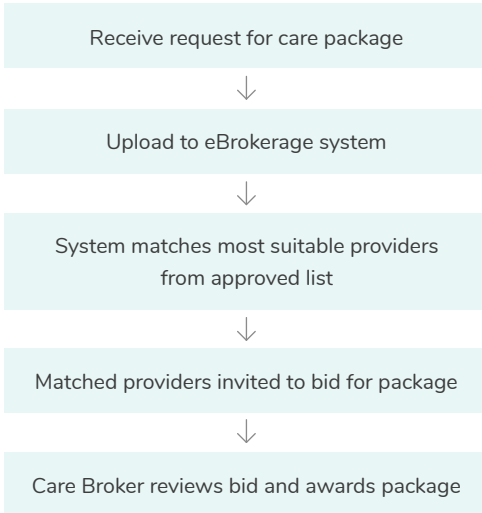
The system is easy-to-use - both for care commissioners and care providers. We can get you up and running with the system within two weeks and training typically takes just two hours.

CareLineLive eBrokerage is easier, fairer, more transparent and saves everyone valuable time.

What's more, it's priced affordably, potentially reducing the need for a lengthy procurement process.

We're even offering you a free pilot so you can see the system in action.

How does eBrokerage work?



When the care commissioner receives a request for a care package, rather than emailing their list of preferred suppliers (with the inevitable chase up by phone), the package details are quickly uploaded to the eBrokerage system which matches the most suitable care providers from the approved list. Those providers are then invited to bid for the package within a set time frame.

Once the deadline is reached the care broker reviews the bids and awards care packages within a few clicks.

The process is quick and efficient and ensures that the most suitable provider with care capacity is procured.

What about reporting?

Delivery and compliance are easily tracked through comprehensive reporting modules that can be customised to suit individual needs, for instance:

- Care hours awarded
- Care hours delivered
- Care hours delivered that didn't match a commissioned package

You will be able to view reports on provider performance - who is and isn't responding, who hands back care packages and why, as well as a suite of other KPI reports.

CareLineLive eBrokerage ensures that brokers receive performance and compliance data in a consistent format, without the need for further processing. Instead of wasting effort dealing with multiple feeds there is more time to analyse the data for trends. Any potential performance or non-compliance issues are quickly highlighted. Management reporting can be viewed with any level of detail required so you are always fully informed and fully in control.

Better systems

mean better care

About CareLineLive

In addition to the CareLineLive eBrokerage system, we also offer our CareLineLive complete home care management system helping you to improve efficiency, productivity, capacity and compliance. Helping your carers to deliver better care and helping clients to live a better life at home.

We'd love to hear more from you

Thank you for taking the time to read this brochure. If you would like to discover more about our eBrokerage solution or to see it in action by booking a demo, please contact us:

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03300 885 767

Or visit our website: carelinelive.com/public-sector

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