



PREMIER
home health care services, inc.

Home Health Care Starter Guide

There is no denying the changes that take place in our loved ones as they grow older – but these changes do not have to be faced alone. At Premier, we treat your family member's later years with the goal of making them as vital and important as when they were younger. We handle each case with compassion and courtesy.

In the guide that follows, you will gain a better understanding of home health care, and of the efficient but sensitive approach that Premier takes in caring for your loved ones as they grow older. Although this guide is an excellent reference to help you right now, Premier staff is available to speak with you about your individual needs and to walk you through the various options available. **You can reach us 24/7 at 1-866-526-1883.**

We hope this guide will help you to feel more confident and reassured about the care your loved ones will receive. Together, we can make a brighter future for your whole family.

What is home health care?

This level of care encompasses a wide variety of health services that can be provided in a person's home. Whether the patient is recovering from a recent hospital visit, dealing with a recent illness or disease, or is in need of long-term care, there's no better place to recover than in the comfort of one's own home.

Premier overview:

Premier Home Health Care provides more than 14,000 clients with compassionate home health care services, making our organization one of the largest providers in the Northeast/Mid-Atlantic region with services ranging from short-term and companion care to 24-hour live in help. Premier Home Health Care maintains state licensure, is accredited by the Commission on Accreditation for Home Care in NJ, and the National Joint Commission in its additional service territories, excluding Massachusetts.



Comprehensive Care Management:

At Premier, our approach to home health care is unique. Our Comprehensive Care Management model focuses on the full needs of your loved one as soon as you pick up the phone to call us. We can cover all needs – from providing personal care assistance after a recent hospital stay, to planning a long-term strategy that will get the patient exactly where they need to be in life.

Premier certified services:

Premier provides certified services that patients' acting physicians order for Medicare-covered clients. These include the services listed below – which Medicare will reimburse for during the first 60 days of treatment.

(Please note that these services are only offered at our NYC locations.)



Home Health
Aide (HHA)



Physical
Therapy



Occupational
Therapy



Social Work



Nursing



What are the benefits of a Comprehensive Care Management program?

The services included in the Comprehensive Care Management program are designed assist clients by monitoring and arranging all aspects of daily living, providing peace of mind for family members living away from loved ones.

- + Clients are assigned to an RN and/or social worker as their primary care manager
- + Evaluation and development of a patient's dedicated care plan, in conjunction with client and family
- + Medication management
- + Helping with the payment of bills and organization of finances
- + Coordination of ancillary services such as lab tests, physical and occupational therapy, long-term care
- + Assistance in selecting alternative housing
- + As experts in the health care field, our nurses will act as patient advocates, assisting and providing a voice in matters of health care
- + Help with understanding and utilizing available resources in the community
- + Long-term patient care plan
- + Ensuring appropriate professionals are meeting required health needs
- + Observation of the patient, and reporting of tasks that are carried out
- + Personal care and assistance for everyday activities
- + Getting to know the patient on a personal level and socializing with them each day
- + Taking care of daily activities such as cooking, shopping, housekeeping, and cleaning
- + Working as an escort to different events out of home, as well as tasks or errands



How do I know if my loved one needs home health care services?

The following situations are indicators that your loved one is most likely in need of some form of home health care:

- + When a recent hospitalization or rehab visit requires some form of follow-up assessment or instruction
- + If there is a new diagnosis or a pre-existing condition that has worsened
- + When your loved one is at an increased risk of falling or has already had an incident where he/she has fallen
- + If they have difficulty performing daily activities on their own (ranging from housekeeping to safely getting out of bed)
- + If a homebound patient can benefit from community resources to help keep up with daily tasks around the house or just a caregiver to socialize with
- + A patient who requires wound or ostomy care, or any other service which requires a skilled nurse or physical therapist
- + In need of assistance with regimentation of medications and prescribed treatments
- + If they have difficulty understanding discharge information (which could lead to additional risk)
- + If they require regular blood draws and lab evaluations
- + If they are not keeping routine medical appointments

Choosing the right provider:

The choice is always up to the patient or legal guardian in determining the home care company that will provide service upon moving forward. Before you make your decision, check the list below. This is a list of questions the National Association for Home Care & Hospice recommends that you ask your agency to ensure you're getting the proper level of care:

Question	Premier	Other Providers
Has the provider been servicing the community with home health care for several years?	✓	
Does this provider supply literature explaining the services?	✓	
Does the provider protect its workers with written personnel policies, benefits packages, and malpractice insurance?	✓	
Are the caregivers employed by the provider?	✓	
Does the provider cover payroll taxes, liability insurance, workers compensation, and abuse protection?	✓	
Is the provider responsible for emergency disaster preparedness?	✓	
Does the provider use skilled nurses and therapists to evaluate the home care needs of the patients?	✓	
Does the provider include the patient and his or her family in developing the plan of care and changes thereafter?	✓	
Is the patient's treatment documented with tasks to be carried out by each professional caregiver?	✓	
Does the provider use assigned registered nurses as supervisors to oversee the quality of care the patient is receiving?	✓	
Does the provider furnish written statements explaining all of the costs and payment options associated with home care?	✓	
Is the provider equipped to handle emergencies with 24 hour service availability?	✓	
Does the provider ensure patient confidentiality?	✓	
Are they referred by reputable sources?	✓	

What are my payment options for home health care?

