

## Self-Managed Home Care Package (HCP) and Provider Managed - Help at Home by Montefiore Managed HCP Comparison

Self-Managed	Help at Home by Montefiore Managed
<b>Fees and other financial information</b>	
There is no setup fee or exit fee.	There is no setup fee or exit fee.
A 5% Care Management fee will be charged to the Package Recipient's HCP.	A 10% Care Management fee will be charged to the Package Recipient's HCP.
A 10% Administration/Package Management fee will be charged to the Package Recipient's HCP.	A 10% Administration/Package Management fee will be charged to the Package Recipient's HCP.
<p>The Package Recipient will receive a monthly statement that will include the Administration/Package Management fee, along with any other purchases or services for that month.</p> <p>Package Management Fee and Care Management Fee:</p> <ul style="list-style-type: none"> <li>Providers can continue to charge for care and package management at a fortnightly or monthly rate and do not have to pro rata the price if the Care Recipient ceases their home care part way through a period. Providers cannot charge for package management in a calendar month when no services (other than care management) are delivered, except for the first month of care</li> </ul> <p>Basic Daily Fee:</p> <ul style="list-style-type: none"> <li>A basic daily fee may be applied at your request to assist with budgetary compliance</li> </ul> <p>Fees and Pricing Variations:</p> <ul style="list-style-type: none"> <li>Any variations to our fees and prices will commence on 1 July each year and you will be advised in writing at least 14 days before. Additionally, the Department of Health and Aged Care may advise of changes and prices as per Government Policy guidelines which Help at Home by Montefiore may be required to pass onto Care Recipients</li> </ul> <p>Income Tested Fee (ITF):</p> <ul style="list-style-type: none"> <li>Self-funded retirees, assigned an HCP will be required to declare income to Services Australia for the department to determine the ITF. Recipients of a full Australian Pension do not pay the Income Tested Fee</li> <li>Home Care providers do not have visibility of what amount should be charged and when this should be payable until communication from Services Australia is received. You will not be charged, unless requested by you, until we receive the first letter which will include the daily amount payable. The ITF commences on the date that your Home Care Package commences and will be adjusted accordingly once the communication has been received</li> <li>Help at Home by Montefiore is advised by the Services Australia of any changes to</li> </ul>	

ITF for the Care Recipient biannually. We invoice the Care Recipient directly for the ITF amount on a fortnightly basis. If you agree to direct debit you will still receive your monthly statement as well as the invoice (which will state it has been paid) for your ITF

Payment of Invoices:

- Help at Home have a weekly pay run that will ensure all suppliers are paid on a regular basis. Please send invoices to: [hathinvoices@montefiore.org.au](mailto:hathinvoices@montefiore.org.au)
- All invoices will be approved by Self-Managed Package Recipient to ensure budgetary compliance

<b>Self-Managed</b>	<b>Help at Home by Montefiore Managed</b>
<p>As a self-managed Care Recipient, you will be responsible for engaging your own support workers and setting up your schedule of services</p> <p><b>The rates for services will be negotiated by the self-managed Care Recipient.</b></p>	<p>Help at Home by Montefiore will provide care workers and coordinate services on your behalf</p> <p><b><i>Help at Home by Montefiore Home Care Package prices and fees apply</i></b></p>
<b>Supply of services to you by independent service providers</b>	
<p>Help at Home is required to sign up with any service provider by way of Supplier Agreement.</p>	<p>Help at Home is required to sign up each service provider by way of Supplier Agreement.</p>
<p>Your care workers are independent service providers contracted by you to provide care services to you directly.</p> <p>Mable providers must provide a copy of their Service Agreement with Mable.</p>	<p>Help at Home by Montefiore will manage recruitment and ongoing governance management of any care staff that is supporting a Care Recipient.</p> <p>Mable providers must provide a copy of their Service Agreement with Mable. Help at Home by Montefiore will facilitate this process</p> <p><b><i>Help at Home by Montefiore Home Care Package prices and fees will apply</i></b></p>
<b>Provider/Supplier Credentials</b>	
<p>All suppliers will need to have a police check within the last three years, insurance, and ABN. This is a My Aged Care requirement.</p>	
<b>Home Care Package Funding When in Hospital or Respite</b>	
<p>Every Care Recipient can stay up to 28 days in Hospital or Respite without any reduction in their HCP subsidy. After 28 days, The Aged Care Department will reduce the funding by 75%. This reduction applies to the subsidised funding only. The Income Tested Fee does not change at any time due to hospital or respite.</p>	

