

FOOTHOLD AWARDS EHR EXTENDED PROFILE

OVERVIEW

AWARDS EHR is a cloud-based EHR and case management software for human services organizations.

Developed by Foothold Technology, the system supports providers across behavioral health, intellectual and developmental disabilities (I/DD), residential services, day habilitation, and employment programs.

USE CASES

AWARDS is commonly used by mid-sized to large nonprofit and public-sector organizations that offer regulated, multi-program services.

It helps providers in managing complex service delivery, documentation, and billing processes and ensures adherence to state regulations and payer requirements. Users consider the platform user-friendly, with a manageable learning curve for frontline staff.

The system is built for organizations that need detailed tracking across programs, funders, and service types rather than a lightweight clinical-only EHR. Key features include:

- **Electronic documentation and case management:** Progress notes, assessments, service plans, incident reports, and outcome tracking are structured to meet program and regulatory requirements.
- **Scheduling and service tracking:** Supports individual and group services, attendance tracking, staff assignments, and service authorization limits.
- **I/DD billing system support:** AWARDS includes functionality for Medicaid and waiver-based billing, with service codes, units, rate handling, and validation checks for I/DD and community services. Note: Some users mention that the billing builder/setup can be time-consuming without vendor support.
- **Reporting and compliance:** Built-in reports and configurable data exports help organizations meet oversight, audit, and funder reporting needs. User feedback often highlights the depth of functionality and reporting as strengths, while also noting that the interface prioritizes structure and completeness over simplicity.

Foothold's customer support and training resources also receive frequent praise, including help desk responsiveness and training materials.



SOFTWARE SPECIFICATION

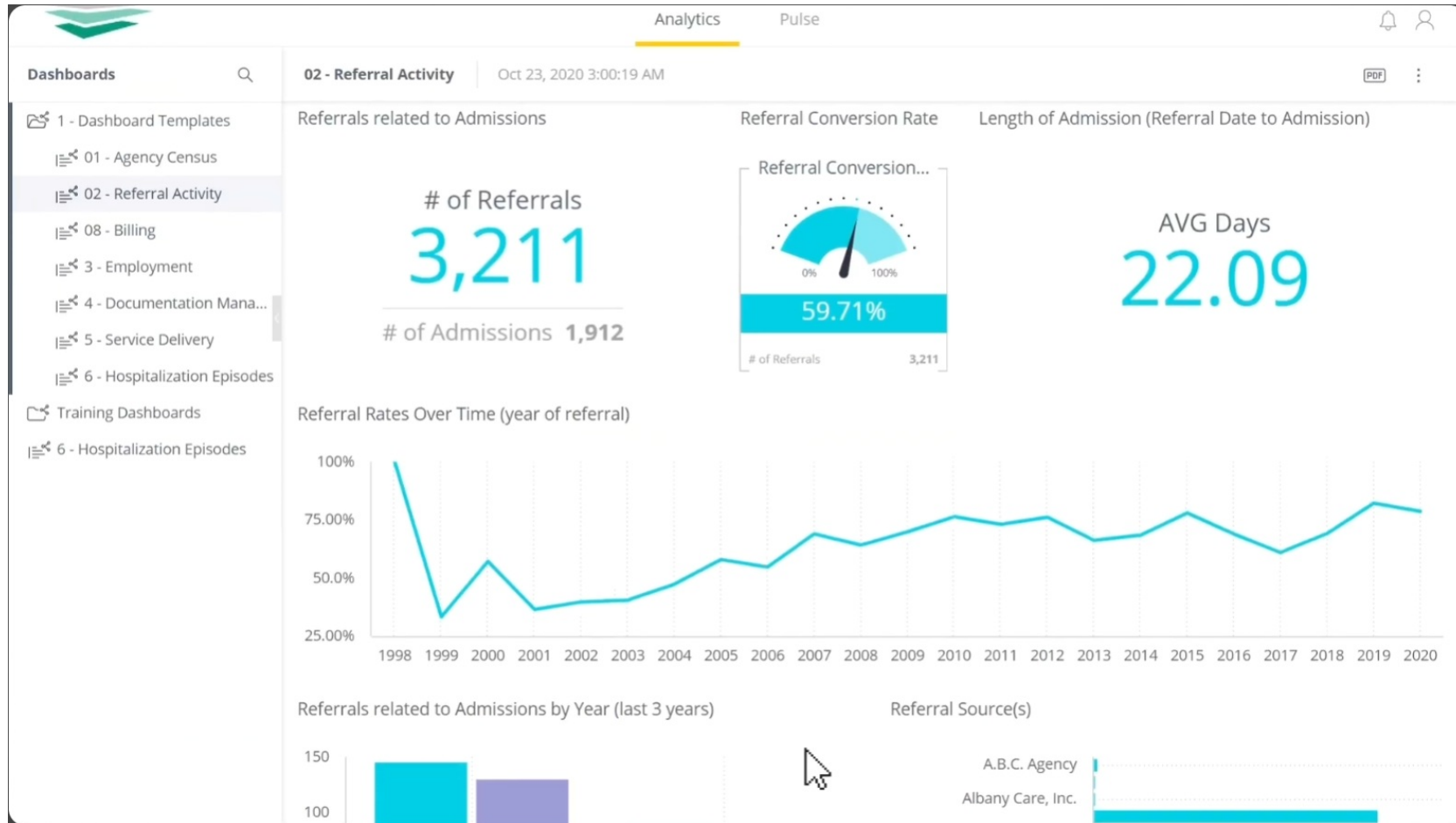
OVERVIEW	
PRODUCT NAME	Foothold AWARDS EHR
ADDITIONAL INFORMATION	
IOS APP	✗
ANDROID APP	✗
MULTI-OFFICE	✓
WEB APP	✓
COMPLIANCE	
HIPAA	✓
ICD-10	✓
CPT	✓
HL7	✗
SPECIALTY	
ALLERGY AND IMMUNOLOGY	✗
ANESTHESIOLOGY	✗
BARIATRICS	✗
CARDIOLOGY	✗
COMMUNITY HEALTH CENTERS	✓
CORRECTIONAL HEALTH	✓
DENTISTRY	✗
DERMATOLOGY	✗

