



# Your home health planning guide





## Step-by-step planning

You may need in-home care for many reasons, such as recovering from a hospital stay, regaining strength after surgery, or managing a chronic health condition long term.

The goal of home health is to help you reach your personal health goals, regain your independence, and get back to doing the things you love. This guide can help you make plans for care at home—for yourself or a loved one.



## This guide includes:



A checklist to help you determine whether care at home is appropriate



Tips for having care conversations with your family



A cheat sheet to help you interview home healthcare agencies



How CenterWell™ Home Health can help

# About CenterWell Home Health



## We're here for you when you need us

We admit you within 24–48 hours of referral, 365 days a year.



24–48 hours



365 days

We provide specialized programs with evidence-based practices for positive health.

**Safe Strides®**

**Keeping Hearts at Home**

**Orthopedic care**

**Daily Difference with Diabetes™**

**PRIME Wound Care™**

**Memory care**

## Our care is tailored to you

We work proactively to help you transition to lower levels of care more quickly.

- Review potential risks to your safety or symptom control
- Clearly explain your care plan and medication instructions
- Provide therapy that helps you with daily activities and staying safe
- Offer coaching to help you stick with your plan to go to doctors appointments



CenterWell's Home Health 30-day hospitalization readmission rate is 13.5%,\* which is 14.1% lower than the Centers for Medicare & Medicaid Services (CMS) national average of 15.6%.\*\*

**Our AfterCare Program** follows up with you even after our services stop to evaluate your progress and make sure you don't have any new or unmet needs. We'll take action if you have any concerns.

\*CenterWell Home Health 30-day Readmission Rates (SHP CY2019); National 30-day Readmission Rates (CMS 6/2019).

\*\*CY2020 SHP data. CMS Hospital Compare (7/18 - 6/19)

## How to know if home health could help

A home health agency will complete an assessment before you start care to review your mental and physical condition, medication use, support system and home environment. This helps ensure you are able to remain safe and independent while identifying any risks that could impact your health.

Use this checklist to determine areas where you or a loved one may benefit from care at home.

### General health

1.	Do you or a loved one need a doctor's regular care to manage your health?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.	Have you or a loved one been to the hospital or emergency room more than once recently?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.	Do you or a loved one have health issues such as stroke, lung or heart disease, or diabetes?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.	Do you or a loved one have regular feet swelling?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.	Do you or a loved one have trouble leaving home or walking?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.	Do you or a loved one have shortness of breath with little activity?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.	Do you or a loved one experience trouble with bathing or getting around?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8.	Have you or a loved one had changes to medication recently?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.	Do you or a loved one take multiple medications each day?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.	Are you or a loved one confused about how to take medication?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
11.	Have you or a loved one fallen in the past year?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
12.	Have you or a loved one had a fall that resulted in a skin injury, broken bone or head injury?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
13.	Have you or a loved one gained or lost an unusual amount of weight in a short time?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## Well-being

1.	Have you or a loved one been diagnosed with depression, anxiety or psychosis?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.	Are you or a loved one living with dementia or Alzheimer's disease?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.	Do you or a loved one experience mood swings, rage or hostility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.	Have you or a loved one experienced forgetfulness or wandering off?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.	Do you or a loved one feel sad or lonely?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.	Do you or a loved one have decreased interest in regular hobbies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## Home environment

1.	Have you or a loved one noticed personal hygiene is less of a priority than normal?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.	Can you or a loved one stay on top of household chores like laundry, finances or cleaning?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.	Do you or a loved one have difficulty leaving home to run errands or buy groceries?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.	Can you or a loved one drive easily?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## Types of care you can receive at home

If you responded "yes" to any of the questions on the checklist in this guide, care at home could be an option for you. For most care at home to be covered by insurance like Medicare, you or your loved one must be considered "homebound."

### What does "homebound" mean?

- It is difficult for you to leave home, and you typically cannot do so.
- You need the help of another person or medical equipment such as crutches, a walker or a wheelchair to leave home.
- Your doctor believes your health could get worse if you do leave home.



Don't worry—you can still leave home for medical treatment, or non-medical events like religious services, family events and/or to attend a licensed or accredited adult day care center without putting your homebound status at risk.



## How to know if home health is right for you

### Who can benefit?

Anyone who needs:

- Medical care provided by a nurse
- Physical, occupational or speech therapy

### Where is care provided?

Care is provided wherever the patient resides:

- Home
- Assisted living facility
- Independent living facility

### How does care begin?

Anyone can ask for home health—but a physician must order the services and the patient must meet certain criteria to start care.

### How is this service covered financially?

Medicare Part A, most Medicaid or private insurance

### Who provides care?

Skilled nurses, licensed therapists

### How frequently are visits made?

Frequency and duration depend on each person's medical needs and physician's orders

Home health is ordered by a physician for patients with a medical need. While a person is receiving home health, they may also get assistance with bathing, grooming and other basic needs. However, home health is not intended to provide long-term assistance with the activities of daily living. Personal home care agencies provide this level of ongoing assistance.



