

# Medicaid-Funded Home Care Services

## 1. WHAT SERVICES CAN A HOME CARE ATTENDANT PROVIDE?

Home attendants can provide assistance with:

- Personal Care: bathing, dressing, toileting, ambulating and chore services.
- Chore Services: cleaning, shopping, laundry, fixing meals, and other light housework.

They are not allowed to help with more clinical services, such as changing dressings or taking blood pressure.

## 2. HOW DO I APPLY FOR MEDICAID-FUNDED HOME CARE?

Your doctor must fill out a Medical Request for Home Care Services Form (M-11q). On this form, your doctor will explain why you are unable to carry out certain activities of daily living on your own. The Form M-11q must also list what medications you take. It must have your doctor's signature, registry number, phone number, and the date of your checkup. You can get the Form M-11q by calling the HRA Infoline at 1-(877)-472-8411.

## 3. WHAT HAPPENS AFTER THE FORM M-11q IS FILLED OUT?

The Form M-11q must be sent to a local HRA/MICSA Home Care Services Office, known as "Community Alternative Systems Agency", or CASA. Once the CASA office receives the Form M-11q, its Central Intake Unit will get in touch with you within 3-5 business days. To find out which CASA office serves your area, please call the HRA Infoline at 1-(877)-472-8411.

The Form M-11q is assigned to a home care staff member for pre-screening. The staff member will review it to make sure it is complete and has been submitted in a timely manner. He or she may call you and may ask several questions about your probable eligibility for Medicaid-funded Home Care.

If it appears that you are eligible for Medicaid-funded Home Care, a CASA nurse will visit your home to find out about your medical needs, and a CASA case manager will visit your home to assess your social situation. The case manager will see what your home is like and whether you have family and friends to help you with some of the tasks that you cannot perform by yourself. If you do not have Medicaid, the case manager will bring the correct Medicaid application forms to your home. The forms must be completed and returned to the CASA office within 2 weeks.

## 4. WHEN WILL I KNOW IF I CAN GET HOME CARE?

It may take up to 30 days to know if your case has been accepted for Home Care Services, and how much help you will receive. The CASA Medical Review team will provide an initial assessment, reviewing your home care service needs and deciding the level of care that is right for you. You will then receive a notice telling you if your case has been accepted for Home Care Services.

Keep in mind that to receive New York City Home Care Services, you must also be eligible for Medicaid. Generally, it takes up to 30 days to know if you are eligible for home care, but the application for Medicaid may take 45 days to resolve, and may require additional information from you.

## 5. HOW DO I KNOW IF HOME CARE IS RIGHT FOR ME?

You or a family member must be able to direct the home care worker. Home care may not be right for you if you need help with tasks that a home care worker cannot do. In these cases, you may be eligible for other programs, such as Residential Health Care Facilities (RHCF), Certified Home Health Agencies (CHHA), Long-Term Managed Care programs and/or the Long-Term Home Health Care (Lombardi) Program, which can provide the full array of long-term care services for those who need a higher level of long-term health care. To find out more about these programs, please call the HRA Infoline at 1-(877)-472-8411.

## 6. WHAT HAPPENS AFTER I GET APPROVED FOR HOME CARE?

Once you have been approved for Medicaid-funded Home Care Services, your case will be assigned to a Medicaid-contracted Home Care Provider Agency that serves your community. The Provider Agency will contact you to arrange for their nurse and a home attendant to come to your home to meet you. The nurse will go over your plan of care with you and with the home attendant and your initial date of service will be established.

If you are approved for Home Care Services, you will be assigned a CASA case manager from the CASA office that serves your community. Your CASA case manager will help you get all of the services that you qualify for.

Your Home Care Services must be reauthorized at least annually, and you will receive a Form M-11q in the mail about 60 days before your reauthorization date. You should arrange to get this form completed by your physician and returned as soon as possible.

You will then receive a visit from a nurse and your CASA case manager, who will review your plan of care and make sure that it continues to meet your needs.

## 7. WHO WILL HELP ME IF I HAVE QUESTIONS?

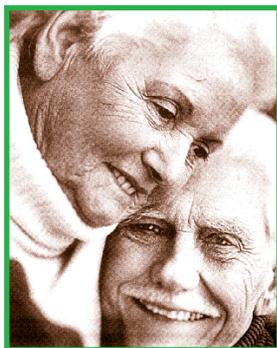
Your CASA case manager will help you if you have questions about any service, or if you have issues that have to do with Medicaid. If you have a problem with the Provider Agency that is providing your Home Care, you can also call the Home Care Complaint Tracking Unit (CTU) at 1-(212)- 896-5755 and discuss your issues with them. The CTU is available on a 24-hour basis, with staff members on duty Monday-Friday, from 9 a.m.-5 p.m.

## 8. HOW DO I APPLY FOR MEDICAID?

You can get a Medicaid Application Form (LDSS-2921) from the CASA case manager who will visit you after the Form M-11q is first sent to your CASA office. You can also get a Medicaid Application form by calling the HRA Infoline at 1-(877)-472-8411 or 311.

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*Home Care Services help people needing assistance with daily living to remain safely at home, rather than having to go into a nursing home or other institutions. New York City's Home Care Services Program can arrange for Medicaid-eligible people who cannot perform activities of daily living (like bathing or walking) on their own to receive help from a home attendant so that they can stay at home.*



On the Medicaid application, you must tell about your income (money you get on a regular basis), resources (what you own), and prove that you are a US citizen or a permanent resident. If you are not a US citizen or permanent resident, you must inform CASA what your immigration status is now.

You will be required to show papers that prove what you state on the application. (For example, if you have a bank account, you will have to submit a pass-book or statement.)

### 9. WHAT ARE THE INCOME AND RESOURCE LIMITS FOR MEDICAID?

Income and resource limits vary from year to year, and also depend on family size and other factors. But Medicaid will NOT count the value of your house or car, or your burial fund and burial space, if you have them. If you have specific questions about your Medicaid eligibility, you can address them to your case manager when you apply.

### 10. WHAT IF MY INCOME IS OVER MEDICAID'S LIMIT?

You may still be eligible for Medicaid's Surplus Income Program. The Surplus Income Program requires Home Care Providers to bill you for the amount of income over the Medicaid limit. You then pay it to the providers directly on a monthly basis.

### 11. HOW LONG CAN I CONTINUE TO RECEIVE MEDICAID-FUNDED HOME CARE SERVICES?

You can continue to receive Medicaid-funded Home Care Services as long as you:

- need assistance with activities of daily living and/or chore services,
- do not require a higher level of long-term care intervention, and
- are still Medicaid-eligible.

You or your family must continue to be able to direct the home attendant to provide the care you need.

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### Medical Insurance and Community Services Administration



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HUMAN RESOURCES ADMINISTRATION  
MEDICAL INSURANCE AND  
COMMUNITY SERVICES ADMINISTRATION  
Verna Eggleston, Administrator/Commissioner