DIALYSIS CLINIC	X
ENDOCRINOLOGY	X
FAMILY MEDICINE	X
GASTROENTEROLOGY	X
GENERAL PRACTITIONER	X
INFECTIOUS DISEASES	X
INTERNAL MEDICINE	X
MENTAL AND BEHAVIORAL HEALTH	✓
NEPHROLOGY	X
NEUROLOGY AND NEUROSURGERY	X
OBSTETRICS AND GYNECOLOGY	X
OCCUPATIONAL MEDICINE	X
ONCOLOGY AND HEMATOLOGY	X
OPHTHALMOLOGY	X
ORTHOPEDICS AND SPORTS MEDICINE	X
OTOLARYNGOLOGY	X
PAIN MANAGEMENT	X
PEDIATRICS	X
PHYSICAL THERAPY AND REHABILITATION	X
PLASTIC SURGERY	X
PODIATRY	X
PROCTOLOGY	X
PULMONOLOGY	X
RADIOLOGY	X
RHEUMATOLOGY	X

SLEEP MEDICINE AND CENTERS	✗
SPEECH THERAPY	✗
SURGERY	✗
URGENT CARE	✗
UROLOGY	✗
VASCULAR DISEASES AND PHLEBOLOGY	✗
OTHER SPECIALTIES	✓
CHIROPRACTIC	✗
PRACTICE SIZE	
SOLO PRACTICE	✗
1-10 PHYSICIANS	✗
11-50 PHYSICIANS	✓
OVER 50 PHYSICIANS	✓
SOFTWARE FEATURES	
APPOINTMENT MANAGEMENT	✗
BILLING MANAGEMENT	✓
CLINICAL WORKFLOW	✓
DOCUMENT MANAGEMENT	✓
EM CODING	✗
INSURANCE AND CLAIMS	✓
LAB INTEGRATION	✗
MEDICAL TEMPLATES	✓
PATIENT DEMOGRAPHICS	✓
PATIENT HISTORY	✓
PATIENT PORTAL	✗

