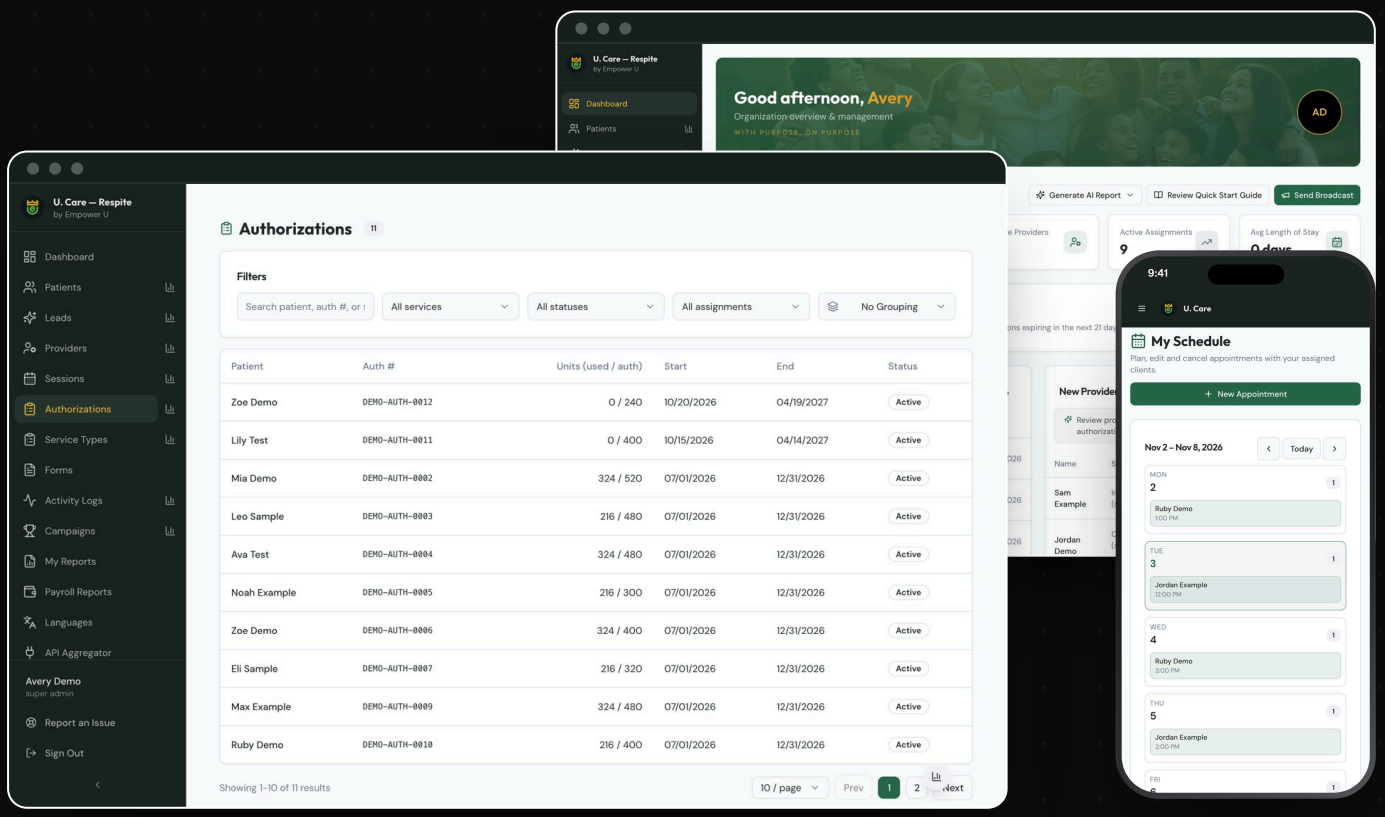
P26

CASE STUDY · UCARE RESPITE

OPERATIONS PLATFORMS FOR HEALTHCARE PROVIDERS

# Respite care, without the spreadsheets.

For Empower U, a behavioural-health provider in New Jersey, we built UCare Respite: one hub for its respite service, from referral and provider match to sessions, authorisation units counted from those sessions, HHAX EVV set-up, and billing alerts and payroll at month end.




APP SCREENS: SAMPLE DATA, FICTITIOUS

WHY

# Respite ran on spreadsheets. The hours were counted by hand.

Respite care for families is one of Empower U's services. Authorisation hours were counted by hand, assignments slipped when providers changed, and electronic visit verification (EVV) set-up lived in emails and a vendor portal.

BEFORE

## The old way

- Referrals, families and hours in spreadsheets
- Authorisation units counted by hand
- Assignments slipping when providers changed
- EVV set-up in emails and a vendor portal
- Surprises at month end

WITH UCARE RESPITE

## One hub for respite.

- Referrals matched to providers, with the reasons shown
- Used units recalculated from sessions
- Authorisations without an active provider found and reconciled
- HHAX EVV set up in-app: payers, codes, defaults, audit log
- Billing alerts and payroll reports for month end

This guide shows the work we did for **Empower U**, New Jersey, USA. The sign-in page is the live one at respite.justempower.me. Every other screen is the real app, run on its own with **fictitious sample data** (families such as "Jordan Example", providers such as "Sam Example", payers marked "sample", IDs set to zeros). No patient data appears here, and nothing was sent to HHAeXchange.

