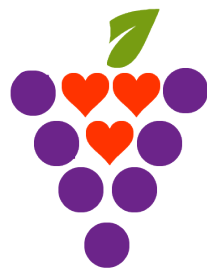




GROUP ADULT FOSTER CARE (GAFC)

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

1-888-792-2349 | www.vinecares.com

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, we provide a comprehensive range of healthcare services designed to empower our members to live safely and independently at home, at no out-of-pocket cost for those who qualify.

Our primary offering is the Group Adult Foster Care program includes daily visits by a home health aide as well as routine assessment visits by a nurse or care manager.

DAILY HOME HEALTH AIDE VISITS

Our GAFC program includes a daily visit by a home health aide to assist members 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.

Activities of Daily Living (ADLs) include:

- ◆ Positioning in Bed or Chair
- ◆ Transferring
- ◆ Ambulation (inside and outside the home)
- ◆ Dressing
- ◆ Feeding
- ◆ Bathing
- ◆ Personal Hygiene
- ◆ Toileting
- ◆ Incontinence Care

Activities of Daily Living (IADLs) include:

- ◆ Meal Preparation
- ◆ Ordinary Housework
- ◆ Managing Finances
- ◆ Medication Management - Reminders and cueing
- ◆ Phone Use
- ◆ Shopping
- ◆ Transportation

ROUTINE ASSESSMENT BY NURSE AND CASE MANAGER

Part of our GAFC service includes regular and as-needed assessments of the member's overall health and care needs by our nurses or case managers. Our home health aides also report any concerns to the nurse that may warrant an additional visit. This system of continuous assessment ensures that each member's care plan remains up-to-date and responsive to their changing needs.

If a need for additional services is identified, our nurse or case manager will make the necessary referrals and assist the member in setting up these services. These additional services include but are not limited to:

- ◆ Adult Day Care
- ◆ Skilled Nursing at Home
- ◆ Nutritional assistance programs like food banks or Meals on Wheels
- ◆ Dentists
- ◆ Eye doctors and other medical specialists

Furthermore, we work closely with each member to secure the necessary approval from their health insurance provider, ensuring our services are accessible to those who need them most.

At Vine Management, our goal is to provide consistent, comprehensive care and support to our members at home, fostering independence, health, and an enhanced quality of life for each individual, without the burden of additional costs.

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.

QUALIFICATION CRITERIA

To qualify for the Group Adult Foster Care (GAFC) services offered by Vine Management, prospective members must meet specific criteria. Our GAFC services are covered and paid for by the member's health insurance provider, with Medicaid being the payor for most of our members. The eligibility requirements include:

- ◆ Must be at least 22 years old.
- ◆ Must have a medical or mental condition that necessitates daily assistance with at least one Activity of Daily Living (ADL) such as bathing, dressing, toileting, transferring, mobility or ambulation, or eating. The assistance required must be either hands-on physical help or constant supervision and cueing throughout the entire ADL.
- ◆ Must require daily hands-on assistance or daily supervision and cueing throughout the entire task with at least one ADL.
- ◆ Must receive a recommendation for GAFC services from their primary care provider.
- ◆ Must receive clinical approval from their health insurance provider prior to enrollment.

To initiate the process of obtaining our services, prospective members should reach out to us directly. We will guide them through the process of eligibility assessment, health insurance approvals, and getting set up with our GAFC service. This includes securing a recommendation from the member's primary care provider and obtaining prior approval from the health insurance provider.

Our team at Vine Management is committed to helping prospective members navigate this process, ensuring they have access to the comprehensive care and support they need to live safely and independently at home.

GETTING STARTED WITH VINE

If you or someone you know is considering Vine Management for your GAFC services, the process of initiating care is straightforward and centered around your needs. Whether you reach out to us directly or are referred by your doctor, we follow these essential steps to ensure we provide you with the best service possible:

Step 1: Initial Screening Call: A care manager from our team will schedule a call with the prospective member. During this call, we'll discuss the program requirements and gather basic information to assess eligibility. This is an opportunity for you to ask any questions you might have about our services and the process.

Step 2: Home Visit and Assessment: If the initial screening determines potential eligibility, we'll schedule a home visit. A care manager or nurse will meet with you to assess your living environment, discuss your needs, and obtain written consent to proceed with service setup.

Step 3: Physician Authorization: Before services can be initiated, your primary care physician must authorize them. Our nurse will submit a request to your physician on your behalf, streamlining the process for you.

Step 4: Payer Authorization: All services must be pre-approved by your insurance provider. Rest assured, we will submit all necessary documentation on your behalf to facilitate this approval.

Step 5: Initiation of Services: Once your insurance provider grants approval, services can begin promptly, often within days. Our care team will coordinate visits with a nurse, care manager, and the home health aides. Over the next four weeks, this care team will work closely with you to develop a comprehensive care plan tailored to your needs. This care plan will serve as the foundation for your care over the next year.

With each step, our primary goal is to make the process as smooth and stress-free as possible, providing guidance and support every step of the way. At Vine Management, we're dedicated to delivering care with respect, professionalism, and a personal touch that truly sets us apart.

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: _____

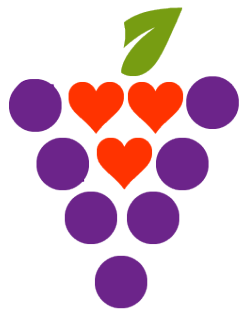
Purpose of Need for Disclosure:

- 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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