The different payment options involved in home health care truly depend on each individual case, but Premier is here to assist you in figuring out the best possible options.

Health insurance:

Each insurance plan is different. Long-term personal care is generally not covered by commercial insurance. Premier Home Health Care will contact your insurance carrier to see what services will be covered and whether there will be any deductible or co-pays required, so you'll know exactly what you will be paying upfront.

Medicare and Medicaid coverage:

Medicare will cover the home care services provided if the following criteria are met:

- The services have been ordered by a physician
- The services are being provided from a Medicare Certified Home Health Agency
- A client is homebound and has a skilled nursing or physical therapy need
- A client's condition has the potential to improve with short-term assistance

Medicare is not a long-term home health care solution and will only cover services for a maximum of up to 60 days.

A benefit available under Medicaid is long term community-based care. Individuals must meet established financial and medical criteria to qualify (and qualifications can vary from state to state). Premier staff can connect those who are looking to apply for Medicaid or receive home community-based services with enrollment resources.

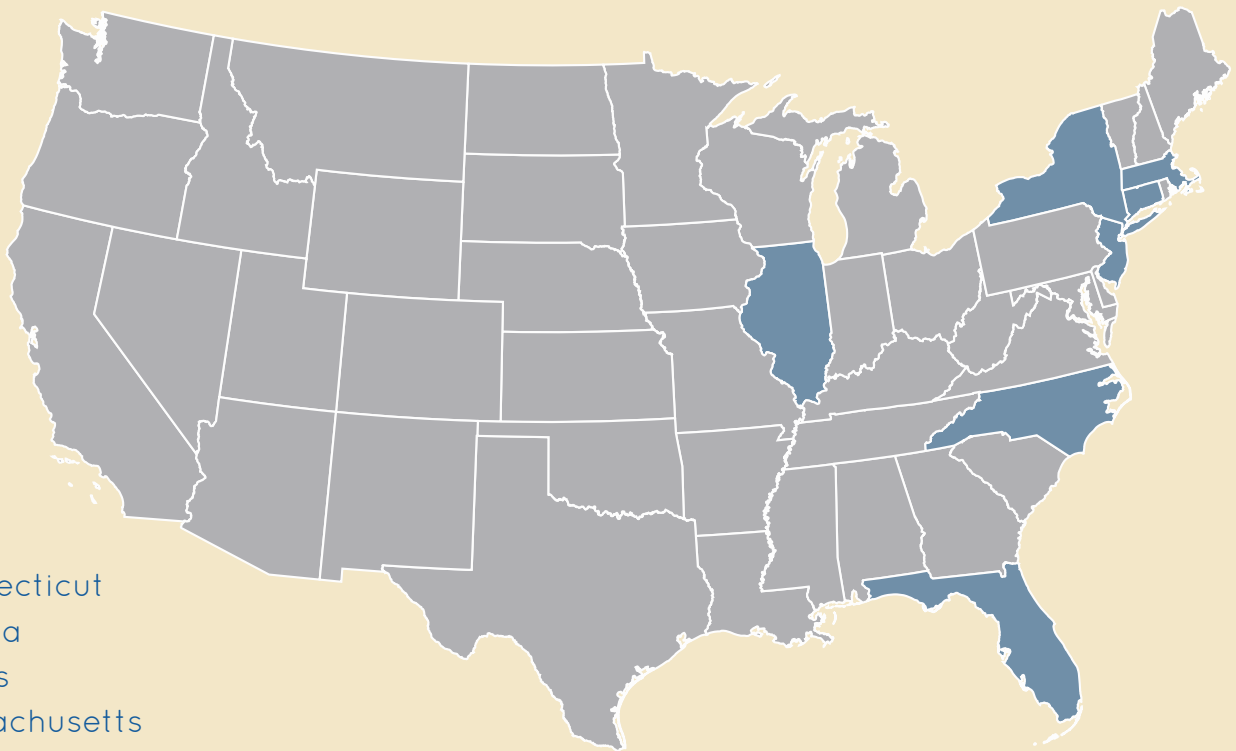
Private Pay options:

Families in crisis often contact Premier in the midst of an unexpected and unfortunate occurrence. Premier is often able to respond rapidly to these needs, even same day service requests. Private Pay options are always available, regardless of the level of care (from short-term care to 24-hour live in services) and can be discussed directly with one of our registered nurses at 866-526-1883.

Call Premier for immediate answers:

Whether you're a family in crisis or a concerned loved one who wants to gather and consider all the options, Premier is here to help. **Call us at: 866-526-1883.**

Premier and its subsidiaries have locations across 7 states:



- Connecticut
- Florida
- Illinois
- Massachusetts
- New Jersey
- New York
- North Carolina