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Home Care Client Directed Home Care Invoicing Client Handbook



For more information
ahs.ca/continuingcare



**Seniors Health &
Continuing Care**

Home Care



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This handbook has been prepared by the Provincial Client Directed Care Working Group.

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Introduction

This handbook describes the Alberta Health Services (AHS) Client Directed Home Care Invoicing (CDHCI) service option. It outlines what you need to know to decide whether CDHCI is right for you. You will also learn about your responsibilities in managing CDHCI.

This handbook is divided into two (2) sections:

- What is Client Directed Home Care Invoicing (CDHCI).
- Managing CDHCI.



What is Client Directed Home Care Invoicing (CDHCI)?

CDHCI is a service option for AHS Home and Community Care clients to manage their own care. Traditionally, clients have received care through AHS contracted providers, AHS employed health care aides or Self Managed Care (SMC). With CDHCI, clients select a registered service provider agency to provide services up to a maximum number of pre-approved hours per month authorized by AHS. AHS sets a maximum hourly rate for reimbursement to the service provider agencies. Registered service provider agencies submit claims directly to Alberta Blue Cross®.

Is CDHCI right for me?

CDHCI is right for you if you want:

- To hire your own selected service provider agency.
- Self-management; you want more control to schedule and direct the staff providing your personal care, but do not want the responsibility of a Self Managed Care contract.
- To enhance current services; your care is beyond what AHS can authorize with its own or contracted service provider resources and you have been assessed as eligible for this care.

- This may include situations where you have short-term intensive needs, are awaiting transition to a higher level of care, need end-of-life care, returning from hospital, or have overnight care needs.
- CDHCI may allow you to hire service providers in geographic areas where it is difficult for AHS to arrange services.
- Services may be used to provide respite that gives a meaningful break for caregivers that they would not otherwise receive.
- To address language and cultural considerations; it may be important for you to hire caregivers who have similar language or cultural practices.

Who is eligible for CDHCI?

You are eligible for CDHCI if:

- You are eligible for Home and Community Care services, as determined by an AHS assessment.
- In collaboration with your Home and Community Care case manager, it is determined that CDHCI is a suitable mode of service delivery.
- CDHCI does not create a conflict of interest with any other AHS policy or service agreement, for example:
- You require a predictable level of service.
 - Exceptions may be made for palliative and pediatric clients.
- You or the person managing your CDHCI are willing and able to assume the responsibilities associated with CDHCI.



What services might be covered?

Services are determined by your Home and Community Care assessment and may include personal care, homemaking, and publicly funded respite care:

- Personal care includes assistance with personal hygiene, dressing, toileting, mobilization and transferring, home exercises, nutrition, medication assistance, and respiratory care.
- Homemaking services includes tasks that are health related and essential to maintaining clients in their immediate living space, such as cleaning the client's bathroom, washing dishes, cleaning mobility equipment, incontinence laundry, vacuuming the floor, and removing garbage.
- Respite Care includes day, evening, or night care to give unpaid caregivers (e.g., a family member) a break from caregiving.

The assessment methods and eligibility criteria for Home and Community Care service are the same with CDHCI as they are for other forms of Home and Community Care service delivery options such as AHS employed health care aides, AHS contracted care providers, or Self Managed Care. This means if you are not eligible for a particular service under other service options, then you will not be eligible for it through CHDCI.

Your case manager will provide you with a service care plan that lists the maximum hours of care per month you have been approved for. You will be advised of the AHS CDHCI hourly rate, which is the maximum amount that AHS will pay for your care.

What services or costs are not covered?

- Hours that exceed the approved maximum monthly hours.
 - Some service provider agencies charge a minimum number of hours for each service visit (call-out times). AHS does not grant additional time to meet minimum call out times. Please see the section for Hiring A Service Provider.
- Charges that exceed the maximum hourly rate paid by AHS. Some service providers may charge more than the AHS funded hourly rate and any difference between the funded rate and the charged agency rate is your responsibility to pay.
- Charges or expenses not for direct provision of care such as administrative costs, additional costs charged to you for statutory holidays, overtime, vacation pay, mileage, travel time, late fees, cancellation fees, supplies or equipment.
- Periods where you may be admitted to acute care or a continuing care home for respite care.

- Services bought before you are approved to start using the CDHCI program or after that approval ends.
 - Services bought outside of Alberta are not allowed.
- You are not allowed to carry over unused hours to future months.

What if my needs change?

If your needs change, please contact your case manager to reassess your service care plan.