WHAT WE BUILT

# Referrals to payroll, in one place.

## 01

### Referrals and families

- Leads with service, county and age range
- Provider matching (Google Gemini where set up, rules otherwise)
- Family file: contacts, diagnoses, signers
- Parent consent by secure link

## 02

### Authorisations

- Units per family and service
- Used units recalculated from sessions
- Missing provider assignments reconciled
- Pending re-authorisation list on the dashboard

## 03

### Sessions and schedule

- Numbered session notes with signatures
- Weekly schedule per provider
- Provider dashboard and lead offers
- Works on a phone

## 04

### EVV, imports, month end

- HHAX EVV set-up screen
- Unified CSV import from the old sheets
- Billing alerts to acknowledge
- Payroll reports by pay period

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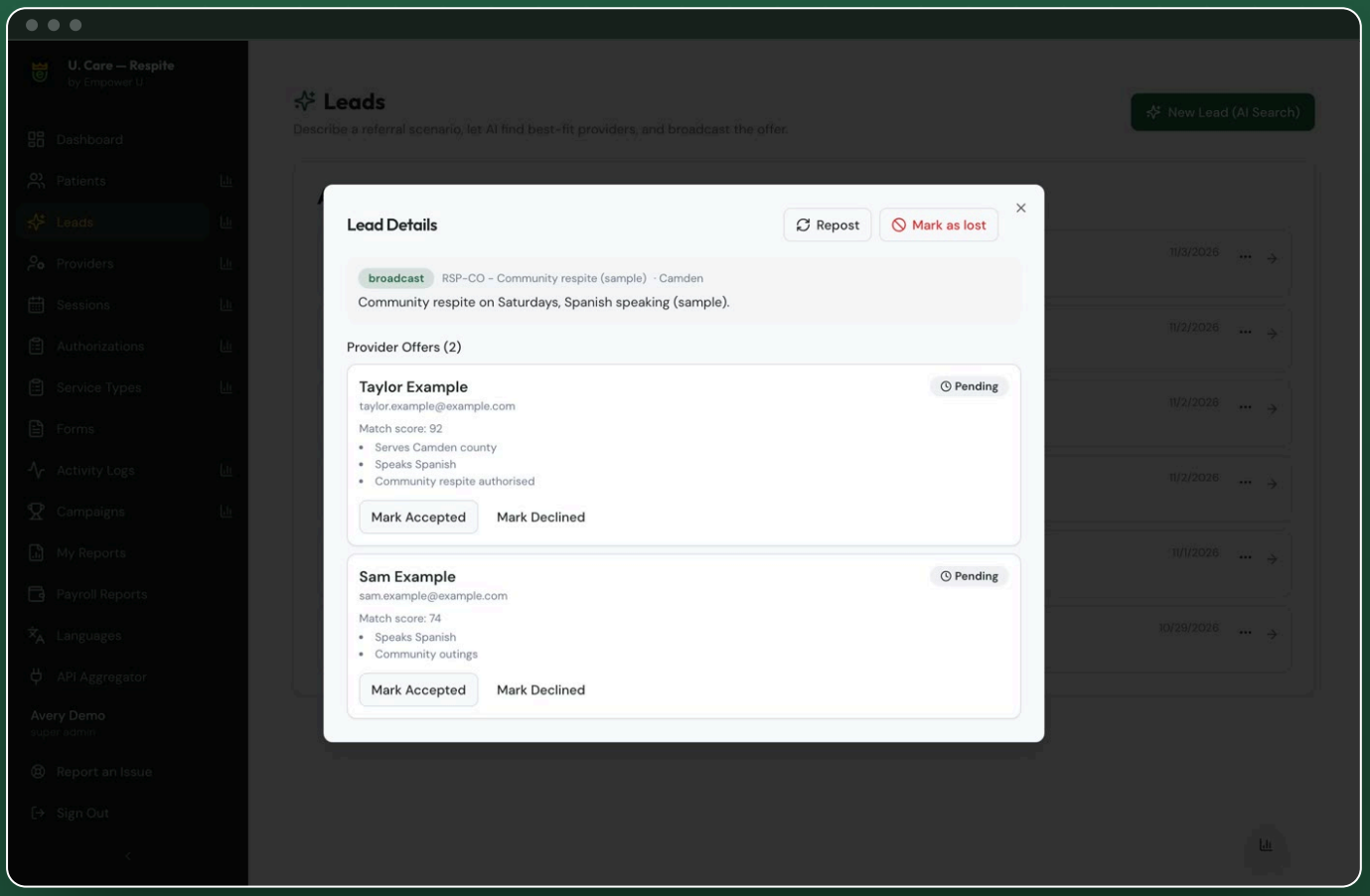
## Ask for a quote

Operations platforms for healthcare providers: referrals, authorisations, scheduling, EVV set-up and billing, on your own cloud.

