

What Should You Ask a Potential Home Health Care Provider

1. Ask the company to show you their current license or registration.
2. What services do they provide and what services will specifically be provided to you.
3. Ask for a written description of fees and ask how billing will be handled (weekly, biweekly).
4. Tell the Home Health Care provider if you have insurance (Long Term Care, PPO, HMO, Auto and Disability). Ask if they will submit bills to your insurance company and accept an assignment of benefits (direct payment from your insurance company), or will require up front payment from you. If you are covered by Medicare, ask if the provider is eligible to bill Medicare.
5. Ask for proof of current insurance (liability, malpractice, workers compensation, bonding).
6. Ask how long the Home Health Care provider has been in business, and check them online at www.Floridahealthstat.com (click "Facility Locator").
7. Ask if the home health care provider is on call 24-hours a day, 7 days a week and verify the phone number. If you are receiving skilled services "RN,LPN,PT,ST,OT or are on life-support equipment, the home health care provider is required to be on call 24-hours a day 7 days a week. **(Note if you are receiving non-skilled services "aide / companion / homemaker" or have equipment that is not life supporting, the provider does not have to be reachable 24-hours a day, 7 days a week, but only during regular service/business hours).**
8. Ask who you should contact in the company if you have a complaint or a problem with the service. AHCA toll free complaint line is (888) 419-3456.
9. If you have a physical or mental condition that requires medical oversight during evacuations, ask the home health care provider if they take care of registering patients who will need help with evacuation and sheltering during a disaster, like a hurricane with the Special Needs Registry.



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