



## Frequently Asked Questions HEALTH AT HOME™ Clients

### What kinds of services are provided by Health at Home?

Health at Home services have been designed to help you remain in your home by providing high-quality coordinated care including Private Duty Personal Care, Medicare Certified Home Healthcare, and Health & Wellness services. Our Care Center approach includes Care Coordination, Caring Calls, Specialty Programs, and Electronic Medical Records for a seamless experience. Not all services are provided in every location.

#### Home Health Care

- Skilled Nursing
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Home Health Aide
- Certified Dietician Services
- Social Worker Services

#### Private Duty Home Care Services

- Skilled Nursing
- Personal Care Assistance
- Home Health Aides
- Medication Reminders
- Therapies
- Assistance with Walking and Transferring
- Checking and Recording Vital Signs
- Assistance with Daily Living
- Shopping
- Meals
- Laundry
- Companion for vacations, outings, movies, restaurants, etc.
- Homemaking and Companion Services
- Light Housekeeping
- Transportation

### How do I arrange for services with Health at Home?

For Private Duty Home Care you may call your local Health at Home agency or call toll free at 1-866-706-8287. For Medicare Certified Home Health care, let your physician know that Health at Home is your choice for home health care.

### What is the difference between home health care and private duty personal care?

"Home Health Care" is Medicare certified health care, prescribed by your physician, and provided in the comfort of your home or residence. It covers a wide range of health care services including skilled nursing, physical, occupational and speech therapies for clients who are "home bound" and meet certain conditions.

"Private Duty Personal Care" provides services of your choice based on your needs and wishes and can include skilled nursing services, companion home care services, home management, and memory care. Health at Home provides the help and allows you to choose how much or how often that help is provided.



### **Are home health care services paid for by Medicare?**

If your care is medically necessary, ordered by your doctor and meets the coverage requirements, Medicare and most private insurance plans will usually pay for home health services. If you are an eligible Medicare beneficiary, Medicare will cover 100% of home health care costs, if you qualify.

### **How are private duty personal care services paid?**

Personal care home care services can be paid for through a variety of payors, including long-term care insurance policies, governmental programs and self-pay.

### **Do you have certified nursing assistants?**

Yes. Health at Home uses certified nursing assistants who have passed state and federal background checks.

### **Why should I choose Health at Home over other agencies in my area?**

Health at Home is a US CareNet company with a 30-year history of providing exceptional in-home healthcare to seniors. Our staff receive regular training on the most up to date procedures and standards for service experience. This level of excellence makes it possible for us to provide you or your loved one with a higher level of service.