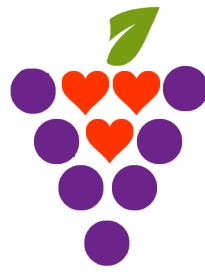




PRIVATE CARE SERVICES
SERVICE GUIDE FOR PROVIDERS, MEMBERS AND FAMILIES



**VINE
MANAGEMENT**

Your Health, Our Commitment

405 Grove Street, Suite 203
Worcester, MA 01605
Phone: 617-681-0825
Secure Fax: 617-608-4998

Visit us online



OUR COMPANY

OUR HISTORY

Founded in 2013, Vine Management was born from a vision to offer high-quality care to our community's most vulnerable. Our hiring strategy focuses on recruiting from within our community, fostering a deep bond between our staff and our members. This unique approach creates a personalized care environment where our members feel understood and connected. Throughout the years, we've remained committed to enhancing our members' lives through compassionate, professional care, reinforcing that quality care extends beyond medical needs. It's about building connections and a community that truly cares.

OUR STAFF

Vine Management values its staff as the cornerstone of our exceptional service. We believe in supporting those who provide care, fostering an environment that promotes growth and balances work and personal life. We reward hard work with competitive pay and benefits and invest in our team's professional development through continuous training and mentorship. Our flexible working hours ensure our staff can manage personal commitments effectively. At Vine, we offer more than a job; we provide a fulfilling career in a nurturing environment where every day's work makes a real difference.

OUR MISSION

Our mission is to empower our members to live safely and independently at home, providing them with the personalized, comprehensive care they need and deserve. Our highly trained and experienced staff collaborate with each member and their family to ensure the delivery of care is tailored to their unique needs. We believe in making our superior services accessible to all, as we strive to enhance the health and quality of life in our communities.

OUR VISION

Compassion, Assistance, Respect, Engagement (C.A.R.E)

At Vine Management, our vision is deeply rooted in C.A.R.E:

Compassion: Our commitment to compassion underscores everything we do. It motivates us to approach each member with empathy, understanding, and a heartfelt concern for their wellbeing.

Assistance: We provide more than just assistance, we empower. Our personalized and comprehensive services foster safety, independence, and a high quality of life at home for every individual we serve.

Respect: Respect is a non-negotiable at Vine Management. We honor the individuality, preferences, and dignity of each member, fostering an environment of mutual respect and trust.

Engagement: We emphasize the power of meaningful engagement. Our trained and experienced staff work closely with members and their families to ensure care is not just delivered but received in the most effective and beneficial manner.

Our **C.A.R.E** philosophy is the compass that guides us in setting the benchmark in our services. At Vine Management, we don't just provide care, we provide **C.A.R.E** that feels like family.

OUR SERVICES

At Vine Management, our foremost commitment lies in crafting personalized home care solutions that ensure individuals can thrive within the familiar comforts of their homes, retaining their dignity, safety, and autonomy. As a state-licensed provider, we're uniquely positioned to offer services that are compatible with health plans, including Medicaid, catering to a broad spectrum of needs. For families seeking greater flexibility and specificity in care, we also extend a diverse range of private care options, ensuring each client experiences the pinnacle of care that aligns seamlessly with their unique circumstances.

VINE PRIVATE CARE SERVICES

At Vine Management, our Private Care Service is a clear reflection of our dedication to preserving the independence and comfort of our clients. Within the sanctuary of their homes, we offer a harmonious blend of personal care and homemaking services. Central to our approach is the guidance and oversight of a registered nurse, ensuring that each service is dispensed with the utmost quality and safety standards. Choose our Private Care Service to experience attentive, individualized care designed to elevate everyday living.

PERSONAL CARE (ADLs):

- ◆ Bathing and Showering: Ensuring daily hygiene is maintained.
- ◆ Dressing: Assistance with selecting and wearing appropriate attire.
- ◆ Grooming and Oral Care: Helping maintain a clean and presentable appearance.
- ◆ Toileting and Bathroom Assistance: Ensuring safety and privacy.
- ◆ Functional Mobility: Aid with moving around, whether it's getting in and out of bed or navigating the home.
- ◆ Self-Feeding: Support with meals, ensuring nutritional needs are met.
- ◆ Medication Reminders: Ensuring timely and accurate medication intake.

