



In-Home Support & Payment Options

Spring 2020

	Supportive	Personal	Skilled
	Services may include: Grocery shopping, meal preparation, companionship, cleaning, laundry	Services may include: Bathing, dressing, grooming, toileting, changing bed linens, assistance with mobility/ambulation	Care that requires a nurse, such as: Medication management, wound care, IV therapy, blood draw OR skilled therapy services
MEDICARE	 ✓ not covered	✓ Normally NOT covered ✓ However, while receiving skilled home health care services Medicare MAY cover some personal cares (generally 2 hours, twice a week)	✓ Will pay for skilled home care if it is medically necessary, your doctor writes an order & you meet Medicare's definition of homebound and having a "skilled" need
MEDICAID	 ✓ NOT covered ✓ However, if you are enrolled in a long term care program such as Family Care (Inclusa, My Choice/Care Wisconsin) or IRIS (TMG, Connections, Consumer Direct) supportive cares may be a part of the services you receive	✓ If you have full benefit Medicaid it may cover personal care services ✓ If you are enrolled in a long term care program Family Care (Inclusa, My Choice/Care Wisconsin) or IRIS (TMG, Connections, Consumer Direct) personal cares may be a part of the services you receive	✓ Will pay for skilled home care if it is medically necessary & your doctor writes an order
PRIVATE INSURANCE	✓ Normally NOT covered - check with your plan to verify	✓ Normally NOT covered - check with your plan to verify	✓ Normally covered -check with your plan to verify ✓ Most private insurance also follow Medicare homebound guidelines
LONG TERM CARE INSURANCE	✓ Varies based on plan purchased - check with your insurance agent or company	✓ Varies based on plan purchased - check with your insurance agent or company	✓ Varies based on plan purchased - check with your insurance agent or company
VA - Veterans Affairs	✓ Contact your VA doctor or VA social worker to find out if you are eligible	✓ Contact your VA doctor or VA social worker to find out if you are eligible	✓ Contact your VA doctor or VA social worker to find out if you are eligible ✓ Also requires you to be homebound
PRIVATE PAY	\$18 to \$33/hr	\$18 to \$61/hr	✓ varies on service needed



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LICENSED MEDICAL HOME CARE

NON-LICENSED, NON-MEDICAL HOME CARE

- ✓ Surveyed by the Department of Health Services, Division of Quality Assurance
- ✓ Often Medicare certified
- ✓ Offer skilled nursing care that can be performed by a Registered Nurse
- ✓ Offer other services such as physical therapy, occupational therapy, social worker

- ✓ May have voluntary state approval
- ✓ Surveyed by the Department of Health Services, Division of Quality Assurance if have voluntary state approval
- ✓ Not Medicare certified
- ✓ Offer personal & supportive care services such as housekeeping, assistance with activities of daily living, companionship, transport

WISCONSIN HOME HEALTH HOTLINE: 1-800-642-6552

Takes calls 24 hours a day

Helps Wisconsin residents with information about:

- ✓ Agency certification for Medicare and/or Medicaid
- ✓ Results of state inspections of agencies
- ✓ Complaints which have been filed against the agency within the last two years
- ✓ Filing a complaint against a home care agency

CNA: Certified Nursing Assistant

HHA: Home Health Aid

LPN: Licensed Practical Nurse

MSW: Master Social Worker

OT: Occupational Therapist

PT: Physical Therapist

RN: Registered Nurse

SLT: Speech & Language Therapy



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	<i>In-Home Support Options in Chippewa County</i>			711 N Bridge St, Room 118 Chippewa Falls WI, 54729 715-726-7777
	SUPPORTIVE	PERSONAL	SKILLED	Additional Info
Advanced Living Care 715-505-2812 www.advancedlivingcare.com	No private pay option but if in a long-term care program and receiving personal care, may be covered	Can bill Medicaid Private Pay: \$18.84/hr	NONE	<ul style="list-style-type: none"> ✓ Must have your own caregiver willing to be hired through their agency ✓ Mainly serves Hmong population, but serves other populations too
Almost Family 715-831-0631 www.almostfamily.com	\$23.25 for 1 st hr \$19/hr for every hour after that	Can bill Medicaid Private Pay: \$25.75 for 1 st hour \$23.25/hr for every hour after that	Nurse \$140/visit PT \$180/visit Home Safety Assessment \$180/assessment	<ul style="list-style-type: none"> ✓ Transportation: Follows IRS reimbursement rate for mileage & charges supportive hourly rate ✓ 1 hr minimum visit length requirement
Appeal to Heaven 715-379-7889 www.appealtoheaven.net (See Facebook page for more info)	\$23.75/hr Minimum 2-hour visit	\$23.75/hr Minimum 2-hour visit	\$65/routine visit \$90/premium visit Concierge Care: \$345/mo. w/ a 6-mo. commitment for care mgmt. (weekly RN visit, med. mgmt. & attend MD appts) Comprehensive Care Package available to help manage a chronic illness/condition	<ul style="list-style-type: none"> ✓ Network of independent licensed nurses ✓ One time admission charge of \$175 ✓ Sliding scale care mgmt. fee of up to \$300/mo. for personal care and above supervised by an RN ✓ Additional \$15/month fee per consumer



