



Acceptance to Service Policy

Introduction

As part of the Medicare/Medicaid Program, Careage Home Health must follow all rules, which include federal, state and local laws.

This report has been made to give clear information so that future patients and those referring patients can pick the right agency based on their care needs. This helps avoid delays that could lead to additional hospital visits. This report also meets the Medicare rule for 42 CFR § 484.105.

Specifically, the new 42 CFR § 484.105 requires that an HHA do both of the following:

- Develop, implement and maintain through an annual review, a patient acceptance-to-service policy that is applied consistently to each prospective patient referred for home health care, which addresses criteria related to the HHA's capacity to provide patient care, including, but not limited to, all of the following: (1) anticipated needs of the referred prospective patient; (2) case load and case mix of the HHA; (3) staffing levels of the HHA; and (4) skills and competencies of the HHA staff.
- Make available to the public accurate information regarding the services offered by the HHA and any limitations related to types of specialty services, service duration or service frequency.

Under the Final Rule, CMS also requires HHAs to review publicly facing information as frequently as services are changed, but no less often than annually.

NOTICE OF NON-DISCRIMINATION

Careage Home Health service locations comply with civil rights laws and do not exclude, deny benefits to, or otherwise discriminate or permit discrimination, including but not limited to bullying, abuse or harassment against any person (i.e. patients, companions, and employees) or based on any individual's association with another individual, based on actual or perceived race, color, religion, national origin (including people whose primary language is not English), gender, gender expression, gender identity, sex stereotypes, sexual orientation, sex characteristics (including intersex traits), health status (including HIV status), age, disability, marital status, pregnancy or related conditions, ancestry, genetic information, amnesty, veteran status, cost of treatment, participation in benefit plans, or payment source. This prohibition applies to admission to, participation in, or receipt of the services and benefits under any of our programs and activities carried out by any service location directly, or through a contractor or any other entity with which the location arranges to carry out its programs or activities.

Careage Home Health provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, braille, or other formats).

Careage Home Health provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.



If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, or believe that a Careage Home Health service location has failed to provide these services or has engaged in discrimination, you can file a grievance or with the Section 1557 Civil Rights Coordinator by calling 1-800-609-9783, or at our website at <https://careage.com/contact-us>.

If you need help filing a grievance or want to obtain our full grievance procedure, the Section 1557 Civil Rights Coordinator is available to help you.

This Notice of Non-Discrimination is also available at <https://www.careage.com/eeoc-non-discrimination>. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.htm>

The average daily census averages 205-230 in Bellevue/Renton and 140 in Dupont. Patients with needs beyond what the agencies can provide will be declined so that an appropriate referral can be made to another home health agency.

Upon referral or discharge from an inpatient facility, patients are normally seen within 24-48 hours or when the physician has ordered home health services to begin for a specific reason. Careage Home Health Intake staff will provide a start of care date to the discharge planner (or other personnel) upon receipt of the referral. Referral sources will be informed of any delays in service related to any specific discipline needed by the patient so that an appropriate referral can be made to another home health agency.

Patients in areas that have been deemed to be unsafe may not be seen after hours or those referrals may be declined. Patients who are using illicit drugs or have a history of violence or threats of violence will not be accepted for care.

Clinician Schedules and Clinical Skills/Competency reports are maintained for all staff and updated periodically per company policy and regulation. These reports are available to administrative/intake staff to ensure clinically appropriate and available staff are assigned to each patient.

The agencies are currently not offering any specialty services beyond the generally recognized Skilled Home Health services as defined by CMS.



Case Mix averages 12/1/23 to 11/30/24

Provider	Average Period Case Mix Weight
Careage Home Health - Bellevue and Renton	1.012
Careage Home Health - DuPont	0.999

CURRENT LIMITATIONS TO SERVICES

****Please note, the “X” below indicates that the specific service is currently available****

Office	Skilled Nurse	Home Health Aide	Physical Therapy	Occupational Therapy	Speech Therapy	Medical Social Worker
Careage Home Health- Bellevue, WA	X	X	X	X	X	X
Careage Home Health- Renton, WA	X	X	X	X	X	X
Careage Home Health- Dupont	X	X	X	X		X

Posted 12.24.2024.

This information will be updated periodically, but no less often than annually. It will also be updated in the event a service is not available for three (3) months or more, if a service is being discontinued, temporarily paused, or if the agency is restricting a service.

Currently there are no limitations to listed services, service duration or service frequency.