HOMEMAKING (IADLs):

- ◆ Cleaning and Housekeeping: Keeping the living environment clean and conducive.
- ◆ Managing Finances: Assistance with bill payments and budgeting, ensuring financial health.
- ◆ Transportation and Shopping: Helping with grocery shopping and transportation to various appointments or errands.
- ◆ Meal Preparation: Crafting nutritious meals tailored to dietary needs.
- ◆ Health Management: Assisting with routine health tasks and reminders.
- ◆ Communication Assistance: Aid with phone calls and other forms of communication.

COMPANIONSHIP:

- ◆ Social Interaction: Engaging in meaningful conversations, reading, playing games, and more.
- ◆ Safety Monitoring: Keeping a watchful eye to prevent potential accidents or emergencies.
- ◆ Supportive Conversation: Being a friend and confidant, ensuring emotional well-being.

CARE MANAGEMENT:

- ◆ Coordination with Healthcare Providers: Ensuring all healthcare needs are addressed and coordinated.
- ◆ Scheduling and Accompanying to Appointments: Offering assistance in managing and attending medical or other appointments.
- ◆ Ongoing Communication and Assessments: Regular check-ins to ensure optimal care and adapt as needs change.

OUR CARE TEAM

OUR STAFF

Non-skilled care, despite its name, requires a significant level of dedication, understanding, and expertise. The care providers in this category can be segmented based on their education, training, and the extent of services they provide:

HOMEMAKERS:

Role: These professionals focus primarily on ensuring the household runs smoothly. They tackle tasks known as Instrumental Activities of Daily Living (IADLs).

Key Responsibilities: Cleaning, laundry, grocery shopping, meal planning, and more.

Patient Interaction: Typically, homemakers have limited or no direct interaction with patients in terms of providing hands-on care.

PERSONAL CARE AIDES (PCA):

Role: PCAs provide more direct care to the clients. They help with essential tasks termed as Activities of Daily Living (ADLs).

Key Responsibilities: Bathing, grooming, feeding, dressing, and toileting, among others.

Training: While they offer more direct care, they might not always have formal medical training but are equipped with essential caregiving skills.

HOME HEALTH AIDES (HHA):

Role: HHAs have undergone formal training and acquired certification, allowing them to offer a broader range of services than PCAs.

Key Responsibilities: Alongside ADLs, they can assist with ambulation, simple wound care, and other advanced caregiving tasks.

Training: HHAs possess a certificate after completing their approved training programs.

CERTIFIED NURSE AIDES (CNA):

Role: CNAs stand at the pinnacle of non-skilled care providers in terms of training and capabilities.

Key Responsibilities: Beyond assisting with ADLs, they can monitor patients, record vital signs, and offer advanced care.

Training: The training for CNAs is extensive, involving theoretical lessons and practical rotations in an in-patient setting. They also need to pass a competency exam.

Vine Management's Standard: At Vine Management, we set our bar high. Every aide we hire meets, at a minimum, the Home Health Aide (HHA) standard. This ensures our clients receive care from professionals who are both compassionate and competent.

UNDERSTANDING LONG TERM CARE

WHAT IS LONG TERM CARE?

Long Term Care (LTC) refers to a variety of services tailored to meet an individual's health or personal care needs over an extended period. The primary aim of LTC is to help people live as independently and safely as possible when they can't perform certain everyday activities on their own. Often, this care is provided at home, allowing individuals to avoid institutionalization in facilities.

CONTRASTING WITH ACUTE CARE:

Unlike Long Term Care, Acute Care is a type of secondary healthcare where a patient receives short-term treatment for a severe injury or episode of illness, often following hospitalization. This care might be required after surgeries or during recovery from critical illnesses. Its primary aim is swift recovery and rehabilitation.

INSURANCE AND CARE COVERAGE:

Most health insurance plans, including Medicare, cover acute care services and hospital stays. However, they typically do not cover the costs of long-term care. The burden of LTC expenses often falls on the individual or their family unless they have specific long-term care insurance.

SKILLED VS. NON-SKILLED CARE IN LTC:

Skilled Care: This level of care requires the expertise of trained professionals, such as nurses or therapists. It may encompass procedures like wound care, injections, and physical therapy.

Non-skilled Care: Often referred to as custodial care, non-skilled care involves assistance with daily living activities like bathing, dressing, or meal preparation. While it doesn't demand specialized medical training, it's typically provided by a personal care aide under the supervision of a nurse.

UNDERSTANDING LONG TERM CARE (CONT.)

