



## The MCO Guide to Successful Homecare Referrals.

Delaware's Department of Health licenses two main types of unskilled home care business: – *Home Health Agency, Aide Only (HHA-AO)* and *Personal Assistance Service Agency (PASA)*. The HHA-AO license provides both medical expertise and oversight into non-medical homecare and creates a more professional and business-like provider. The table below shows why you should always refer your patients to a Home Health Agency – Aide Only or a Home Health Agency\*.

Licensing criteria	Home Health Agency, Aide Only (HHA-AO)	Personal Assistant Services Agency (PASA) (Most franchises)	Implications
Regulatory Model	Unskilled, Medical	Social	<ul style="list-style-type: none"> <li>HHA-AO's must have medical experience and oversight</li> </ul>
Clinical Director	Full time RN, geriatric expertise	Not required	<ul style="list-style-type: none"> <li>HHA-AO's expected to be medically-minded and to use trained caregivers supervised by an experienced healthcare professional</li> </ul>
Agency Director	Bachelors' in a health-related field	No qualifications required	
Assessment and admission	Nursing Assessment: <i>Physical, Social, Mental. Review of drug regimen</i>	No Nursing Assessment. <i>Physical, Social, Mental</i>	<ul style="list-style-type: none"> <li>Drug review is important to understanding side- effects.</li> <li>How is a non-healthcare person evaluating Physical &amp; Mental status?</li> <li>The HHA-AO's Care Plan is expected to be medically sound.</li> <li>HHA-AO's medical review is of the entire dynamic. Caregiver can add input about the patient's condition that might add more insight &amp; lead to a better care Plan</li> </ul>
Care Plan	Established by an RN. <i>Nursing Assessment, Needs Assessment, Care Plan</i>	Established by Director who is <i>not</i> required to have medical expertise.	
Supervision	Performed by an RN Every 60 days		
New Hire caregiver requirements	75 hrs. of training to include instruction and practicum. If had a break of more than 2 yrs., training course must be repeated.	No 75 hr. HHA training program requirement!	<ul style="list-style-type: none"> <li>Better providers use CNA's (150 hrs. of training) who have Nursing Facility experience.</li> <li>Can use Hoyer Lifts.</li> <li>CNA's are trained to spot potential problems, so they can be dealt with in early stages.</li> <li>HHA-AO caregivers are learning up-to-date information and techniques and broadening their professional expertise.</li> </ul>
Staff Development	Training supervised by an RN. 12 Hrs. annually and must use State-approved CEU's (Continuing Education Units).	Can't handle Hoyer Lifts  None required	
Disaster preparedness	Substantial section in regulations with extensive requirements	None mentioned	<ul style="list-style-type: none"> <li>HHA-AO's required to think-through and plan for the safety and wellbeing of their patients (&amp; caregivers) in a broad range of emergency situations. Must ensure uninterrupted provision of care even in extreme circumstances.</li> </ul>
Quality improvement	Ongoing program required. Includes performance measures, patient satisfaction, and process reviews	No Quality Improvement Program required. Review & evaluation of P&Ps required.	<ul style="list-style-type: none"> <li>HHA-AO's expected to be a more professional and well managed</li> </ul>

Source: Delaware Division of Public Health, Office of Facilities, Licensing and Certification

Four Seasons Healthcare is licensed as a Home Health Agency -Aide Only (Unskilled, Medical Model) in Delaware (HHAA0-021A) and as a non-medical provider of in-home care in Pennsylvania (19323601). We are an Agency and not a Registry. We are not a franchise. We are a Long-Term Care Medicaid Waiver provider in DE and PA. \* Many Home Health Agencies (skilled) provide Aide services under similar regulations as HHA-AO.



It is important to know the difference between a Homecare *Agency* and a Homecare *Registry* as patients could find themselves with unwelcome liabilities.

Area of responsibility	Homecare Agency	Homecare Registry
Caregiver employment status	Employee	Contractor
	Who assumes liability?	
Employment relationship	Agency	Consumer
Payroll taxes <sup>1</sup>	Agency	Consumer
Worker-related injuries	Agency <sup>2</sup>	Consumer
Supervision		
Care plan	Agency	Registry
Ongoing supervision	Agency	Consumer <sup>3</sup>

<sup>1</sup> Social Security, Medicare, Federal and State unemployment, and State and Federal payroll taxes for the caregiver.

<sup>2</sup> Agencies and all employers, by law, must carry Workers Compensation Insurance.

<sup>3</sup> Supervision by the registry would constitute an employer-employee relationship between the Registry and Contractor.

### ***Additionally***

- The quality of home care is primarily driven by the quality of supervision. Make sure you ask how your patients care will be supervised.
- A Registry *cannot* be licensed as a Home Health Agency – Aide only. All Registries are PASA's. This is primarily because of a lack of a business structure that conveys employment status and rights on the caregivers. Registries do not employ caregivers - they refer them to patients.

**Let's be smart about in-home care™**