



where passion...meets compassion...

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## Frequently Asked Questions

We encourage you to ask us questions! Here are some frequently asked questions with the answers provided for your convenience. If you have a question that is not listed, please ask us directly. We look forward to hearing from you and we pledge to do our best to answer all your questions.

**Q. Is the cost for services covered by my health plan?**

A. Depending on your coverage and the services required, some of the costs may be covered by your health plan. You will have to ask your health plan provider for details.

**Q. Can I pick the services I want?**

A. Yes, you certainly can pick and choose the services that you want. You are the customer and you tell us what to do!

**Q. Are your employees insured and bonded?**

A. Yes, all our employees are screened so that they can be bonded and insured.

**Q. Do I get to pick the person looking after me?**

A. Yes, if you do not like the match we made you can help us in finding a better employee match.

**Q. Are all your employees nurses?**

A. Some are nurses, some are designated health professionals and some are trained caregivers. We match the employee's training to best fit your needs.

**Q. Are your employees trained?**

A. Yes, most of our employees have specific training in a health discipline or have been trained internally through the **CAREPLAN USA** training program. Our employees are encouraged to continue their education and training throughout their employment with us.

**Q. What happens if my caregiver gets sick?**

A. You have a choice of cancelling the appointment or allowing us to send a replacement caregiver.

**Q. Is CAREPLAN USA service only available in the home?**

A. No, we can provide our services to you whether you live at home or a senior's complex or health care facility.