PAYMENT OPTIONS FOR LONG-TERM CARE IN MASSACHUSETTS

If you or your loved one requires long-term care in Massachusetts, understanding the financial options available is crucial. Most commercial health insurances offer limited or no coverage for long-term care. They may provide short-term coverage for the skilled component of care post a hospital stay, but this is typically time-restricted. When these options run out, families are often left to figure out how to cover the ongoing costs. Below are the primary methods of financing long-term care:

Medicaid: This is a joint federal and state program that provides health coverage to people with low income, including elderly individuals who require long-term care. In Massachusetts, the Medicaid program is known as MassHealth. Eligibility depends on certain financial criteria, and it can be a beneficial way for low-income seniors to obtain the care they need without the massive out-of-pocket expenses.

Medicaid Replacement Plans: These are managed care plans where the state contracts with private insurance companies to provide and coordinate all Medicaid-covered services. They're designed to provide comprehensive services under one umbrella and might be suitable for those needing coordinated long-term care.

Long-Term Care Insurance: This is a specific insurance policy designed to cover the costs of long-term care services, including both skilled and non-skilled care. The policy typically covers care not covered by health insurance, Medicare, or Medicaid. Factors like age, health status, and the level of coverage chosen can determine the premium costs. It's essential to read the terms carefully and understand what's included and excluded.

Private Pay: For those without coverage from the above options, or for services not covered by insurance or public programs, out-of-pocket payment is required. This is commonly known as 'private pay.' It's advisable to work with a financial advisor or elder care planner to ensure assets are appropriately managed and allocated to cover long-term care costs effectively.

Remember, it's essential to plan ahead when considering long-term care needs. Early planning can ensure more choices in care and may reduce the financial burden in the long run. At Vine, we're dedicated to guiding you through these choices and finding the best solution for your unique situation.

UNDERSTANDING LONG TERM CARE (CONT.)

MEDICAID-FUNDED LONG-TERM CARE PROGRAMS IN MASSACHUSETTS

In Massachusetts, Medicaid (known as MassHealth) funds several programs aimed at supporting residents requiring long-term care. These programs provide various levels of assistance, tailored to meet the unique needs of each individual:

ADULT FOSTER CARE (AFC):

Overview: As the name suggests, AFC is modeled after the foster care system for children. In this program, the patient, or member, resides with a caregiver who provides 24/7 supportive care.

Services: The caregiver offers essential services like housing, feeding, assisting with Activities of Daily Living (ADLs), and coordinating care.

Agency Role: A state-licensed agency oversees the quality of care, ensuring that the member's health and safety needs are met. This agency also handles compensation to the caregiver for their services.

GROUP ADULT FOSTER CARE (GAFC):

Overview: The GAFC program differs from AFC in that caregivers are directly employed by a state-licensed agency.

Services: The agency is responsible for hiring all required staff for direct care and oversight, ensuring that members receive consistent and quality care.

PERSONAL CARE AIDE (PCA):

Overview: Often referred to as a consumer-driven program, the PCA model grants the patient autonomy in their care. It allows them to hire a personal care aide while MassHealth provides the funds to compensate the aide.

Patient Role: The patient, in this scenario, takes on the role of an employer, responsible for the hiring process, setting work schedules, and managing the aide's compensation.

HEMOCARE (VISITING NURSE ASSOCIATIONS - VNA):

Overview: VNAs primarily focus on offering skilled long-term care services but can also extend non-skilled care assistance.

Services: Homecare services are particularly suitable for patients requiring extensive assistance, typically more than two hours of hands-on care daily. This program ensures that these members receive the comprehensive support they need to safely remain in their homes.

GETTING STARTED WITH VINE

Initial Contact:

Reach out to Vine Management through our website, phone, or email. We'll provide you with an initial overview of our services and answer any preliminary questions you might have.

Personalized Consultation:

Schedule a no-obligation, complimentary consultation. One of our experienced care coordinators will meet with you and your family to discuss specific needs, preferences, and any special requirements. During this consultation, we will review payment options available to determine the best financial route for your care. We will also discuss and establish available caregivers, ensuring a holistic understanding of the potential care environment to complement existing caregiving scenarios.

Assessment:

Our registered nurse will conduct a comprehensive assessment of the potential client's care needs, considering both skilled and non-skilled requirements. This detailed assessment will encompass understanding the client's medical history, daily routines, preferences, and any specific concerns. Depending on the needs identified, we may recommend a referral to additional providers for specialized or more complex care, ensuring all needs are aptly met.

Care Plan Development:

Based on the comprehensive assessment, we'll craft a tailored care plan. This plan will articulate the specific services required, frequency of visits, and any other special instructions. The care plan will be designed to address the unique needs of the client and their family, and it will also take into account any caregivers already involved in the client's care, ensuring a harmonious and effective caregiving environment.