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	SUPPORTIVE	PERSONAL	SKILLED	Additional Info
<p>Aurora Community Services 715-235-3707 www.auroraservices.com</p>	\$25/hr	<p>Can bill Medicaid Private Pay: \$25/hr</p>	Contact for rates	<ul style="list-style-type: none"> ✓ Known for their work with individuals with disabilities and/or mental health issues, but also work with seniors ✓ .50c/mi for transportation w/staff vehicle only ✓ can have family/friend hired through this agency or use caregiver from this agency ✓ telephone medication reminders
<p>Consult an Organizer 715-828-8090 www.consultanorganizer.com</p>	<p>Packaged rates Organizing services only</p>	NONE	NONE	<ul style="list-style-type: none"> ✓ see website for package rates info ✓ experienced w/hoarding situations ✓ set up as an IRIS vendor
<p>Clearwater Home Care 715-514-1520 www.cwhc.co</p>	NONE	<p>Only bills Medicaid No private pay option</p>	NONE	<ul style="list-style-type: none"> ✓ do not provide caregivers: must have family/friend who are willing to be hired through their agency ✓ Mainly serves Hmong population
<p>Good People 800-608-8003 www.goodpeople.us</p>	<p>Companion Live-Ins \$150-\$200/day</p>	<p>Companion Live-Ins \$150-\$200/day</p>	NONE	<ul style="list-style-type: none"> ✓ Referral service to help find live-in caregivers ✓ One time finder's fee of \$650



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Happy to Help Home Care 715-271-2784 no website	\$25/hr	\$25/per shower	NONE	✓ Denise is owner & only caregiver
Interim Healthcare & Hospice 715-834-1313 www.interimhealthcare.com	NONE	NONE	RN \$160/hr PT \$175/visit Home safety assessment \$160-\$175	✓ Also offers Hospice & Palliative Care ✓ specialized Hospice program for Veterans
International Quality Home Care 888-278-3405 www.internationalquality.com	\$18-\$30/hr Minimum 1-hour visit in most cases	Can bill Medicaid Private Pay: \$18-\$33/hr	RN \$350/visit	✓ Contact for mileage rates
Mayo Home Health & Hospice 715-831-0100 www.mayoclinichealthsystem.org	NONE	Can only provide personal care if consumer is receiving skilled care	Call for Private Pay rates; May accept some private insurances Must meet Medicare (homebound & skilled need) standards to receive care	✓ volunteers will provide supportive/companionship care to hospice patients only



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	SUPPORTIVE	PERSONAL	SKILLED	Additional Info
Personal Assistance Services 715-233-1070 www.cilww.com	NONE	NO private pay option Can bill Medicaid, IRIS and Inlusa	NONE	✓ Offered by Center for Independent Living ✓ can have a family/friend hired through their agency as your caregiver or can use a one of their caregivers
HSHS/St. Joseph's Home Health, Hospice, and Palliative Care 715-717-7485 or 1-800-726-3485 www.hshsathome.org	NONE	Can only provide personal care if consumer is receiving skilled care	Call for Private Pay rates; May accept some private insurances Must meet Medicare (homebound & skilled need) standards to receive care	✓ Can do home safety assessment: cost varies ✓ Lifeline Personal Response system available here
Safe @ Home Senior Care 715-598-7233 www.sahsc.org	\$21-\$25/hr Minimum 1-hour visit \$190/10 hr overnight	\$23-\$27/hr Minimum 1-hour visit \$200/10 hr overnight	NONE	✓ Hospital discharge service - transport home & get settled \$49 /2 hrs & 10mi ✓ Overnight worker can only get up 4 times throughout the night ✓ telephone wellness checks or medication reminders ✓ specialized services such as lift transfers provided
Second Springs Care 715-861-3474 www.secondspringsllc.com	\$24/hr Minimum ½ hour visit	\$24/hr Minimum ½ hour visit	NONE	✓ assessments to begin care are free