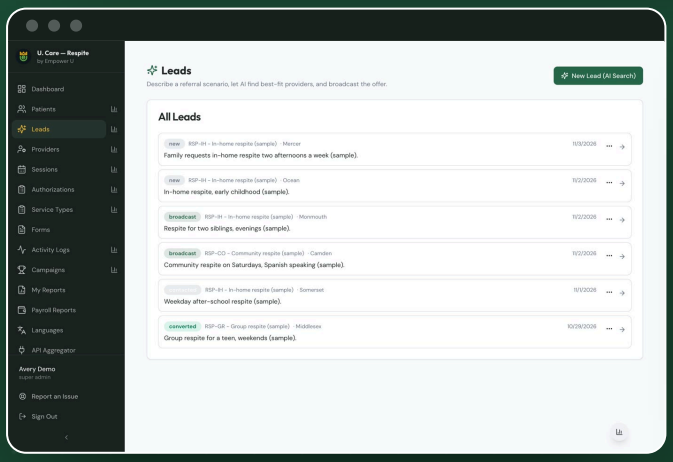
01 · REFERRALS AND FAMILIES

# Every referral, matched the same day.

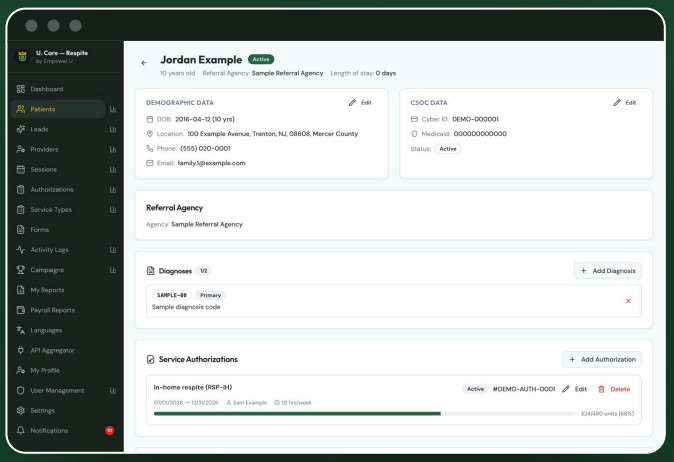
Referrals come in with the service, county and age range. The hub ranks providers by match score and shows why: county, language, authorised service. Accepted leads become families, with contact details, referral agency, diagnoses, authorisations and signers on one page.




