



# FAQs about SYNERGY HomeCare

A GUIDE FOR COMPASSUS STAFF

## **How do I refer a patient to SYNERGY HomeCare?**

You may submit an online referral form by visiting [SYNERGYHomeCare.com/compassus](https://www.SYNERGYHomeCare.com/compassus) or you may call the referral toll-free number at **(833) 309-1911**.

## **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 patient'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.

## **Does SYNERGY HomeCare provide short-term care?**

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

**Can you care for someone in a facility (hospital, nursing home, or assisted living)?**

Yes. SYNERGY HomeCare will provide home care services to everyone, wherever they call home.

**What if a patient needs to be placed in a facility while receiving SYNERGY HomeCare services?**

SYNERGY HomeCare can easily transition with the patient. We work with patients and their family if applicable, and the facility to continue providing the same quality home care services they are currently receiving.

**Are there contracts involved?**

No. SYNERGY HomeCare is here to meet the patient'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 patient's convenience.

**How do you select caregivers?**

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

**Call us. We listen.  
(833) 309-1911**

or visit [SYNERGYHomeCare.com/compassus](https://www.SYNERGYHomeCare.com/compassus)

