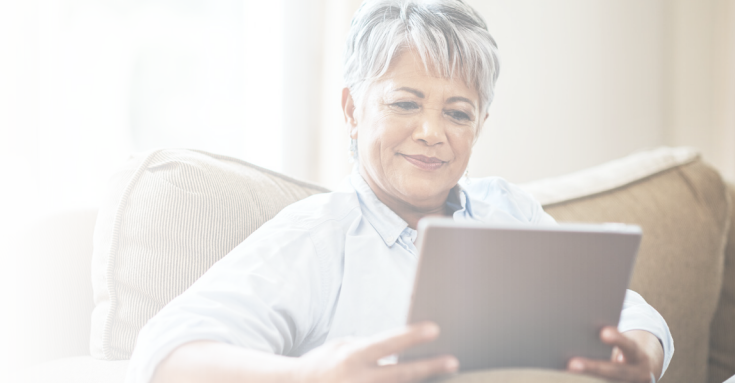




# NavCare

Comprehensive Chronic Care Management



## Frequently Asked Questions CARE PARTNERS @ HOME Clients

### Q. What are some of the services I can expect to receive from CARE PARTNERS @ HOME?

Our in-home care services can include Medicare certified home health care, private duty or personal home care, and other services that may be available in some senior living communities such as nurse practitioner clinics and health & wellness services. Our Care Center offers caring calls, care coordination, and telehealth monitoring services, for that extra level of care.

#### Home Healthcare

- 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

### Q. How do I arrange for services with CARE PARTNERS @ HOME?

For Private Duty Home Care, you may call your local Care Partners @ Home agency or call toll free at 1-866-738-9362.

For Medicare Certified Home Healthcare, let your physician know that Care Partners @ Home is your choice for home healthcare.

### Q. What is the difference between HOME HEALTH CARE and private duty personal care?

When a person receives home health services, their doctor has prescribed Medicare certified services that are delivered in their own home. The services are provided to people recovering from serious illness or injury and who are considered "home bound" while also meeting other criteria as outlined by Medicare. Home health care services include skilled nursing, physical therapy, occupational therapy, and speech language pathology (speech therapy).

Services commonly referred to as personal care or private duty care are not covered by Medicare and do not require a physician prescribe the services. Some private insurances pay for these services which are based on individual needs. Private duty personal care services can include skilled nursing services, home management, memory care, and companion home care. You choose how much or how often these services are provided.

**Improving health. Ensuring independence. Building relationships.**

NavCare 699 Broad Street, Suite 1001 Augusta, GA 30901 · [www.navcare.com](http://www.navcare.com) · ©Copyright 2020 US CareNet



**Q. Will Medicare pay for my HOME HEALTH services?**

Medicare pays 100 percent of home health costs for those who are eligible Medicare beneficiaries who qualify for home health services. Your home health care must be medically necessary, must be ordered by your physician and you must be considered "home bound." Most private pay insurances will also pay for home health services when certain criteria are met.

**Q. Will my insurance pay for private duty personal care services?**

Long-term care insurances, governmental programs, private insurances, and self-pay are among the ways home care services or private duty services can be paid.

**Q. Are your nursing assistants certified?**

Yes. Once they have completed training, certified nursing assistants must pass a CNA certification examination. Care Partners @ Home uses certified nursing assistants who have passed state and federal background checks.

**Q. What makes CARE PARTNERS @ HOME the right choice for my in-home care?**

Care Partners @ Home is part of US CareNet, a company with more than 30-years' experience in providing in-home health care services for America's seniors. Our home health agencies are certified by Medicare and are accredited by the Accreditation Commission for Health Care (ACHC). Our staff are trained on the latest procedures and attend monthly training sessions for continued education. Our service experience program is mandatory for all our employees and is the driving force behind our True North statement: People First Always!