PROVIDER OFFERS FOR A REFERRAL, RANKED BY MATCH SCORE




ALL LEADS



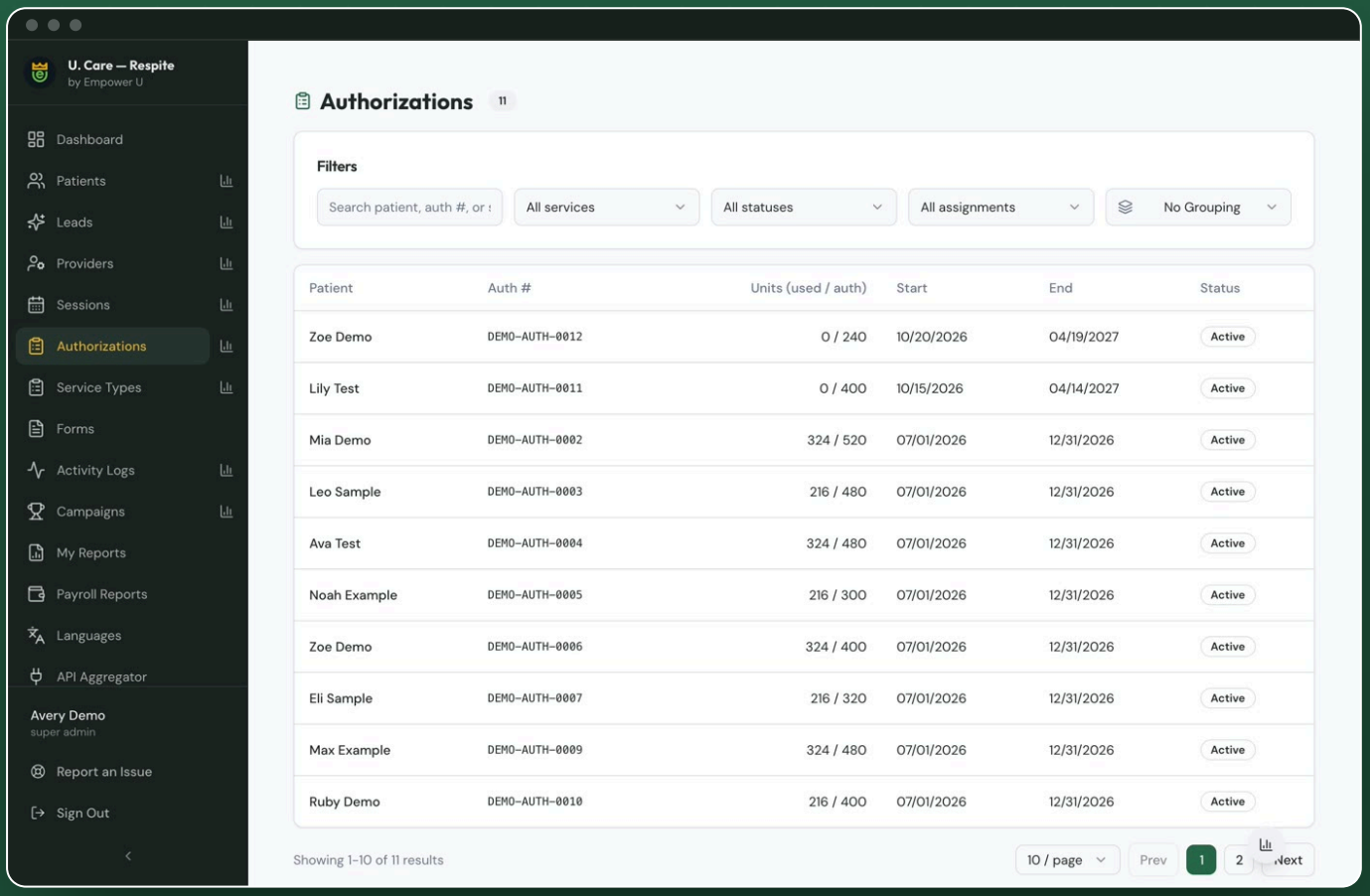

THE FAMILY FILE

SAMPLE DATA, FICTITIOUS · DIAGNOSES SHOWN AS SAMPLE CODES

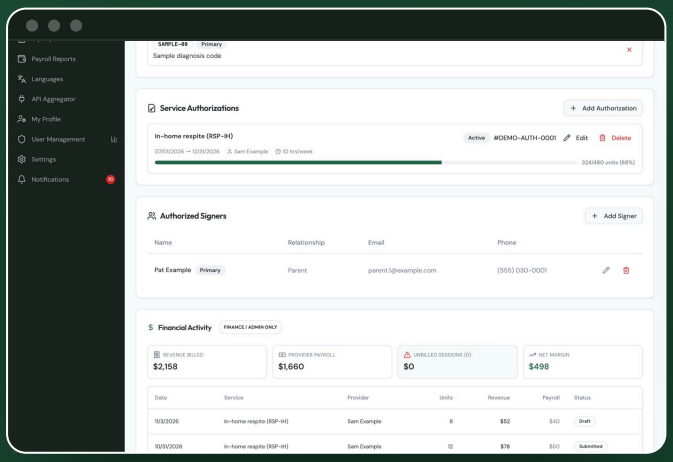
02 · AUTHORISATIONS

# Units counted from sessions.

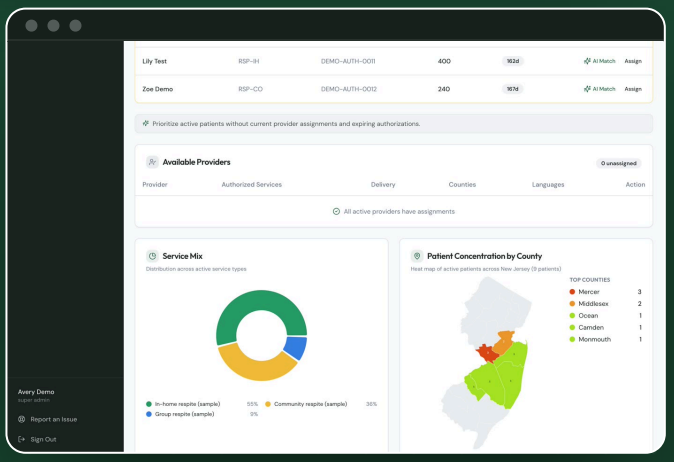
Every authorisation carries its units for a family and service. Signed, submitted and approved sessions add to the used units on their own, at 15 minutes a unit. Authorisations without an active provider assignment are found and reconciled automatically; the rest are listed on the dashboard with Assign one click away.




