

Client Testimonial

Bella's Home Health and Caregiving Services



Bella's Home Health and Caregiving Services LLC is a family owned business serving the Champaign-Urbana area. Their mission is to provide compassionate, personalized care that helps clients stay happy, healthy, and comfortable in their own homes. Since 2020, Bella's has offered high-quality services including skilled nursing, certified and personal caregiving, and social worker support. To improve the ability to deliver exceptional care and facilitate growth, they partnered with PrimePay to streamline administrative tasks, allowing their team to focus on what matters most: their clients.

Sandra Kinney, RN, BSN, brings over 30 years of healthcare expertise to her role as Co-Founder and Director of Quality Assurance at Bella's. "My niece, Fineez Muhammad, and I were inspired by our experiences caring for loved ones and motivated by the challenges families faced during the pandemic," says Sandra.

"We built Bella's from the ground up—while navigating the complexities of growing a business, balancing full-time work, and securing state contracts to expand our impact."

Operational Challenges to Overcome

When Sandra Kinney stepped into an administrative role to support her business partner, she quickly identified several critical operational inefficiencies that were consuming an excessive amount of time and energy. Managing a growing team of over 85 caregivers and 133 clients while maintaining high-quality care standards required more efficient processes, which their manual systems couldn't support.

 CAREGIVING	 ILLINOIS
90+ EMPLOYEES	 HCM

At a Glance

Initial Challenges

- Time-intensive payroll processing
- Inefficient time tracking system
- Administrative burden

Solution

- eRSP All-in-One Home Care platform
- PrimePay Payroll

Benefits

- Streamlined payroll processing
- Measurable time savings
- Enhanced caregiver experience
- Compliance and efficiency gains



My life has been made easier. I'm very happy with the time savings PrimePay and eRSP have brought to the business."

Sandra Kinney, RN, BSN, Co-Founder, Bella's Home Health and Caregiving Services

Time-Intensive Payroll Processing

The most pressing challenge was the manual payroll system, which demanded hours of detailed attention every pay period. “One thing I quickly realized after stepping into an administrative role was how time-consuming tasks like payroll were, leaving little time for strategic focus,” Sandra explains. The process involved manually calculating hours, verifying time entries, and processing payments for caregivers and office staff – all while trying to manage other critical administrative responsibilities.

Inefficient Time Tracking Systems

The organization struggled with an outdated manual time clock system that created multiple pain points. Sandra often spent hours every two weeks counting and verifying slashes on timecards, documenting hours, and managing PTO accruals. “The inefficiency not only distracted from higher-priority initiatives but also added unnecessary stress,” Sandra notes.

Administrative Burden

As a healthcare organization focused on delivering quality patient care, Bella’s found that excessive administrative tasks were diverting attention from their core mission. The manual processes not only consumed valuable staff time but also increased the risk of errors and delayed strategic initiatives necessary for business growth. “It was just a lot, and I knew we needed a better solution to free up time for growing the business and focusing on quality care,” adds Sandra.

Transforming Operations Through Integration

To address the inefficiencies of manual payroll processes and reduce administrative burdens, Bella’s turned to PrimePay Payroll and its seamless integration with the eRSP All-in-One Home Healthcare platform.

Streamlined Payroll and Time Savings

“We were already utilizing eRSP for our operational needs and the integration between eRSP and PrimePay offered a more efficient solution for us,” says Sandra.

With eRSP pre-calculating pay rates and automatically loading them into PrimePay, payroll processing became efficient and accurate. PrimePay handles payroll, tax compliance, agency tax filings, and bank reconciliations, eliminating the need for manual calculations and reducing the risk of errors.

Since implementing the solution, Sandra now saves roughly three hours on payroll every two weeks—a significant improvement compared to manually adding up hours and entering them into their previous system. Beyond time savings, the PrimePay platform introduced additional benefits that further streamlined operations. For example, Sandra can now extract clock-in data at the end of a pay period and upload it directly into PrimePay, a feature that simplifies and expedites the payroll process.

Enhanced Caregiver Experience

Another critical advantage is PrimePay’s self-service functionality, which empowers caregivers to access their pay stubs, review accrued PTO hours, and submit PTO requests directly through the platform’s app. “I wanted a system where caregivers could log in and get what they needed without having to call or visit the office,” Sandra explains. This feature not only improves caregiver satisfaction but also reduces administrative interruptions.

Compliance and Efficiency Gains

Moreover, PrimePay’s timekeeping functionality ensures accurate clock-ins and clock-outs, an essential feature for maintaining compliance with government contracts. The ability to automate tasks like delivering pay stubs has also been a relief. “Previously, we spent hours stuffing envelopes, writing names on them, and handling postage. It was a lot,” Sandra notes. “PrimePay, further helped us streamline operations and reduce clutter.”

A Foundation for Growth

The integration of PrimePay Payroll and eRSP has streamlined Bella’s payroll system, making it more efficient and accurate. This automation has freed up valuable time, allowing Sandra Kinney and her team to focus on growing the business and providing exceptional care.

“The bottom line is this made my life easier. I have a lot on my plate, and everything was timeconsuming and cumbersome before,” Sandra shares. “Now, I’m very happy with the time savings PrimePay and eRSP have brought to the business.”

With plans for expansion, Sandra emphasized, “PrimePay Payroll allows us to work smarter, not harder, and has brought us closer to our goal of growing Bella’s and opening new branches.”