



INTRODUCING

pre-paid rates

Introducing our new Companion Care Pre-Pay Program: For clients and families who choose to prepay for one month of companion care, low-acuity services, we offer a reduced billing rate of \$39 per hour (compared to the regular rate of \$42 per hour). This exclusive discount is for clients who need only minimal support (non-complex, low-acuity care) and who wish to schedule and pay for a month of services in advance. Our goal is to give clients an option for a more affordable way to pay for care. See the reverse side for more details.

family 
resource
home care

How does it work?

Our prepayment program simply provides the option for payment upfront, rather than after services are rendered. This model provides efficiencies that allow us to offer a lower rate, as well as a consistent schedule for our caregivers.

How do I pay?

Once you determine the number of visits and hours of care you wish to have, you will prepay for those shifts. We have a variety of payment options and also accept long-term care insurance.

Can I cancel, reschedule, or add a visit?

Yes. Our team will gladly reschedule or add visits. If we need to cancel for any reason and cannot find a replacement or add a new visit, you will be credited toward a future visit. If visits are canceled by the client and not rescheduled, you will not be reimbursed (certain situations notwithstanding such as death or hospitalization).

Are there a minimum number of shifts required?

No, you may prepay for as many or few shifts as you plan to use each month. There may be shift-length minimums due to caregiver preference. If you only need care for one month, for example, you can end your services at that time.

What is considered 'companion care'?

Companion care is for those who are independent, but prefer some support and assistance in the home, with errands, social activities, meal preparation, or transportation. Our Client Care Supervisors will determine if your needs meet the criteria for this type of care.

How soon can care start?

After your assessment, care can start once your schedule is created and a caregiver is identified for you.

What is the discounted rate?

By prepaying for services, you will enjoy a \$39/hr rate versus our standard rate of \$42/hr (weekend differentials may apply).