AUTHORISATIONS: UNITS USED AGAINST UNITS AUTHORISED




UNITS BAR ON THE FAMILY FILE



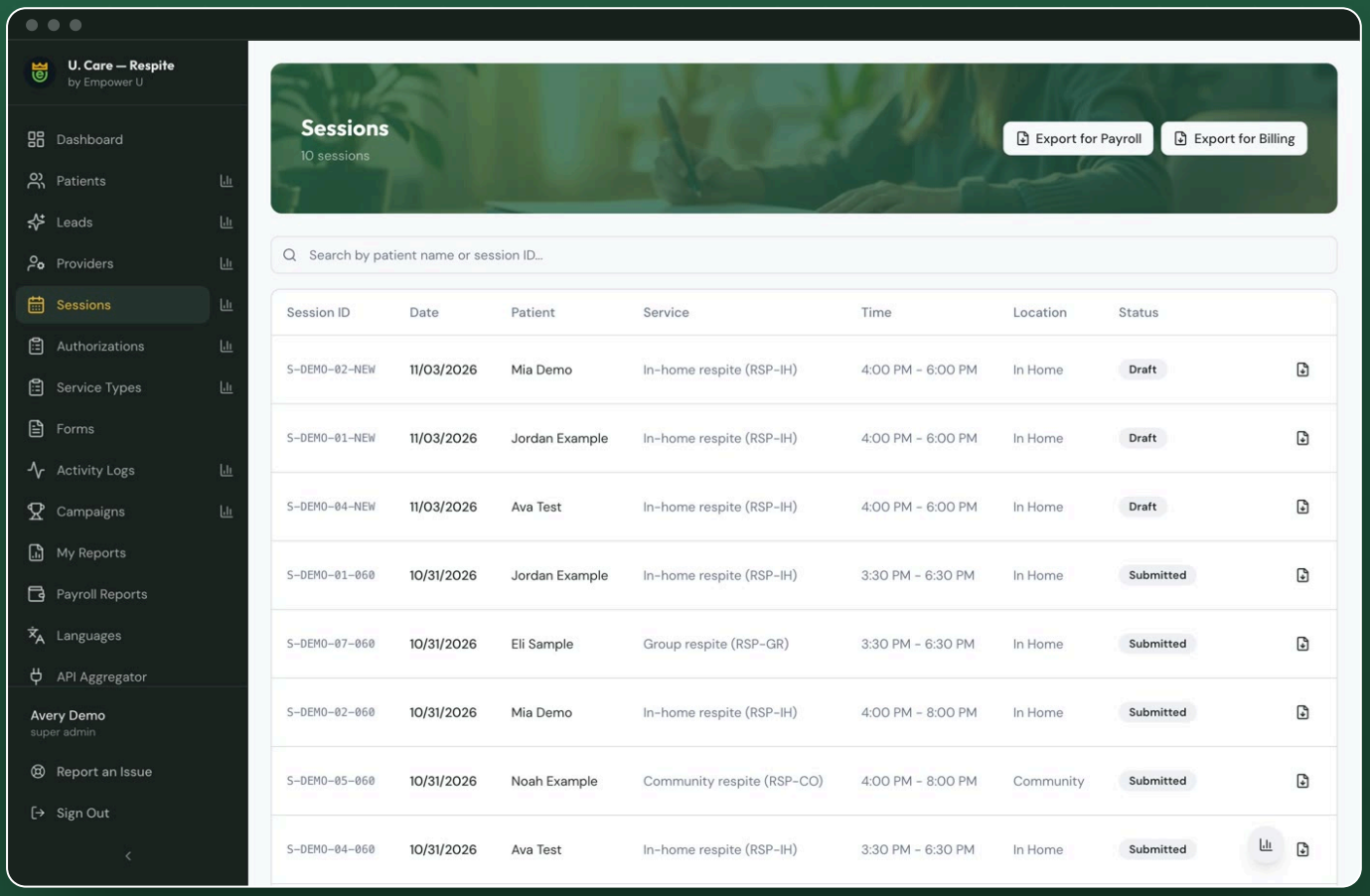

UNASSIGNED AUTHORISATIONS

SAMPLE DATA, FICTITIOUS

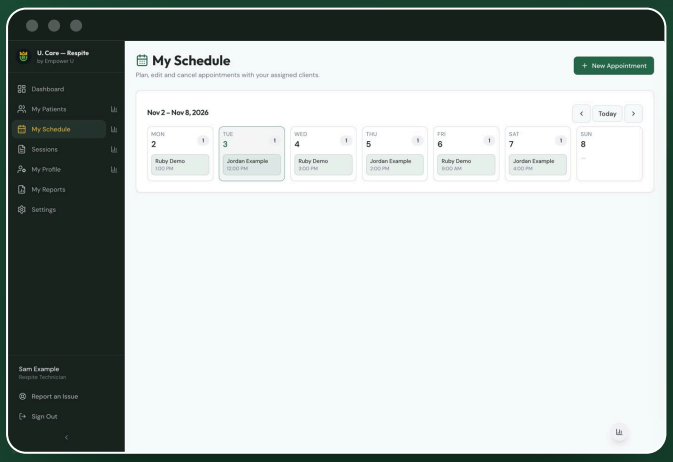
03 · SESSIONS AND SCHEDULE

# The week at a glance.

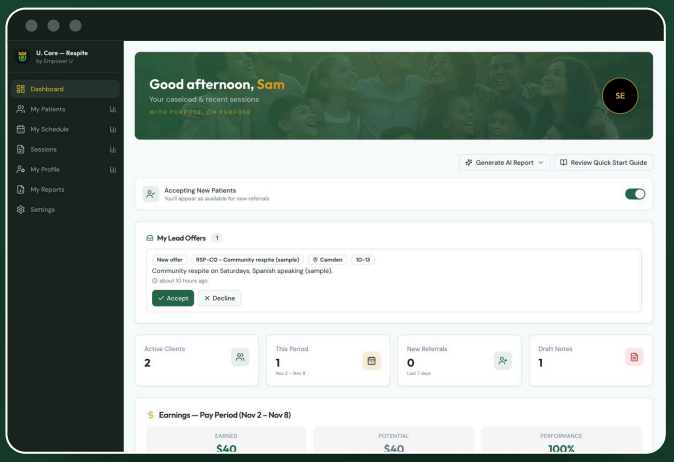
Providers log numbered session notes with time, place and service, and plan, edit and cancel visits with their assigned families. On a phone they see their lead offers, the week's visits and their notes.




