

Thank you for inquiring about our home care services. Our goal is to help you and your family achieve an optimal quality of life by providing our unique and comprehensive in-home care services, including caregiving, nursing and professional care management. Here are some highlights you may find useful in your decision-making process. And please don't hesitate to contact us for personalized help.

Cost of care

When considering long-term care like in-home care, assisted living or nursing home facilities, it's important to understand whether you qualify for any benefits that will cover part or all your care costs. The three most common benefits we see are long-term care insurance, Medicaid and VA benefits for veterans and spouses. People who do not qualify for these or other benefits pay for long-term care out of pocket. Currently, we accept private pay, long-term care insurance, some private insurance, Plain Church Group and VA benefits.

Non-medical caregiver services are typically billed at \$35 per hour for schedules with a minimum visit duration of 4-hours and at least 12-hours per week. Shorter visits may be available alongside care management services (see below).

Skilled nursing services are typically billed at \$150 per visit, but additional pricing options may be available; please inquire for a personalized quote.

Care Management services, provided together with our partner agency, First Call Care Management, offer personalized support, coordination of care and advocacy to assist individuals age in place with optimal quality of life while saving costs and reducing family caregiver stress. Monthly care management packages start at \$120.

Quality and type of care

The type of care and specific provider you choose can have a significant impact on you and your loved one's happiness and wellbeing. You'll need to compare the benefits and drawbacks of different care settings (in-home versus care facility), as well as the amount and quality of care you or your loved one is receiving.

Frequently Asked Questions

Do you accept insurance?

We do accept long-term care insurance, as well as VA benefits, so be sure and let us know if you think you may have either of these.

How dependable is your service?

Very. Since opening we have completed over 99% of our confirmed appointments. We also use a telephony system that alerts management if a caregiver doesn't clock in for an appointment, so potential issues are addressed and resolved immediately.

How does scheduling work?

We can accommodate just about any schedule you'd like, 24-hours per day, 365-days per year. We schedule your caregiver(s) every two weeks and send you a calendar so you know exactly who is coming and when.

Are you a chain or franchise?

No. We are a family-owned business serving Michiana.

Are your current and past customers satisfied?

Yes. We consistently receive high ratings on the regular customer satisfaction reviews we perform and address any concerns before they become problems. We also receive lots of positive reviews from both clients and employees online. We encourage all clients to research care agencies online before making a decision.

Be sure you know exactly how many hours of one-on-one care your loved one will be receiving on a daily or weekly basis, how your loved one will be monitored for safety and changes in health condition, and who your primary point of contact will be from the care provider. For in-home care providers, be sure to ask if services are overseen by a registered nurse, as well as evidence of dependability.

If you're not sure what setting or provider to choose, consider starting with in-home care, because it tends to be more flexible than moving into a facility. Most do not lock you into a contract (and be wary if they try), and in-home care services can be scheduled to meet your needs.

Oversight and monitoring

Providing safety, comfort and peace of mind while helping individuals achieve a healthy lifestyle should be a key focus of any professional care provider. Make sure you understand specifically what each prospective care provider will do to meet these objectives.

- **Safety and security**
- **Medication compliance and adherence**
- **Mobility and accessibility of living quarters**
- **Diet and nutrition**
- **Monitoring of key indicators, such as: vital signs, complaints and symptoms, activity level, changes in condition**
- **Does the provider have the ability to combine skilled nursing visits and services with non-medical care?**

Sincerely,



Amy Manifold, RN

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FAQs, continued

■ **How do I know that my loved one's needs are being met and is safe and comfortable at home?**

Our nurses and caregivers are trained to look for unstable health conditions and are prompted to document concerns using our telephony system before completing each appointment. They're also prompted to document tasks completed during the appointment and all of this information is constantly monitored by management.

■ **Who oversees the care my loved one is receiving?**

Your loved one's care will be overseen by a registered nurse and your family physician if you are using our skilled nursing services; if you're using our non-medical services only, services are overseen our director of client services, who is a registered nurse.

■ **How do I stay informed about the care you are providing and receive updates on my loved one's condition?**

We believe that knowledge is power and having a caregiver who regularly sees your loved one is a great way to identify potential health issues before they become serious. We have a standardized process for monitoring our caregivers activities and your loved one's condition, and provide you with regular updates and suggestions, as needed. Upon your request, we can also notify healthcare providers directly as concerns arise.

■ **Do you provide transportation services?**

Yes. And there's no additional charge if we use your loved one's vehicle; otherwise it's \$.75/mile.