Matching Caregivers:

Based on the care plan and the client's preferences, we will select and introduce the most suitable caregivers. Our priority is ensuring a good match in terms of skills and personality for both the client and the family.

Service Agreement:

Once the caregiver match is approved, we'll formalize the agreement with clear terms including the services to be provided, schedules, and payment details.

Commencement of Care:

After finalizing all the details, the chosen caregiver(s) will initiate their care services according to the agreed-upon schedule.

Ongoing Monitoring & Feedback:

Vine Management believes in maintaining the highest standards. We will regularly check in to monitor the quality of care, ensuring consistent excellence and gathering feedback. Adjustments to the care plan can be made if necessary.

Support & Communication:

Our team remains available for any questions, concerns, or changes in care needs. We are dedicated to ensuring an open line of communication for peace of mind and optimal service. Through every step, Vine Management ensures comprehensive care, tailored to the unique needs of each client, with an emphasis on collaboration, communication, and utmost care quality.

WHY CHOOSE VINE

At Vine Management, we pride ourselves on our distinctive approach to providing high-quality healthcare services. Over the course of a decade in operation, we've built a strong reputation for quality, professionalism, and a truly caring approach. Here's what sets us apart:

Experience: Our ten years in operation have equipped us with the expertise and deep understanding necessary to deliver exceptional care.

Professional and Passionate Staff: Our team consists of trained professionals who are not just experienced, but genuinely passionate about what they do. They delight in empowering our members to live independently and with confidence, assisting them through their daily tasks.

Respect for Members' Homes: We recognize that we are guests in our members' homes and respect this deeply. Our staff understands the importance of treating each home with the utmost respect and care.

Responsive and Attentive Care: Our staff listens carefully to members' requests and does their best to comply. We understand that care is a personal experience, and the happier and more understood members feel, the better the outcome.

Insurance and Licensing: We are fully insured and licensed by the Massachusetts Department of Health and Human Services. These accreditations are testament to our unwavering commitment to meet and exceed industry standards.

Cultural Diversity and Inclusiveness: Our diverse team speaks multiple languages and is culturally sensitive. We routinely provide training on cultural awareness and inclusiveness, ensuring each member is treated with respect and understanding.

Tailored Care: We are committed to providing care that matches the unique needs of our members. This includes considering language, culture, and personal preferences when assigning our health aides. This individual-focused approach ensures a more comfortable and supportive care environment for our members.

In all we do, our goal is to provide outstanding care with respect, professionalism, and a personal touch that truly sets us apart. At Vine Management, you're choosing a provider who genuinely cares.

BENEFITS OF OUR PROGRAM

Our Group Adult Foster Care program offers an array of benefits designed to significantly improve the quality of life for our members. Here's how our program can make a difference:

Daily Assistance for ADLs and IADLs: Our dedicated aides assist our members daily with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs). This includes help with personal hygiene, meal preparation, medication management, and other essential tasks. By assisting with these tasks, we enable our members to maintain their independence and dignity while ensuring their safety and comfort.

Combating Loneliness: Our daily visits offer not just care but companionship. This regular interaction greatly mitigates feelings of loneliness, leading to enhanced mental wellbeing. The importance of daily human contact cannot be overstated for mental health.

Earlier Intervention: Our continuous assessment approach ensures we can spot and address potential issues before they escalate. This early intervention can play a pivotal role in the overall health and safety of our members.

Home Safety: Our daily visits ensure the safety of our members, particularly during harsh weather conditions and emergencies. Heat-related emergencies, which can be fatal, especially for those living alone, are promptly identified and mitigated. In addition, our team conducts home safety assessments to preemptively identify and rectify any potential safety hazards.

Care Coordination: Our services include arranging and facilitating appointments with various healthcare providers. This coordination ensures our members don't miss crucial health appointments.

Single Point of Contact: As the care providers in daily contact, we act as a reliable point of contact for all other healthcare providers involved in our members' care. We ensure a smooth flow of essential information between providers, guaranteeing a cohesive approach to care.

Reduced E.R. Visits and Hospitalizations: By providing daily care and early intervention, our services can help reduce or even eliminate the necessity for emergency room visits and hospitalizations.

FREQUENTLY ANSWERED QUESTIONS

1. How does Group Adult Foster Care (GAFC) differ from Adult Foster Care (AFC)?

Group Adult Foster Care (GAFC) caters to eligible individuals living in their own homes, with care provided by professional staff hired through agencies like Vine Management. On the contrary, Adult Foster Care (AFC) is provided to individuals residing with a caregiver, who delivers daily care alongside residential services. The caregiver's work is overseen by professional staff such as nurses and care managers hired by the agency.