SESSIONS: DRAFT, SUBMITTED AND APPROVED




A PROVIDER'S WEEK

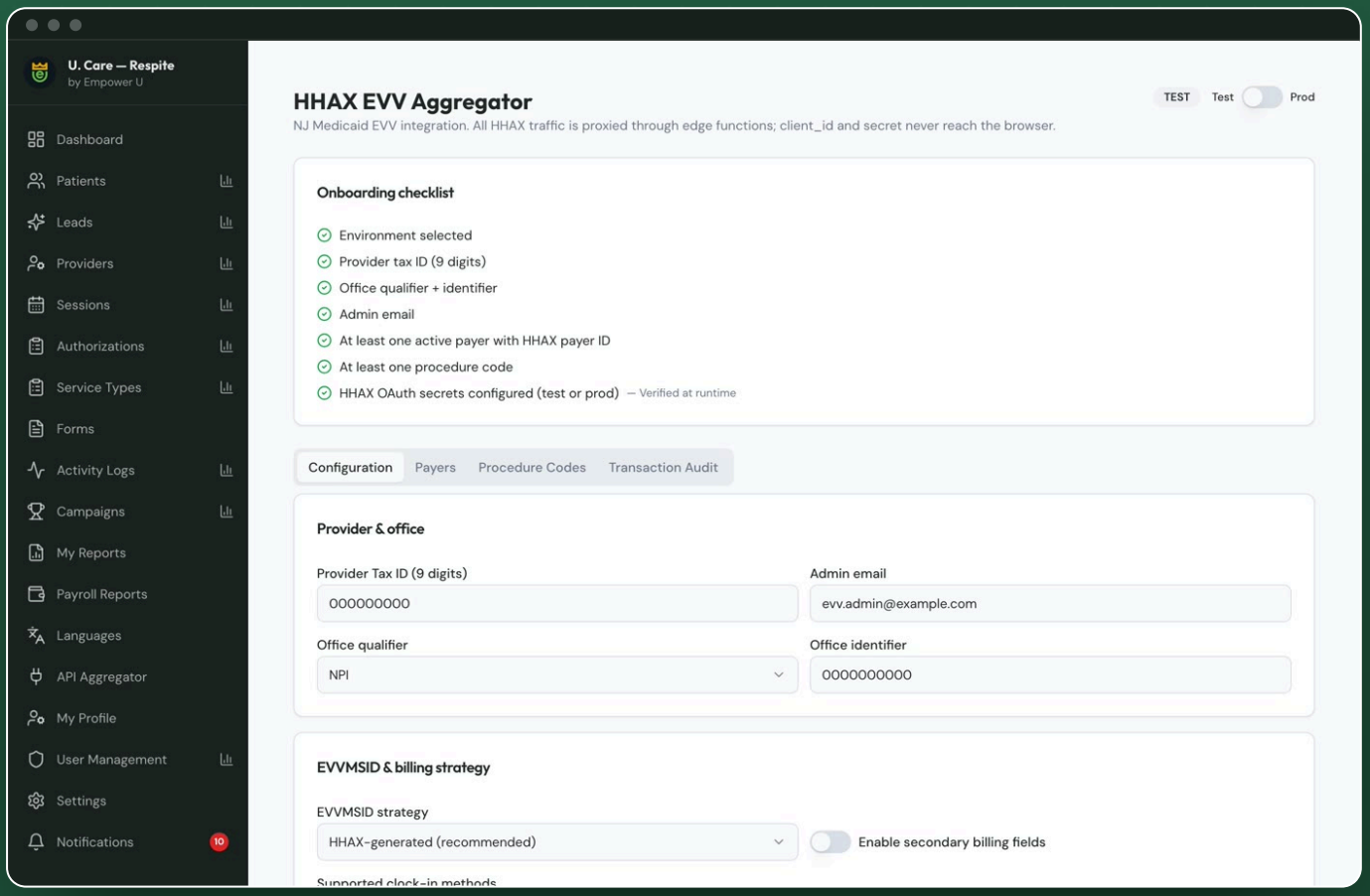



PROVIDER DASHBOARD WITH LEAD OFFERS

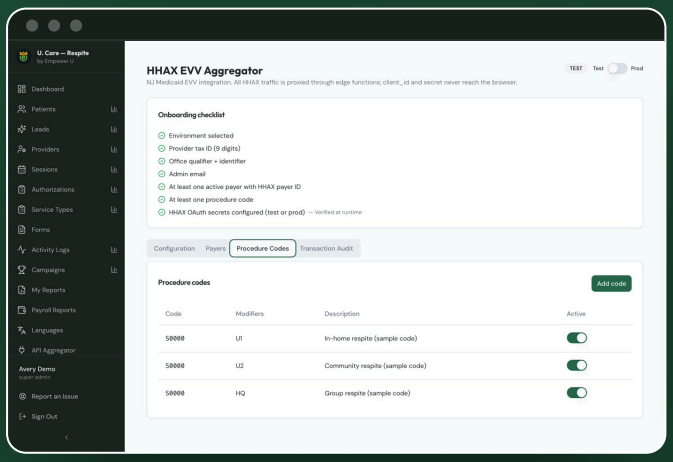
SAMPLE DATA, FICTITIOUS

# EVV,
# set up in-app.

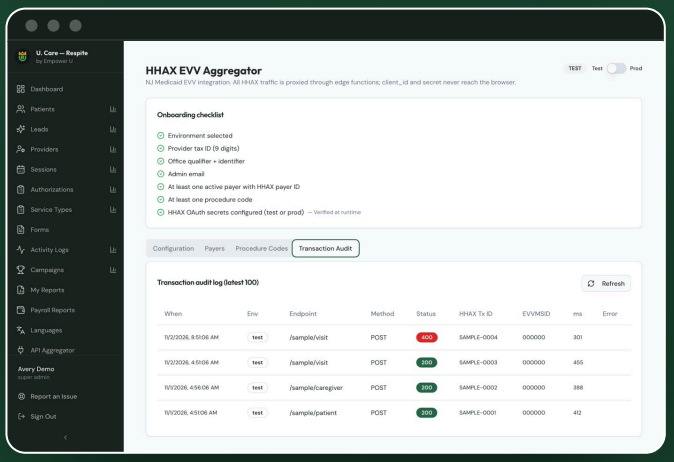
One screen holds what HHAeXchange needs from the agency: an onboarding checklist, provider and office, EVVMSID and billing strategy, caregiver defaults per the HHAX spec, payers with their HHAX payer IDs, procedure codes, and a transaction audit log. This guide shows the set-up only.