Managing CDHCI

Roles and responsibilities

You or the formal decision-maker

- You may be the individual managing your CDHCI or you may assign this responsibility to another person who is willing and able eg., your spouse or another relative, this person would be referred to as the CDHCI manager
- Sign and submit a Consent to Disclose Information form to Alberta Blue Cross:
 - [Consent to Disclose Health Information Form \(albertahealthservices.ca\)](https://albertahealthservices.ca)
 - The contact information of the CDHCI manager is also shared with Alberta Blue Cross.
 - If a Consent to Disclose Information form is signed by anyone other than you (the client), documentation relating to the source of their legal authority must be provided to AHS.

You or the CDHCI manager

- Sign the Letter of Agreement.
- Receive approval letter from Alberta Blue Cross confirming your authorized hours and start date of approval period and providing your Alberta Blue Cross customer number. You will need to provide this information to your selected service provider in order for them to bill Alberta Blue Cross for care provided. If you do not receive this letter within two weeks of signing the Letter of Agreement please contact your AHS case manager.

- Select a service provider agency from the list provided by Alberta Blue Cross.
- Direct care according to the Service Care Plan.
- Monitor care being provided for quality and safety.
- Provide training specific to client needs.
- Establish a backup plan for care in the event of service provider agency absence.
- Pay the selected service provider agency for any charges/expenses above and beyond the AHS authorized service hours as determined by your CDHCI Service Care Plan.
- Notify AHS of any changes to:
 - client's condition (including hospitalizations)
 - situations that may result in not requiring care for any period of time
 - periods where there is no service provider agency
- Notify AHS and Alberta Blue Cross of any changes to:
 - client's address
 - contact information of the client or CDHCI manager

Service provider agency

- Meets insurance and criminal reference check requirements.
- Has no direct relationship with AHS, only Alberta Blue Cross and the client or CDHCI manager.
 - AHS is not responsible to train the service provider agency staff and does not provide care plans or client health information directly to the service provider agency. AHS is not responsible for the actions or omissions of the service provider agency. AHS does not pay the service provider agency directly.
- Provide appropriate services to the client.
- As a type 3 home and community care provider under the new Continuing Care Act, the service provider agency is responsible for compliance to any applicable regulations. See <https://www.alberta.ca/continuing-care> for more information.
- Submit invoices with the necessary level of detail to Alberta Blue Cross within 60 days of the date service is provided using your Alberta Blue Cross customer number as provided in your approval letter from Alberta Blue Cross.
- Invoice the client or CDHCI manager directly for any services/charges over and above the AHS authorized hours as determined by the Service Care Plan.

Alberta Health Services case manager

- Works with you to assess your care needs and collaboratively develop the Service Care Plan. Educates the client and family about CDHCl program requirements, risks, and benefits.
- Answers questions about the Letter of Agreement and other forms.
- Completes regular reassessments and adjustments to the care plan.

Alberta Blue Cross

- Maintains a list of registered service provider agencies.
- Issues your approval letter containing your Alberta Blue Cross customer number, as directed by AHS.
- Process and pays claims up to authorized maximums.





Hiring a Service Provider Agency

As AHS is not affiliated with any eligible service provider identified by Alberta Blue Cross and is not responsible for the actions or omissions of any service provider, CDHCI clients are responsible for reviewing and vetting these providers. AHS does not evaluate or guarantee the quality of care provided by any of the registered service provider agencies.

Clients and families choose CDHCI because they want to select their service provider agency. The contractual relationship is between the client or CDHCI manager and the service provider agency.

When choosing a service provider agency:

- Choose an agency from the Alberta Blue Cross registered vendor list.
- A map of the client directed home care service zones and registered vendors can be found here:
 - Direct Link: <https://www.ab.bluecross.ca/resources/government-programs/client-directed-home-care.php>
 - Clickpath: [ab.bluecross.ca](https://www.ab.bluecross.ca) > Menu > Resources > Government-sponsored programs > Client Directed Home Care.
- Ask the service provider agency who will be the main point of contact and how caregiver schedules will be determined and communicated.
- You will need to coordinate the scheduling of your care with your selected provider, AHS has no role in this determination.
- Confirm the service provider agency staff are trained to provide the authorized care
- Check references, if desired.
- You may wish to verify the hourly rate charged by the selected provider and inquire what fees if any may be your responsibility to pay eg. initial assessment fees, hourly rates that exceed the AHS funded rate, etc.
- You may wish to inquire if the selected provider has minimum service time requirements.
- You are responsible for all negotiations for rates, fees, and scheduling with the selected provider.

