Bonafide's software solutions are helping us empower hospice agencies to spend less time managing their patients' DME and more time focused on their care.

Situation

Central Home Medical Supply Group is a provider of technology and equipment services to hospice agencies and their patients throughout the Northeast. Family-owned and operated, Central has partnered with hospice care for over 25 years. Central's goal is to provide the best durable medical equipment available, matched only by exceptional customer service and delivery times.

Problem

Hospice providers deliver crucial services and care for patients and their families during the end-of-life stage. However, the industry faces challenges related to reimbursement rates, regulatory changes, and compliance issues. With insufficient payment increases and as operational costs continue to rise, hospices and their DME providers are focusing on improving DME management processes including streamlined DME ordering, advanced software solutions to automate billing and administrative processes, and mobile ordering flexibility to ensure enhanced quality of care.

Solution

Central Medical envisioned revolutionizing the Hospice industry and sought an Enterprise Resource Planning (ERP) system to make it possible. Through innovative tools such as mobile delivery, an online ordering platform, and management dashboards, caregivers have elevated their service levels, including receiving real-time updates on equipment tracking. Joe Sacco, Sr., the CEO and founder of Central Medical Supply, acknowledges, "Bonafide's software solutions are helping us empower hospice agencies to spend less time managing their patients' DME and more time focused on their care." This enhancement has provided caregivers with enhanced access to equipment, reporting capabilities, and strategic insights, ultimately improving overall patient care while reducing healthcare expenses. These efficiencies mark a significant advancement for the industry.

Service Minded
Family-owned and operated - we treat every client just like family.

Industry Leaders
A management team offering decades of operational and clinical expertise.

Extensive Inventory
Volume, variety and top DME brands to service customers' every need.

Technology Driven
Proprietary customer portal offers real-time ordering and data insights.

Logistics Experts
Expedited and caring DME delivery to hospice patients.

Bonafide.com

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PATIENT INTAKE
Bonafide delivers the ultimate patient intake workflow. Managing incoming patient intakes with a streamlined worklist system empowers you to make informed decisions on how to proceed with each patient.

BILLING & A/R MANAGEMENT
Without a smart billing system, your business will be chronically under-reimbursed. Bonafide's billing software provides an array of easy-to-use web-based tools that scrub, track, validate coding, mitigate denials, and audit payer payments against payer contracts to ensure clean claims and complete payment.

REVENUE CYCLE MANAGEMENT
Bonafide tracks all claim touchpoints with built-in reporting tools and the KPI metrics you need to make smart business decisions to improve your DSO and increase employee productivity.

DOCUMENTATION MANAGEMENT
Bonafide's document management system is included in our seamless software at no additional charge. Our cloud-based storage makes storing, sharing and accessing digital files safe and easy and centralizes your staff job tools.

SUPPLY CHAIN MANAGEMENT
Managing your supply chain is a delicate process and Bonafide uses advanced inventory management and on-demand planning techniques to help you make the right decisions.

INVENTORY MANAGEMENT
At Bonafide, we have operational intelligence built into our software so that you can track every item rented or sold. This data is seamlessly exported to your General Ledger of choice so you can accurately know your margins on individual categories of business.

DELIVERY & LIVE ASSET TRACKING
Our delivery software is user-friendly and smartphone-enabled, so there are no additional devices to buy your delivery staff. Your delivery staff can use Bonafide to collect a digital time-stamped signature upon delivery.

ORDER TO CASH PROCESSING
Bonafide streamlines your order to cash processing by eliminating manual bottlenecks, preventing errors and establishing a smooth flow from order intake to delivery confirmation ensuring timely billing and payment.

HOSPICE WORKFLOW & MANAGEMENT
Bonafide is the leader in managing facility customers like hospice and nursing homes. We provide a comprehensive offering that allows you to partner with your customers like never before. Bonafide's customer-facing facility portal allows them to manage orders, track order progress, and request service and pickups, all while keeping their management informed automatically.

PATIENT RESUPPLY INTEGRATION
Bonafide provides an easy and efficient way to manage your patient resupply program. As a DME provider, you have the ability to manage patients resupply on our core platform or you can choose one of our partners for resupply such as Snapworx, Sleep Solutions Services (S3), and CMB Solutions.

POINT OF SALE
Bonafide offers a true point of sale system that is easy to use. It allows both patient-centric transactions as well as anonymous purchases. Patient transactions are stored as a part of the patient's record so they can be viewed for returns or questions.

THIRD-PARTY API INTEGRATION
Bonafide's platform is built in the cloud and accessible from anywhere on any device with a browser and internet access. Bonafide collaboration begins with automatic and real-time communication via X12 with payors and vendors.

Central Medical Supply Group

Bonafide the #1 ERP for DME