ONBOARDING CHECKLIST, PROVIDER AND OFFICE SETTINGS




PROCEDURE CODES

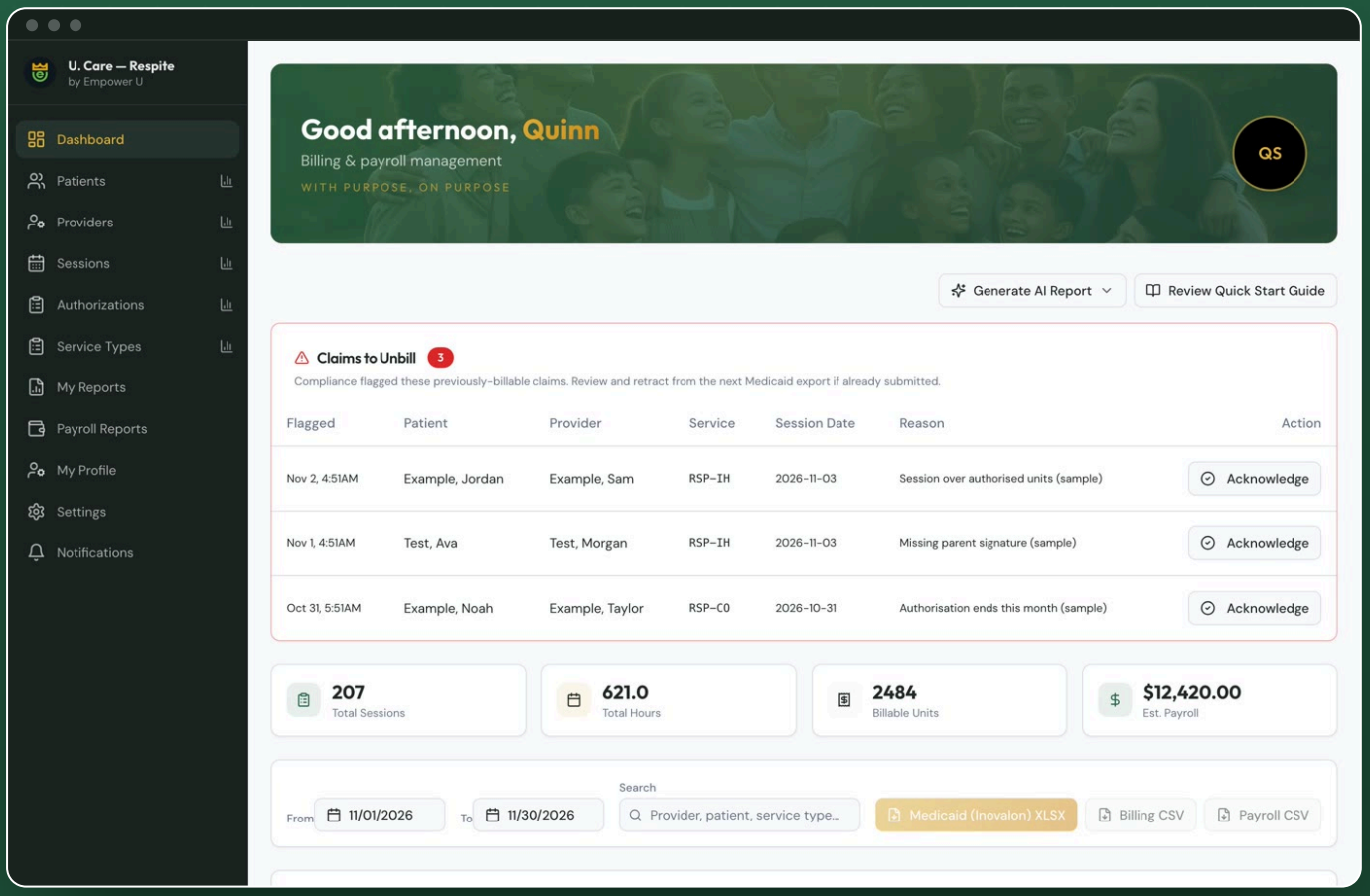



TRANSACTION AUDIT LOG: SAMPLE ROWS

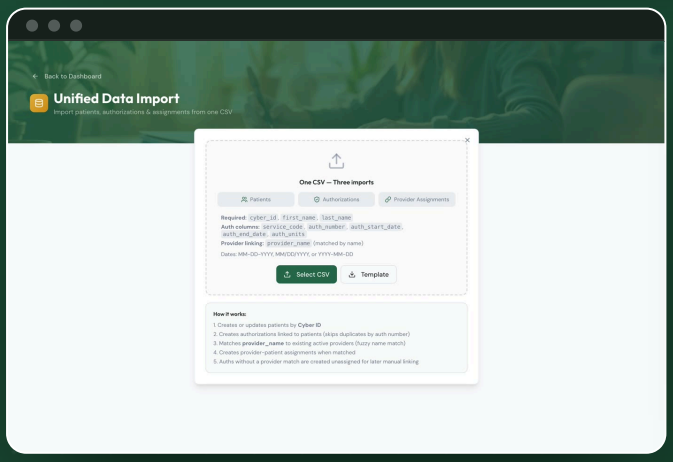
SAMPLE DATA, FICTITIOUS · ALL IDS ZEROED · AUDIT ROWS ARE SAMPLES, TEST ENVIRONMENT

# Nothing missed at month end.

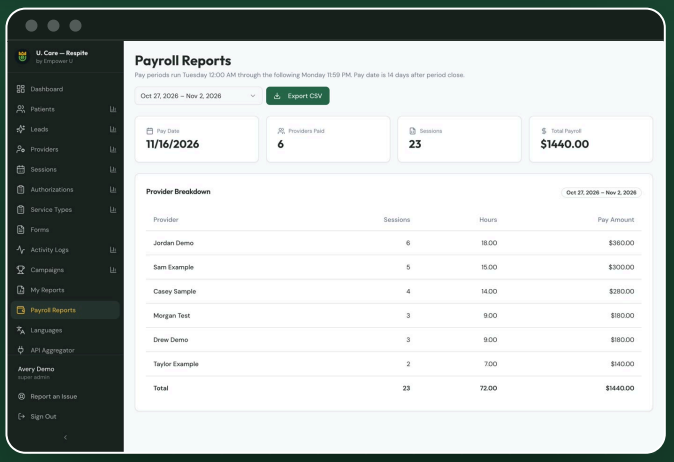
One CSV brings in families, authorisations and provider assignments from the old spreadsheets. Billing alerts list flagged sessions to pull from the next export, each acknowledged by the billing team. Payroll reports show sessions, hours and pay per provider for each pay period, ready to export.




BILLING AND PAYROLL DASHBOARD: CLAIMS TO UNBILL




UNIFIED DATA IMPORT




PAYROLL REPORT BY PAY PERIOD

SAMPLE DATA, FICTITIOUS · RATES ARE SAMPLE VALUES

EST. 2015
EMPOWER·U
*with purpose, on purpose*

Empower U is a behavioural-health provider in New Jersey offering outpatient therapy, in-home care, ABA therapy and respite care. P26 built UCare Respite from May to July 2026: a separate hub for the respite service on the same Empower U design as UCare 2.01, with the app, the API, the HHAX EVV set-up and the AWS backend.

**5 hours**
a week saved counting authorisation units
CLIENT-REPORTED, NOV 2026

**0**
spreadsheets left for respite scheduling and hours
