



Title: Policy and Procedure

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Section: 2 Program/Service Operation

Date: June 1, 2018

Policy: HH2-1A.01 Description of Care/Services

Replaces: January 31, 2018

This policy established to describe the Home Health Agency Process and descriptions of care/ services and we distribute information and services to personnel, clients/patients, and the community. (This policy Replaces Hour of Operation Policy approve 7/31/14)

- Types of care/service available (Home Care Services/Personal Care/Nursing Waiver)
 - Description of Services are located on our Website, Brochures and Marketing Material
 - We provide short term and long term contracted services (1hour min services required)
- Care/service limitations
 - We are Non-Skilled/Non-Medical Agency
 - Minimum Nursing Services Available
- Charges or client/patient responsibility for care/service
 - Charges are based on Insurance Provider (We do not charge more than insurance Provider authorizes to the client, each client billable amount may differ)
 - Private pay clients' rates are determined based services needed.
 - Maximum amount allowed is \$23/Hour
 - Minimum amount allowed is \$13.50/Hour
- Eligibility criteria
 - Case Managers and Primary Physicians determine who is eligible to receive services
 - Exception: Private Pay clients must agree to Contract Agreement and Sign the Bill of Rights Form
 - Medical Billing Department Verifies all clients' eligibility statuses
- Hours of operation, including on call availability
 - **Hours of Operation**
 - **Monday through Friday (except Federal Holidays):**
 - **10:00am to 4:00pm Eastern Standard Time**
 - **Open Door Hours are from 3:00PM & 4:00PM**
 - **All Other Times: Call to schedule an Appointment**
- Contact information and referral procedures
 - **Contact Information**
 - **Main Office (Located in the Greater Warren Youngstown Urban League, 290 W Market Street, Warren OH 44481): (234) 806-5123**
 - **Satellite Office (Located at Mr. & Mrs. Tom and Yvette Wade Home, 7194 Bennell Dr., Reynoldsburg, OH): (614) 986-7081**
 - **24/7 Emergency Line: (888) 810-8652 Ext: 109 (Scheduler); (330) 442-2840**
 - **888 Phone Line (Main office and Executive Staff): (888) 810-8652**
 - **Extensions: Main Office: 101**
 - **Chief of Operation (Rhonda Bennett): 102**
 - **President, Treasurer (Yvette Nicole Wade, CEO): 103**
 - **Secretary, Tommy Wade Jr, PAO): 104**

Departments Involved in Development: Board of Directors, Compliance Committee, Legal Counsel
Reviewed by Executive Board and approved by the Board 06/01/18
Reviewed by Compliance Officer and approved 06/01/18
All previous versions are obsolete