



## HOW TO CHOOSE THE BEST IN-HOME CARE

*When researching the various choices for care at home, the following questions can help you determine which company is the best fit to provide care for your loved one.*

**Company:** Ask: How long has the company been in business? Are they licensed and bonded? What experience does the owner have in this field? Are the caregivers employees of the company? *If “No”, you assume the employer role. It’s critical to have someone who is honest, dependable, and trained to provide the care as well as an experienced, management team.*

**Services:** Ask: What types of services does the agency offer? What can I expect the care providers to do? Is there regular training on site by expert trainers? Who supervises the employees on the job? Is there after hours support? *Ask specifically whether there are credentialed Care Managers on staff to provide support and guidance to the provider employees.*

**Employee Staffing & Supervision:** Ask: How can you be assured of good care and the person’s needs are met? What steps do they take to screen their employees? Who supervises the employees at the home? *The company should have a professional, i.e., a credentialed care manager to make initial and monitoring visits to assure the care is appropriate.*

**Cost:** Ask: Are fees clearly defined? Can I or my family member afford the costs? Will long term care insurance pay for home care? *A professional company will clearly define the costs. Be concerned if the agency states no contract to sign. A signed agreement protects you!*

**Insurance & Liability:** Ask: Does the company carry the necessary insurance? Will the company cover the employee if he/she is driving a client? Who is responsible if the employee is injured on the job? *It is critical to ensure that the home care company utilizes care providers who are insured & bonded with sufficient coverage to protect the client/family.*

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### Benefits of Care Managed Home Care

A Credentialed Care Manager:

- **Develops** a care plan specific to the needs and wishes of the older client & family.
- **Coordinates** and monitors implementation of needed recommendations.
- **Liaison** between family members to assure good communication and understanding.
- **Provides** knowledgeable resources and referrals so you can focus on other priorities.
- **Recommendations** for other housing options when living at home is no longer possible.
- **Advocacy** and education for client/family.
- **Support** to help relieve stress & caregiver burnout.
- **Provides** overall assistance to cope with the challenge of aging in place.

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### Expertise

- Elder Options is a proven resource with Aging Life Care Managers who work with client/families of all ages including adults, older adults, individuals with special needs, and those with chronic conditions.
- Elder Options has contracts with: California Department of Health Care Services Assisted Living Waiver Division, National MS Society, Eskaton Foundation, El Dorado County (MSSP, FCSP, Public Guardian) and ALTA California Regional Center.
- For the past 10 years, Elder Options has been a lead Care Coordinating Agency (CCA) for the Medi-Cal Assisted Living Waiver Program (ALW). A CCA since ALWP inception, Elder Options assists client/family in qualifying for ALW, choosing & moving into assisted living facility with monthly face to face visits.

## COMPREHENSIVE CARE MANAGEMENT SERVICES

*Elder Options, Inc. employs Aging Life Care specialists who are credentialed, certified, and trained to work with families and use their expertise at a time of uncertainty. For over 30 years, their professional guidance has led families to actions and decisions that ensure quality of life for those who matter most in their lives.*

### Certified Care Managers Provide:

- Initial home/hospital/facility visit with client, family, and staff.
- Plan of care based on psychosocial needs assessment, client's needs/wishes, family input and care mgr. recommendations.
- Support, coordinate and advocate for clients as the client's needs evolve and change.
- Arrange, accompany, and monitor medical visits.
- Monitor home/facility visits as required to assure client safety, satisfaction, and care.
- Written reports for physicians, POA, client attorney, family, and facility as requested.
- Verbal and/or electronic communication with physicians, client attorney, POA and family as needed.
- Arrange and facilitate client/family/staff meeting(s) as requested.
- Money management to include: pay client bills, balance checkbook, sort through mail with explanations to client and referrals to financial planner/attorney as indicated.
- Re-assessment of client needs, review and update care plan in place.
- Explain and make recommendations for community resources.
- Review LTC Insurance policies with client/family & assist in filing a claim for long-term care services.