

60-Second Agency Health Check

5 Red Flags Your Documentation is Costing You Money

In the HCBS and IDD world, administrative "leakage" is the silent killer of agency growth. Find if your current system is a tool or an obstacle.

1. The "Audit Panic" Test

The Scenario: An auditor asks for a specific training record and a 14-month-old signed service plan.

The Red Flag: If retrieval takes over 5 minutes because of physical files or fragmented digital storage, you're at high risk for compliance citations.



2. The "Expired Cert" Surprise

The Scenario: A DSP just worked three shifts with an expired background check or CPR card.get caught.

The Red Flag: If your system didn't alert you a month ago, you aren't managing compliance—you're just hoping you don't get caught.



3. The "Signature Chase" Tax

The Scenario: A document is sitting on a desk or in an inbox waiting for a "wet ink" signature while the billing clock is ticking.

The Red Flag: Your staff is still driving, mailing, or scanning paper to get authorizations. This is a "Paperwork Tax" on your payroll that yields \$0 in ROI.



4. The "Waiver Blindness" Gap

Scenario: You discover a client's Medicaid status changed mid-month only after receiving a denied claim.v

The Red Flag: Without real-time status updates, your document system is costing you money in unbillable "free labor."



5. The "EHR Work-Around"

Scenario: Your EHR handles billing, but "side spreadsheets" or paper files track your real document status.

The Red Flag: Using double-entry to stay organized is a digital filing cabinet, not a workflow. You're sacrificing 20% of your capacity to "operational drag."



1 Flags:
High Efficiency



You're in the top 5% of agencies.

[Click to find your score!](#)

2-3 Flags:
Moderate Risk



You are likely losing 10+ hours a week to manual tasks.

[Click to find your score!](#)

4-5 Flags:
Critical Drag



Your agency is at risk of audit failure and staff burnout.

[Click to find your score!](#)