## Tips for having the care conversation

As you consider care options, involve your loved ones in the discussion and decision-making process—especially if they will be helping with your care.

### Talking about care needs

1. Outline the important points you want to cover, such as a new diagnosis or need, and what concerns you have. If you go into the conversation without a plan, things can easily get off track.
2. Think about what you want out of care that will fulfill your true wishes and desires—not what will make everyone else happy.
3. If you're starting the conversation for a loved one, keep their needs at the center of the conversation. It can be difficult not to project your own wishes, but if it's not about you, try to listen more than talk.
4. Invite only essential family members to the conversation. Too many opinions can create chaos.

Keep a respectful tone and reflect on what others say. Think about how they feel and where they are coming from before responding.



# Cheat sheet to help you select the right agency

Picking a home health provider can be difficult. You want someone you can trust to be in your home and care for you like family, so it's important to know the right questions to ask.

Use this checklist when you are interviewing each agency.

Question		Answer		Comments
1.	Medicare certified	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Medicaid certified (If you have both Medicare and Medicaid)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	Offers the specific healthcare services I need, like skilled nursing services or physical therapy	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
4.	Meets my special needs, like language or cultural preferences	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
5.	Offers the personal care services I need, like help bathing, dressing and using the bathroom	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
6.	Offers the support services I need, or can help me arrange for additional services, like a meal delivery service, that I may need	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7.	Has staff that can give the type and hours of care my doctor ordered and start when I need them	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
8.	Is recommended by my hospital discharge planner, doctor or social worker	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
9.	Has staff available at night and on weekends for emergencies	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
10.	Explained what my insurance will cover and what I must pay out-of-pocket	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
11.	Has letters from satisfied patients, family members and doctors	<input type="checkbox"/> Yes	<input type="checkbox"/> No	



**If you have Medicare, you have certain guaranteed rights and protections. By federal law, patients of a Medicare-approved home health agency must be given a written copy of their rights.**

- The right to choose your home health agency\*
- The right to have your property treated with respect
- The right to a copy of your plan of care
- The right to participate in decisions about your care
- The right to have your family or guardian act for you if you are unable

\*For members of managed care plans, choices will depend upon which home health agencies your plan works with.

## Your care, your choice

### When home is the best place to be, CenterWell Home Health is here for you

At CenterWell Home Health, we believe in compassion, caring and helping you live independently with a higher quality of life. Our skilled clinicians are dedicated to empowering you with care designed to promote faster recovery. Yet, for all the clinical depth we offer, we never forget that our work is about people, and our company is about delivering care that comes from the heart.

### What to expect when you choose CenterWell Home Health

Doctor's orders are needed to start care. Once your doctor refers you for home health services, we will schedule an appointment, come to your home to talk to you about your needs, and ask you some questions about your health.

We will talk to your doctor about your care and keep your doctor updated about your progress.



### Examples of what our home health team does

- Check what you're eating and drinking
- Check your blood pressure, temperature, heart rate and breathing
- Check that you're taking your prescription(s) and other drugs correctly, and that you're keeping up with any treatments you've been prescribed
- Ask if you're experiencing pain
- Check your safety in the home
- Teach you to take care of yourself
- Coordinate your care by communicating regularly with you, your doctor, and anyone else who gives you care

## Care centered on you

If you are recovering from illness, injury or surgery, our highly skilled medical team of caregivers will create a safe, supportive and professional environment in your home. We pledge to maintain the highest quality standards in our delivery of care.

Our care approach is based on the belief that you are a unique individual with unique needs. Our committed staff coordinates with your physician, family, caregivers and community services. We are dedicated to your recovery and return to a fulfilling life.

## How much do home health visits cost?

If you have Medicare coverage, it will usually pay for the home health visits your doctor has ordered. If you have some other type of insurance, you may be responsible for a percentage of the charges. Most providers will help you investigate your insurance benefits, or you can contact your insurance carrier directly.

The cost of home health varies across and within states.

In addition, costs will fluctuate based on the type of healthcare professional required. Home health services can be paid directly by patients and their families or through a variety of public and private sources. Sources for home health funding include Medicare, Medicaid, the Older Americans Act, the Veterans Administration, and private insurance.

### Our commitments to care

- We will make patients and their families our first priority.
- We will initiate care of qualified patients within 24 hours, 7 days a week, 365 days a year.
- Our patients will know when to expect us.
- We will understand our patients' needs and goals and engage in a holistic approach to supporting their recovery and rehabilitation.
- We will communicate with patients, families and healthcare partners based on their expectations.



To learn more about care options in your area:



Call **833-453-1108** to speak with a nurse  
24 hours a day, 7 days a week



Visit **CenterWellHomeHealth.com**



Home health services are available for all eligible patients with a healthcare provider referral.

CenterWell does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-320-2188 (TTY: 711).

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