

Q. Do I have to sign a contract locking me into service for a period of time?

A. No. Services are designed to meet your needs and accommodate service changes. After the initial assessment and service explanation, if you decided to use our services, we ask you to sign a Service Agreement:

- Authorizing the Agency to provide home care services and to guarantee payments for applicable services.
- Asking that you give us a 7 day advance notice when terminating services, this does not apply if care recipient becomes deceased.
- Giving authorization to release information on a need to know basis to individuals involved in your services or to third party payers.

Q. What is the difference between 24 hour services and live-in services?

A. 24 hour service is for individuals that require around the clock care. It is hourly service and requires two or more caregivers per day to be alert and awake at all times. A live-in caregiver is required to live in your home on a daily or weekly basis

Special requirements for live-in caregivers:

- Adequate sleeping facility, such as a bed
- Food for meal provided by client
- Up to 8 hours of un-interrupted at night
- Occasional time off for personal matter



Tropics Home Care Services, Inc.

Customer Service Department
P.O. Box 740162
Boynton Beach, FL. 33474-0162

info@tropicshomecare.com

www.tropicshomecare.com

FREQUENTLY ASK QUESTIONS

FAQ

Tropics Home Care Services, Inc.

(561) 739-3270

Q. Why use Tropics Home Care Services, Inc.

A. Our meticulously screened caregivers are the “cream of the crop”. They are independent contractors that are experienced, trained and enjoy working daily with elderly and disabled adults. Our office staff members are proactive in ensuring your needs are met and we are available 24/7, 365 days a year.

We handle all the recruiting, screening, replacement payroll, tax requirements, billing, invoicing and payment and assist with long term care insurance claim process on your behalf if applies.

Q. Is Tropics Home Care Services, Inc. (the Agency) licensed?

A. Yes. Tropics Home Care Services, Inc. is licensed and regulated by Florida Agency Health Care of Administration. (AHCA)

Q. What is your service area?

A. We service Broward and Palm Beach Counties.

Q. What are companion care services?

A. Companion care services are ideal for elderly and disabled individuals who require non-medical assistance in caring for him or herself, but prefer to maintain an independent lifestyle. These services are sought by elderly and disabled adults and individuals transitioning from medical facilities to home.

Q. How do you match a caregiver to a client?

A. We gather information about your service needs, preferences and desires. After enough information is gathered we assign a caregiver on your behalf who has the skills, experience, personality and availability you requested. If we are not successful we will replace the caregiver until we have the perfect match.

Q How do you screen the caregivers?

A. Caregivers undergo:

- Federal Criminal Record Clearance
- Medical Clearance from a Licensed Physician
- Reference Check
- An Interview Process by client or the Agency
- Drug Free Workplace Protocol
- Driving Record Check upon request
- Licensure, Certification and Insurance Verification

Q. Do you train caregivers?

A. We do not train caregivers. Caregivers are independent contractors that possess the training, skills and experience as a direct care worker. We offer awareness and information to ensure high standards which includes, but not limited to topics such as:

- Ethics and Compliance Information
- Safety and Fall Prevention Awareness
- Risk Management
- Documentation Protocol
- HIPAA and Information Management Information
- Emergency Preparedness Planning

Q. Am I able to be involved in the interview process?

A. Yes. You can be involved in the interview process prior to the start of service in-person or via telephone if requested.

Q. How many hours do I need?

A. Services hours are based on your needs. Hours range from 4 hours to around the clock.

Q. What are the rates?

A. Rates are reasonable and competitive. Rates are negotiated by client and caregivers. Rates depend on the type of service required, amount of hours and the number of clients receiving services at a given time.

Q. Who pay the caregivers?

A. Caregivers are paid through the Agency. We handle exclusively, on behalf of clients, all the recruiting, screening, placement, billing, invoicing, collecting, and payment services for a service fee.

Q. Do you accept Medicare/Medicaid?

A. No. We **do not** accept Medicare or Medicaid. Medicare pays for intermittent skilled home health care services that meet specific requirements and must be prescribed by a physician.

Q. Do you accept Long Term Insurance?

A. Yes. We do accept most Long Term Care Insurance.

(Long Term Care Insurance claims are subject to approval. Claim approval will be based on your Insurance policy's specific language)

Q. How often do I get billed for services?

A. Billing is done on a weekly basis.

Q. What if I need to discontinue services?

A. If you need to cancel services, we only ask for a 7 day advance notice. If you are not completely satisfy with the assigned caregiver but still require services, we can make a replacement with a more compatible caregiver to meet your home care service needs.