2. Can I receive GAFC services if I'm already receiving home care through a Visiting Nurse Association (VNA)?

Yes, as long as there is no overlap in services. For instance, if you're receiving skilled services through a VNA but not home health aide services, you may be eligible for GAFC. If your VNA is already providing home health aide services, GAFC wouldn't be an option, as that would be considered duplication of services.

3. Can family members deliver care to their relatives under GAFC?

No, family members are not allowed to provide care to their relatives under GAFC. Professional staff like nurses and case managers are not restricted from caring for family members.

4. How can I find out if I qualify for GAFC services?

You can review the eligibility criteria outlined in this document, or you can reach out to your health insurance provider to ask if GAFC services are covered under your plan.

5. How much service can an individual receive under the GAFC program?

Under the GAFC program, an individual can receive 1-2 hours of home health aid per day. Additionally, a nurse or case manager will make monthly visits for continuous assessment.

6. Are there specific housing requirements to qualify for GAFC services?

No, there are no specific residential qualifications to be eligible for GAFC services. Prior to 2020, there were housing requirements, but these were eliminated during the COVID-19 pandemic and the changes were made permanent.



SERVICE REQUEST FORM

Scan to fill online

405 Grove Street, Suite 203 | Worcester, MA 01605
Phone: 617-681-0825 | Secure Fax: 617-608-4998



This form may be completed by a member or their representative. Information obtained on this form will be used to verify member eligibility for services. We will contact the member directly to discuss our services. Please fax or send the form to the address above.

SECTION 1: MEMBER INFORMATION

Last Name: _____ First Name _____ Middle Initial _____

DOB ____/____/____ Gender _____ Phone: _____

Address _____ City _____ State _____ Zip _____

Emergency Contact: _____ Relationship to Member: _____ Phone _____

Address: _____ City _____ State _____ Zip _____

Legal Guardian (if any): _____ Phone: _____

Address _____ City _____ State _____ Zip _____

Languages Spoken: ___ English ___ Spanish ___ Other (Specify) _____

Services Member is receiving: ___ GAFC ___ AFC ___ PCA ___ Adult Day Care ___ VNA ___ Other _____

SECTION 2: MEMBER INSURANCE

Payer Name _____ Member ID Number _____

Payer Name _____ Member ID Number _____

SECTION 3: PHYSICIAN CONTACT INFORMATION

Doctor's Name: _____ NPI Number: _____

Phone: _____ Fax: _____

Address _____ City _____ State _____ Zip _____

Date of Last Physical: _____ Last Hospitalization: _____

Additional Comments: _____

SECTION 4: NAME AND CONTACT OF REFERRAL

Provide the name and contact information of the person completing this form. If the member is signing, please have them sign this release of information form as well.

Completed By _____ Title/Role _____ Date _____

Member Signature _____ Date _____



AUTHORIZATION FOR RELEASE OF MEDICAL INFORMATION

405 Grove Street, Suite 203 | Worcester, MA 01605
Phone: 617-681-0825 | Secure Fax: 617-608-4998



I hereby authorize the release of information from the medical record of:

Patient Name: _____ DOB _____

Patient Address: _____

City _____ State: _____ Zip Code: _____

Release Information To	Information Requested From:
Vine Management, Inc Attn: Medical Records 405 Grove Street, Suite 203 Worcester, MA 01605 Phone: 617-681-0825 Secure Fax: 617-608-4998	

Please Release the Following:

- Summary of Medical History Current Medication List
 Discharge Paperwork Other: _____

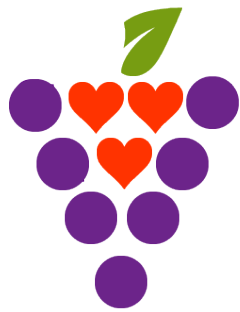
Purpose of Need for Disclosure:

- Start/Continued Patient Care Other _____

I understand that the information released is for the specific purpose(s) stated above. Any other use of this information without the written consent of the patient is prohibited. I further understand that I may revoke this consent (in writing) at any time except to the extent that action has been taken in reliance on it. This consent will remain valid and in effect for so long as I am receiving services from Century Homecare and will expire three (3) months after the last date of my receipt of services from Century Homecare unless otherwise specified.

Name of Patient or Legal Representative: _____

Signature of Patient or Legal Representative: _____ Date: _____



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Your Health, Our Commitment

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