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<p>Seniors Helping Seniors 715-514-4511 www.seniorshelpingseniors.com</p>	<p>\$23/hr Minimum 2-hour visit</p>	<p>\$23/hr Minimum 2-hour visit</p>	<p>NONE</p>	<ul style="list-style-type: none"> ✓ offers overnight care ✓ offers telephone check-in's or medication reminders ✓ offers lawn care, handy man, snow shoveling services (\$25/hr)
<p>Visiting Angels 715-598-1750 www.visitingangels.com</p>	<p>\$25/hr Minimum 2-hour visit</p>	<p>\$25/hr Minimum 2-hour visit</p>	<p>NONE</p>	<ul style="list-style-type: none"> ✓ Does not charge mileage or travel time to/from your home ✓ if running errands for client charge 50c/mile



*Adult Day Services in
Chippewa County*

**711 N Bridge St, Room 118
Chippewa Falls WI, 54729
715-726-7777**

Hours and Rates

Program Description

Grace Adult Day Services

715-738-1925
2050 Cty HWY I
Chippewa Falls, WI
www.graceluthfound.com

*also have a location in Altoona

OPEN: 7:30am - 5pm Mon - Fri

Full Day \$80.75-\$106.75 (over 4.5 hrs)

Half Day \$61-\$81 (up to 4.5 hrs)

Shower \$29.50

Has VA contract

Accepts Public Funding

Capacity: 60 participants

✓ Healthcare monitoring & Medication assistance

✓ Diabetes management

✓ Personal care including bathing assistance

✓ Nutritional meals & snacks served daily - can accommodate special diets

✓ Ongoing education & development of activities of daily living skills

✓ Regular community outings

✓ Beauty shop and barber services are also available (\$15 and up)

✓ Several funding options available for qualified participants

✓ Qualified Veterans can attend twice a week using their VA benefits at no cost or low cost co-pay



Info courtesy of the [Aging & Disability Resource Center of Chippewa County](http://www.adrc.org)

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Tips About In-Home Support Agencies

- ❖ **In-Home Support agencies will not be able to have a caregiver come out to the home on short notice. Services will need to be scheduled in advance. Do you like to go out and grocery shop on a certain day? See if the agency can come in on that day. Are you a part of a social group, or do you have a regular outing or appointment you would like to get to? See if the agency can come during that time.**
- ❖ **Most In-Home Support agencies have a minimum visit length requirement. This is usually 1-3 hours.**
- ❖ **State your preferences and make them known to the In-Home Support agency. Let them know what you are hoping to get from their services. Let them know what your expectations are from their services and their caregivers. This way, you can work out on the front end what the agency can and cannot do and prevent misunderstandings. Do not feel bad about stating your preferences! You have a right to say what you prefer.**
- ❖ **Each In-Home Support agency has a management structure. If something is not going well with a caregiver, the schedule, or services in general, call the manager and discuss the issues. More likely than not, the agency will work with you to address these and resolve them.**

Questions to Ask In-Home Support Agencies

- ❖ **Think about your schedule and when services would be most helpful for you. An example: “I am needing a caregiver to come two Saturdays a month from 12-3pm, and a caregiver from 4-6pm one Monday a month. Does your agency currently have the staff to meet my need?” (This is an important question to ask because you want to make sure the agency currently has the staff to meet your need. Some families have started with an agency and then have had to wait a month for the agency to hire a new caregiver or find availability in a caregiver’s schedule) If you need services to start as soon as possible, make sure you ask this question.**
- ❖ **Perhaps it’s important to you that caregivers have certain types of experience. If so, ask the agency if they have caregivers with specialized experience. For example, “I would like a caregiver who has experience working with persons with dementia.” or “I would like a caregiver who has experience with complicated physical health needs”.**
- ❖ **Having a new person come into your home might feel kind of uncomfortable for you. You might want to know how the agencies screen their caregivers. If so, ask! “Do your caregivers have to pass a background check? What types of background checks do they have to pass?”**
- ❖ **For some families, it is very important that they can depend on the same 1 or 2 caregivers coming to the home so they can get familiar with their caregivers. If this is important for you, ask: “Can I have the same 1 or 2 caregivers? I want to be familiar with the people coming here to help.”**