



Your home health planning guide





Step-by-step planning

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

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 home health—for yourself or a loved one.



This guide includes:



A checklist to help you determine whether home health 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 have advanced clinical programs for patients with complex conditions

- Safe Strides® for balance and mobility care
- Keeping Hearts at Home for heart failure care
- Daily Difference with Diabetes™
- PRIME Wound Care™

Our care is tailored to you

At CenterWell, we create a personalized care plan that's right for you.

- We help you understand your condition and how to lower your risks of future complications
- We routinely monitor your vital signs, symptoms and progress, which helps detect any changes or warning signs so we can take appropriate actions promptly
- We educate you and your family on proper medication management and adherence
- We educate you and your family on lifestyle modifications, nutrition adjustments and exercise routines that can help manage your condition effectively
- We promote home safety by helping create a supportive and secure environment that reduces the risk of accidents, supports self-care efforts and contributes to better overall health
- We not only provide comprehensive home care, but also teach patients how to effectively manage their condition confidently and independently

81.3%
of providers
achieved a
CMS Star rating
of 4 or higher

81.3% of CenterWell Home Health's providers achieved a Centers for Medicare & Medicaid Services (CMS) Star Rating of 4 or higher, which is 78% higher than the home health industry average of 35.3%.*

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.

How to know if home health could help

Home health agencies, like CenterWell Home Health®, 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 home health.

General health

1.	Do you need a healthcare provider's regular care to manage your health?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.	Have you been to the hospital or emergency room more than once recently?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.	Do you have health issues such as stroke, lung or heart disease, or diabetes?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.	Do you have regular feet swelling?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.	Do you have trouble leaving home or walking?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.	Do you have shortness of breath with little activity?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.	Do you experience trouble with bathing or getting around?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8.	Have you had changes to medication recently?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.	Do you take multiple medications each day?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.	Are you confused about how to take medication?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
11.	Have you fallen in the past year?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
12.	Have you 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 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 been diagnosed with depression, anxiety or psychosis?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.	Are you living with dementia or Alzheimer's disease?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.	Do you experience mood swings, rage or hostility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.	Have you experienced forgetfulness or wandering off?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.	Do you feel sad or lonely?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.	Do you have decreased interest in regular hobbies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Home environment

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

Understanding your assessment results

If you responded “yes” to any of the questions on the checklist in this guide, home health could be an option for you. For home health to be covered by insurance like Medicare, you 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 healthcare provider believes your health could get worse if you do leave home or that home is the safest place for your recovery and rehabilitation.



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 healthcare provider 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?

Nurses, physical therapists, occupational therapists, speech-language pathologists, social workers and home health aides.

How frequently are visits made?

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

Home health is ordered by a healthcare provider for patients with a medical need who is also classified as homebound. While a patient is receiving home health, they may also get assistance with bathing, grooming and other activities of daily living. However, home health is not intended to provide long-term assistance with activities of daily living. Personal home care agencies can provide this level of ongoing assistance and CenterWell Home Health can help guide you to available resources near you.



Tips for having the home health 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 home health 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 home health provider

Choosing 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 provider.

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 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 support services I need, or can help me arrange for additional services, like a meal delivery service	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
6.	Has staff that can give the type and hours of care my healthcare provider ordered and start when I need them	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7.	Is recommended by my hospital discharge planner, healthcare provider or social worker	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
8.	Has staff available at night and on weekends for emergencies	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
9.	Explains what my insurance will cover and what I must pay out of pocket	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
10.	Has letters from satisfied patients, family members and healthcare providers	<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

Our care teams spend the time it takes to help you make the most of yours

With CenterWell, it's about time. We spend the highest-quality time with you, so you can spend more time doing the things you love. Our skilled clinicians are dedicated to empowering you with personalized 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 compassionate care that comes from the heart.

What to expect when you choose CenterWell Home Health

A healthcare provider's orders are needed to start care. Once your healthcare provider 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 also stay in contact with your healthcare provider and keep them updated on 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 healthcare provider and anyone else who gives you care

Care centered on you

If you are recovering from illness, injury or surgery, our team of clinicians 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 healthcare provider, family, caregivers and community services. We are dedicated to your recovery and return to a fulfilling life, so you can get back to doing the things you love.

How much do home health visits cost?

If you have Medicare coverage, it will usually pay for the home health visits your healthcare provider 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 CenterWell Home Health in your area:



Call **833-453-1108** to speak with a nurse 24/7



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).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-320-2188 (TTY: 711)。

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