



## Fact Sheet: How to Get Good Home Care in Ohio

The best way to achieve quality care and services is for you and your home health or home care agency to come together as a team. By actively participating in and monitoring your care and services, you can help ensure quality.

### Be Informed About Your Care

- Keep informed about your medical condition and treatments.
  - You can accomplish this by communicating with your doctors and care staff, asking questions, and being an active participant in your care planning process.
- Know what home care services are available to Ohio consumers.
  - Ohio has a variety of programs that seniors receiving home care can utilize. For more information visit: <http://www.aging.ohio.gov/information/>
    - Waiver services allow individuals to live in a community setting and avoid institutional placement. To be eligible for any waiver program, you must meet Medicaid guidelines and waiver eligibility guidelines. Here is a summary of Ohio Medicaid Waivers:
      1. **PASSPORT** provides adult day, homemaker, personal care, chore, community transition, emergency response system, enhanced community living services, home delivered meals, home medical equipment and supplies, independent living assistance, minor home mods-maintenance and repair, non-medical transportation, nutritional consultation, social work counseling and transportation. Individuals can select who will provide personal care services. For more information on PASSPORT visit <http://aging.ohio.gov/services/passport/>.
      2. **Choices** is a very similar waiver that is available to elders in Ohio in some areas of the state. It provides services similar to PASSPORT, except the consumer can choose all of their providers of services with assistance from an Area Agency on Aging (AAA). Individuals age 60 and older are eligible for Choices and PASSPORT if they meet the nursing level of care and Medicaid financial eligibility. To apply for either waiver, visit the local AAA. For more information on Choices visit <http://aging.ohio.gov/services/choices/>
      3. **Ohio Home Care Waiver** provides nursing, personal care aide, adult day health services, supplemental transportation, out of home respite, home-

delivered meals, home modifications, supplemental adaptive/assistive devices and emergency response systems. To apply for services, contact a local department of job and family services which you can find here:

<http://ifs.ohio.gov/county/index.stm>. For more information visit [http://ifs.ohio.gov/ohp/ohc/ohio\\_home\\_care\\_waiver.stm](http://ifs.ohio.gov/ohp/ohc/ohio_home_care_waiver.stm).

- Ohio consumers can receive services and supports in their home through home care and home health agencies. Individuals can either pay privately or use Medicare to cover these costs. Additionally, individuals can compare data on the home health agencies they are considering on Home Health Compare: <http://www.medicare.gov/HomeHealthCompare/search.aspx>

### Be Involved In Your Care

- Provide information about yourself to your home health or home care agency.
- Participate in developing your support plan.
- Talk to the facility about assigning the same aides to provide care and services to you.
- Get to know your aides and treat them with respect and appreciation.
- Know what care or services you are supposed to receive according to your support plan.
- Communicate effectively with your aides.
- Monitor your care and services.
- Keep notes about your care.
- Know whom to contact for help or information, such as:
  - Long-term care ombudsman program. Ombudsmen are advocates for consumers of long-term care. To contact your long-term care ombudsman, call the Ohio State Long-Term Care Ombudsman at (800) 282-1206 or go to: <http://www.ltombudsman.org/ombudsman/ohio>
  - Area Agencies on Aging. Area Agencies on Aging provide older adults and their caregivers long-term care choices, consumer protection and education so they can achieve the highest possible quality of life. To find your local Ohio Area Agency on Aging, go to <http://www.aging.ohio.gov/resources/areaagenciesonaging/> or call (866) 243-5678.
  - Centers for Independent Living. These organizations provide services to increase the independence of individuals with disabilities. To contact the CIL closest to you, go to: <http://www.virtualcil.net/cils/query-iandr.php?state=oh>
  - Protection & Advocacy Services (P&A). This agency works to address concerns about care and services, rights, and access to services for people with disabilities. To contact the OH P&A, go to: <http://www.disabilityrightsohio.org/> or call (614) 466-7264.