Dealing with concerns:

- Your AHS case manager will continue to support your overall care plan and remains a point of contact for you.
- You will need to work directly with your selected service provider if you are not satisfied with the quality of care. AHS has no oversight role in managing any of the services provided by the service provider.
- Follow up as close to the time of the concern as possible, but give yourself time to cool off if you're angry.
- Be respectful, speak in private and use a normal tone of voice.
- Be specific about your concern, use actual examples.
- Focus on describing what you saw, felt, or need, rather than judging actions as "good" or "bad" or "wrong".
- Keep to two or three important points you want to make and focus on those.
- If you feel the service provider is not following requirements for home and community care providers under the Continuing Care Act, regulations or applicable standards, you can contact Alberta Health's Continuing Care Licensing Office at:

Toll free: [1-888-357-9339](tel:1-888-357-9339), option 3

Fax: 780-644-8729

Address:

Alberta Health

Attn: Continuing Care Licensing Office

PO Box 1360, Station Main

Edmonton, Alberta T5J 2N3



Paying for services

The service provider agency will bill Alberta Blue Cross directly for services provided.

- Invoices must be submitted to ABC by the service provider agency within 60 days of the date the service was provided.
- Alberta Blue Cross will reimburse the agency up to the maximum number of hours authorized per month and up to the maximum hourly rate approved by AHS.
- Note that monthly hours authorized by AHS reset on the first day of each new month and any unused hours do not carry over to the next month.

Any additional costs are settled between yourself or your CDHCl manager and the service provider agency.



Changes, Holds, and Terminations

Changes

Change of Address

- AHS and Alberta Blue Cross must be notified of address changes for both yourself and the CDHCI manager if you have appointed one. You can contact your AHS case manager through your local home care office.
- Alberta Blue Cross can be contacted via their customer services contact centre or in writing.
 - Alberta Blue Cross Customer Service Contact Centre: 1-888-808-8678 (toll-free).
 - <https://www.ab.bluecross.ca/contact-us.php>

New Person Managing CDHCI

- Notify your AHS case manager who will update the Consent to Disclose Information form and send the information to Alberta Blue Cross.

Approved Hours of Service

- Your case manager will provide you with a new service care plan and Alberta Blue Cross will send you an updated CDHCI Approval letter including the date the new hours of service take effect.

Holds

CDHCI funding will be put on **Hold for any of the following reasons:**

- The period of time you are admitted to a hospital or a continuing care home for respite care.
- If you refuse to participate in an annual assessment in time to renew your contract.
- If no service provider agency is hired to provide services for a period longer than thirty (30) days.
 - Note: After CDHCI funding has been put on **Hold**, **AHS may choose to restart or stop CDHCI, as deemed appropriate.**

Your monthly maximum hours will be reduced for the period of time that your funding is on hold. This is calculated by converting your monthly hours to a per day rate. For example. If you receive thirty hours of care per month and there are 30 days in that month, your per diem would be one hour per day. If you are admitted to hospital during that month for two days then your monthly maximum hours would be reduced by two hours.

If CDHCI funding has been put on **Hold**, the **CDHCI manager must** resolve the issue of the reason for the hold before funds are reinstated.

Termination

Either you or the CDHCI manager may stop CDHCI at any time by notifying their AHS case manager.

AHS may terminate CDHCI at any time if AHS determines, in its sole opinion, that CDHCI is no longer appropriate, the client no longer meets the requirements for the program, no longer requires care, or ceases to be an AHS home care client.



Documents

In order to initiate CDHCI, you must complete or receive several documents.

Consent to Disclose Information

You or your decision- maker must provide consent for AHS to disclose to Alberta Blue Cross:

- your name, date of birth
- Personal Health Care Number
- mailing address
- home phone number
- personal email
- number of approved service hours, and the dates of approval

If you choose to have someone else oversee CDHCI for you (CDHCI manager), their name and contact information must be shared with Alberta Blue Cross.

Your case manager will prepare a form for you or your formal decision-maker to sign.

Service Care Plan

The Service Care Plan shows the services and time allocations you have been assessed as requiring. You can give your service provider agency a copy of your Service Care Plan. If you have any questions about your Service Care Plan, please speak with your AHS case manager.

Letter of Agreement

The Letter of Agreement outlines the terms and responsibilities of CDHCI. You or your CDHCI manager must sign and return the Letter of Agreement for CDHCI to be in effect. You are encouraged to keep a copy of this document for your records and reference.

CDHCI Approval Letter

Alberta Blue Cross issues a CDHCI approval letter that outlines the approval date, maximum service hours per month, and the hourly rate that AHS will reimburse. The letter provides a link to the eligible service provider agencies for you to choose from.