<b>Self-Managed</b>	<b>Help at Home by Montefiore Managed</b>
<b>Home Care Package Inclusions and Exclusions</b>	
<p>When self-managed it is up to the Recipient to understand the guidelines and manage purchases etc. themselves. There are advocacy groups and My Aged Care that can provide guidance across these decisions.</p>	<p>Your Care Coordinator will work with you to ensure that proposed care and services specified as per the guideline's inclusions.</p>
<b>Payments and reimbursements</b>	
<p>You can choose to pay your supplier and then request reimbursement for services or products. To be reimbursed, we set you up in our system as a "supplier". Payments are made every Friday and usually within one week after receipt of invoice, unless the stated payment terms are less.</p>	
<b>Case Management/Care Coordination</b>	
<p>We will have a Care Coordinator available to you for any questions. It will be a dedicated person that will understand your needs, create your care plan etc.</p>	<p>You will have your own Care Coordinator that will manage ongoing assessments and planning undertaken on at least a monthly basis to ensure that you receive the care and services you need. This includes:</p> <ul style="list-style-type: none"> <li>• regularly assessing the care your needs, goals and preferences</li> <li>• reviewing your home care Home Care Agreement and care plan</li> <li>• ensuring your care and services are aligned with other supports</li> <li>• partnering with you and your representatives about the Care Recipient's care and services</li> <li>• ensuring that your care and services are culturally safe</li> <li>• identifying and addressing risks to your, health and wellbeing</li> </ul>
<b>Management of Package</b>	
<p>We have a dedicated team of experienced Home Care professionals that manage each Care Recipients package including, budgets, care plans and assessment information which is hosted within a bespoke Customer Relationship Management (CRM) platform.</p>	
<b>Funding and Budget</b>	
<p>The Case Manager will work with you to set out a budget and what you want to achieve with your care. The budget is a guideline only and the self-managed Care Recipient has the budget responsibility. The Recipient will also receive a monthly statement which will outline how much of the package is left from the previous month. That money can be used toward the next month's services.</p>	<p>The Case Manager/Care Coordinator will work with you to set out a budget and what you want to achieve with your care. They will work with you to keep services with your budget.</p>
<b>Transition from Commonwealth Home and Support Program (CHSP) to HCP</b>	
<p>Once the Home Care Package recipient is accepted on the My Aged Care Portal. The CHSP funding ceases.</p>	

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<b>Home Care Package Acceptance</b>	
<p>You have 56 days from the date of your letter to enter into a Home Care Agreement with your chosen provider. If you do not enter into a Home Care Agreement within that period, your package will expire. It will then be allocated to the next person on the national priority system.</p> <p>If you cannot find a suitable provider during this time, you can call My Aged Care and ask for an extension of 28 days.</p>	
<b>Care Plan Requirements</b>	
<p>Currently the government requirement is that the provider should be reassessing every 12 months for self-managed Care Recipient. Montefiore Help at Home will review your care plan after the first 3 months, and if there is a change in circumstances it is up to the Care Recipient to advise the provider, then the care plan can be updated.</p>	<p>Currently the government requirement is that the provider should be reassessing a minimum of every 12 months. Montefiore Help at Home will review your care plan after the first 3 months, and if there is a change in circumstances.</p>
<b>Private Health Insurance</b>	
<p>You can use your Insurer for an Allied Health service if you do not have the service paid by the package. You are not able to use your package and then claim the service that was paid by the package.</p>	