CLIENT-REPORTED, NOV 2026

**Same day**
respite referral to matched provider
CLIENT-REPORTED, NOV 2026

**1 screen**
for HHAX EVV set-up: payers, codes, defaults, audit log
2026 BUILD

## HOW IT FITS

**Referral**
LEAD · MATCH

**Session**
NOTES · SIGNATURES

**Units**
COUNTED FROM SESSIONS

**EVV set-up, billing**
ALERTS · PAYROLL

- React 18, Vite, Tailwind, shadcn/ui, TanStack Query
- Node.js, Express 5, TypeScript, Drizzle, PostgreSQL
- AWS Lambda + SAM, Amazon S3, an SQS background pipeline
- Email via Nodemailer / SES · Google Gemini for lead matching where configured
- HHAeXchange EVV aggregator set-up

CLIENT-REPORTED FIGURES: EMPOWER U, NOV 2026. "1 SCREEN" IS FROM THE 2026 BUILD.

P26

OPERATIONS PLATFORMS FOR HEALTHCARE PROVIDERS

# Book a free 30-minute call.

## Ask for a quote

Referrals and provider matching, authorisations tracked from sessions, scheduling and session notes, EVV set-up, imports from your spreadsheets, and billing alerts and payroll reports, running on your own cloud. Tell us how your service runs today and we will quote for the build.


abhishek@p26.co

+91 74057 38627
CALL OR WHATSAPP

cal.com/abhishekj/p26-meeting
BOOK A CALL

Vadodara, Gujarat, India


Scan for the UCare Respite case on p26.co


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