



## Frequently Asked Questions

# FAQ

### What if I need to speak with someone after business hours?

SYNERGY HomeCare is available 24 hours a day, 7 days a week, 365 days a year. Outside normal business hours, we have an on-call staff member available.

### Will SYNERGY HomeCare verify coverage before starting service?

Yes. SYNERGY HomeCare is very knowledgeable in dealing with insurance companies. We can contact the client's insurance provider to make a determination.

### Is Medicare or Medicaid available for non-medical in-home care?

In 2019, some Medicare Advantage plans became available, which may cover non-medical home care services depending on the member's plan.

Medicaid can reimburse for non-medical home care services to help individuals remain living safely in their homes. However, Medicaid rules are state-specific, and therefore, eligibility and benefits differ in every state.

### What different services do you offer?

SYNERGY HomeCare offers a full menu of non-medical home care services.

**Call (877) 432-2692**

Mention '**National Seating & Mobility**' when you speak with your SYNERGY HomeCare agency.

### Does SYNERGY HomeCare provide short term care?

Yes. The client's needs and goals always determine the Customized Plan of Care.

### Are there contracts involved?

No. SYNERGY HomeCare is here to meet the client's needs, and as needs change, so will the services. Our service agreement reflects this and adapts to meet changing needs.

### How long will it take to get a caregiver?

We can typically provide a caregiver immediately or at the client's convenience.

### How do I refer a client to SYNERGY HomeCare?

You may call the referral toll-free number at **(877) 432-2692**. Mention 'National Seating & Mobility' when you speak with your SYNERGY HomeCare agency.

### How do you select my caregiver?

We focus on matching the client's specific needs and requests to each caregiver's skills, background, and personality to ensure the ideal companion for each important client.