

Frequently Asked Questions



What is Home Care?

Home care provides support services that help individuals remain safely at home, including help with personal care, medication reminders, and light housekeeping.

Who is eligible for Home Care?

Eligibility is determined through an assessment. Generally, individuals who need assistance with daily activities and can be safely cared for at home may qualify.

What services are offered?

Services include personal care (bathing, dressing), companionship, meal prep, medication reminders, and help with mobility and household tasks.

Who provides the care?

Care is provided by trained and certified Home Health Aides (HHAs) under the supervision of a nurse.

How is care coordinated?

A nurse develops a personalized care plan and supervises services to ensure needs are met and adjustments are made as needed.

Is Home Care covered by insurance?

Home care may be covered by Medicaid, Managed Long Term Care (MLTC) plans, or private pay. Coverage depends on eligibility and plan specifics.

Can I choose my caregiver?

Yes, in many cases, you can request a specific aide or have a family member trained and employed to provide your care.

Is language or cultural background taken into account?

Yes. Whenever possible, clients are matched with caregivers who speak their language and understand their cultural preferences.

How quickly can services start?

Services can begin promptly after the assessment and authorization process, sometimes within a few days.