REFERRALS	✓
REPORTING AND ANALYTICS	✓
SCHEDULING	✓
VOICE RECOGNITION	✗
E-PRESCRIPTION	✗
FURTHER INFORMATION	
PRICING	\$2,000/month

SOFTWARE SCREENSHOTS



ACT Services Team One

Demographics ExportBuilder Options - Continued

Export Type: CSV

Export Options: ALL

Header Row: XLS

Fixed Width

Delineated By: |

Fields Quotified By: None

Text: Padding Character: Padding Position:

Numeric: Padding Character: Padding Position:

Date Options:

Use Delimiter: First of first type list will display values delimited by: None

Boolean: Use Values:

ACT Services Team One

Charts

Program: ACT Services Team One

- Employment
- Hospital
- Medical
- Services - Group
- Entitlements
- Incidents
- Outcomes
- Services - Individual

01/09/2023

UPDATE REFERRAL SOURCE

Referred By: To be determined after referral is created

INDICATES REQUIRED FIELDS

First Name, Middle Name, Last Name, Alias, Birth Date, Social Security #, Gender Identity, Ethnicity (based on that apply), Sex at Birth, Sexual Orientation, Pronouns, Birth Place, Citizen, Race (based on that apply), Alien Registration, Marital Status, Veterans Status, Veteran Discharge Status

Personal Data Sheet

AWARDS

Training South Drop In Center Intake Form: New Applicant

*Intake Date: Primary Worker:

Information Sharing Level: Program Does Not Share Information

Referred By: To be determined after referral is created

Includes Required Fields

*First Name, Middle Name, Last Name, Alias, *Ethnicities, *Social Security #, *Gender Identity, *Ethnicity, *Race (select all that apply), *Phone

05/01/2023 3:15 PM EDT Footnote 0: 2023

Remittance Worksheet ID 000272 Created on 12/19/2022

Data Color Key

Black Text = Invoice line does not have an 835 response.
 Blue Text = Invoice line has a payment that is more than the invoice line amount.
 Green Text = Invoice line has a full or partial payment response.
 Red Text = Invoice line has a full denial response.
 Orange Text = Invoice line has a payment reversal response.

Invoice Batched Status:

092025 created on 06/24/2020 16:28:44 (Outpatient) UC 2020 06/01/2020-06/30/2020 UC 2020 Medicaid
 092026 created on 06/24/2020 16:33:08 (Outpatient) UC 2020 06/01/2020-06/30/2020 UC 2020 Medicaid

Consumer	Invoice No.	Service Date	Procedure	Claim Amount	Paid/Re- bill/VOID Amount	Paid/Re- bill/VOID	Reason if Void	If Remanded, assign to	Advice	CAS Information	Adjustment Date
Jack (42343242)	000056970	06/20/2020	90834	32.50	32.50	Paid					06/24/2020
Johnson, Jack (42343242)	000056980	06/21/2020	90834	32.50	35.00	Paid			45-Charge exceeds fee schedule; maximum allowable or contract negotiated fee arrangement.	CAS 'CD'45-2.5 PH-0	06/24/2020
Johnson, Jack (42343242)	000056990	06/22/2020	90834	32.50	32.50				45-Charge exceeds fee schedule; maximum allowable or contract negotiated fee arrangement.	CAS 'CD'45'32.5 PH-0	06/24/2020

BillingBuilder Menu

- Billing Setup: Fiscal Periods, Payers, Configure Billing Types, Program Billing Group, Program Billing Info, Billing Rates
- Billing Processing: Insurance Eligibility (7/01/21), Generate Invoice Batch, Edit Invoice Batch, Create Insurance Claims, Remittances/Responses, Consumer Billing Dashboard
- A/R Management: Future Billings, Futures In Unposted Batches, Manual Payments/Adjustments, Pending/Expiring Receivables
- Reports: A/R Ledger, Consumer A/R History, Aged Receivables Report, Remittance Posting Report, Medicaid Services Report, Billing Services Report, BillingBuilder ReportBuilder