

Secure@Home Membership Package

Secure@Home Care Management Benefits

Our core Secure @Home Membership Package consists of a Complete Assessment, the creation of a Care Plan and 24-hour Emergency Telephone Availability.

- **Complete Assessment**

A Secure@Home geriatric care manager will visit members in their homes to talk about their needs and concerns regarding overall health and wellness. The process will last approximately 1½ - 2 hours. **This visit is necessary for a member to participate. Membership starts the day of the visit and continues for the following 12 months.** Following is what will be discussed:

- Physical: Discussing the member's medical conditions including recent and past surgeries and chronic illnesses. We will also evaluate member's ability to perform all the acts of daily living. In this section, we will note all medications that the member takes regularly and physicians' contact information.
- Support Network/Emergency Information: We will do an overview of a member's support network including children, friends and other nearby relatives. We will document the member's health and prescription plans, preferred pharmacy and hospital and long-term care insurance.
- Mental Health: The member will be assessed to determine potential depression, isolation and any other mental conditions.
- Cognitive Faculties: The member will be assessed to determine if there are any memory issues that would warrant further evaluation.
- Home Safety: This includes documenting any hazards in the home such as throw carpets, uneven flooring, stair rails.

- **Care Plan**

- The care plan is a report of what was collected during the assessment. It will include all relevant contact information including: medications, family's location, physicians, emergency information and insurance.
- Secure@Home will keep a copy of the report locked in a file cabinet in its office. Secure@Home will also keep a copy of the report in its secure database.
- The care plan allows Secure@Home to have the most up-to-date information about its members so that should a health crisis occur, Secure@Home is ready to take action. It is imperative that Secure@Home be provided with any changes to emergency contacts, medications, physicians, etc. so your care plan remains current.

- **24-Hour Emergency Telephone Availability**

- Select staff members will be on-call 24/7 to manage emergencies over the phone.
- Members have one phone number to reach Secure@Home anytime day or night – **609-987-8121**. During the evening/weekends, the Secure@Home number will be answered by our answering service (“Secure@Home emergency, can I help you?”) which will then call our on-call staff.
- On-call staff will have access to the member’s care plan to help make any decisions. Depending on the situation, the staff will make the necessary phone calls/referrals.
- Secure@Home has established relationships with various home care agencies. If there’s an emergency during weekend or evening hours, Secure@Home will work with its home care partners to satisfy the need.

Complimentary Services for Members

- **Chore Corps**

- Chore Corps is a service to provide some extra helping hands with those light household chores that require it, including, but not limited to: changing hard-to-reach light bulbs; changing smoke detector batteries, packing up boxes, etc. These tasks should be non-recurring and should pose no known risk to the volunteer.
- Members can participate in the Chore Corps quarterly (once every three months). Should a member require more assistance in between visits, Secure@Home will do its best to satisfy the request. It can also be a few tasks bundled together that can be completed in one visit.
- Since we only use volunteers, we must work around various schedules when setting the appointment.
- Volunteers generally are not available on an emergency basis.

- **Preferred Provider List**

- Members will have access to our qualified list of vendors who will be able to provide other professional services including: home maintenance service, electricians, plumbers, financial planners and personal organizers.
- Members may call Secure@Home at 609-987-8121 to request a vendor. If requested, we can also call a vendor on your behalf.
- Members will need to vet and pay vendors directly for services rendered.

- **Monthly Hello**

- Secure@Home can reach out to members on a regular basis via telephone or email (depending on members' preferences).
- The frequency of calls or emails can be adjusted to meet the specific needs of the member.
- Regular Hellos are limited to 15 minutes. Contact that extends beyond 15 minutes will be billed as Care Management at an hourly rate of \$75.

- **Transportation**

Secure@Home will connect you with various transportation options to meet your needs. Options include Mercer County RideProvide, companies that have their own fleet of cars as well as individuals who can drive members' cars. Members will need to pay vendors directly for transportation services provided.

- **Cultural/Wellness Lectures**

- Secure@Home members can participate in special cultural and wellness programs. They will also be invited to join special programs that will be coordinated especially for them.
- Past programs include:
 - Home and Fire Safety
 - Antique Road Show
 - Proactive Decision Making
 - Sleep As We Grow Older
 - Imparting Health and Legal Wishes to Loved Ones
 - Dealing with Clutter and Disorganization
 - Memory Enhancement
 - Managing your Finances
 - Audiology for Seniors
 - Cooking Healthy Soups
 - Getting the Most out of Your Doctor's Visit
 - The Election and The Senior Vote

Optional Services for Members

• Care Management Hours

- Our geriatric care managers can provide personalized care management services for members and their families. Care management constitutes the following: coordinating health-related services, communicating (e.g. phone, in-person) with family/healthcare providers about a member's situation and/or advocating for services, and/or meeting with a member in a facility (e.g. rehab, hospital).
- Care management hours will cost \$75 per hour. Hours will be billed in 15-minute increments. Secure@Home staff will inform members when care management hours are being used.
- A mileage charge may be incurred should there be a need for a care manager to travel extensively (beyond 30 miles roundtrip) to provide care management. The member would be informed beforehand and the fee would be billed at the federal rate of \$.42/mile. Travel time does not apply to yearly assessments.
- Some examples of care management include:
 - Connect you with home care agencies, physicians, respite care, dentists, physical therapists and any other health professional you may require. Members will need to vet and pay vendors directly for these services.
 - Arrange day-to-day necessities such as food and medicine, guidance and information regarding medical problems.
 - Attend a doctor's appointment with you.
 - Act as your advocate and help you and your loved ones when considering options and making decisions about your needs.
 - Work with your physicians to ensure that you are receiving the best care possible (provided you've signed our release form).
 - Help you address insurance issues including Medicare and long term care policies.
 - Help maintain contact with loved ones and update them on your progress.
 - Provide the hospital with any relevant medical and contact information that has been collected from your assessment and care plan.
 - Work with discharge planners at the hospital to arrange post-hospital care.
 - Work with home health agencies to ensure you get the aides you need.
 - Work with companies to help arrange for rehabilitation equipment or therapy.
 - Bring personal items to the hospital that you need from your home.
 - Make sure that your home is being cared for while you are in the hospital such as picking up your mail and newspaper.
 - Help you determine if your home needs temporary or permanent modifications when you return.