

Getting started with A Plus Home Care Personal Care Services

**Trusted by clients
and caregivers in
Wisconsin since 2010.**

Comprehensive home
health care of the highest quality
for seniors and physically or mentally
challenged individuals of all ages.



Personal Care Worker (PCW) Services

A Plus Home Care offers clients an opportunity to remain in their own home with assistance.



We're here to help—when and where you need it

Without assistance, many of our clients would face either nursing home placement, admission to a hospital or skilled facility, or moving out of their home to live with a relative or friend.

Whether you or a loved one requires assistance two hours or twenty four hours a day, we are here to help in any and every way possible. Unlike other home care agencies, with A Plus Home Care, YOU choose the days, number of hours, and time of day that care is requested.

A Plus Home Care prides itself on responding to a care need efficiently and effectively, sometimes in as little as a few hours from the initial call.

Trained and experienced employees

To assist you with determining your care needs, our Case Manager/Nurse Supervisor will visit with you or your family member to identify your needs, develop a care plan, choose appropriate caregiver(s), and answer any questions you might have.

Personal care services include:

- Bathing, grooming and dressing
- Assisting with elimination
- Assisting with walking and/or transferring
- Reminding to take medication
- Planning and preparing meals
- Laundry and light housekeeping
- Reducing the possibility of falling in the home
- Redirection and reorientation when necessary
- Supervision and companionship
- Assistance with running errands, such as to the grocery store and doctor appointments
- Maintaining a safe home environment

A Plus Match[®]

Matching caregivers to you or your loved one

Our caregivers aren't simply assigned. We match them to you or your loved one to be the ideal caregiver for you or your loved one.

Our unique A Plus Match[®] screening process requires every caregiver to complete an extensive employment application, participate in multiple interviews, and undergo deep background checks. We extend an offer to join our team only after all of our stringent requirements have been met.

The caregivers you need when you need them

Many agencies are unable to find staff when you need care. To overcome the problem, we have a convenient office location on bus routes, so staff members and clients who use public transportation can get to us easily.

To address staffing issues during nonbusiness hours, we employ a live afterhours staff coordinator. As a result, we're ideally prepared to provide the care you need when you need it.

A reputation for integrity

Since our founding, we've built a solid reputation for integrity, based on our professionalism and reliability

Today, we work with many care coordinators and case managers from different health plans, managed care organizations, clinics, and others. They like to work with us because they know we conduct all our affairs properly and can always provide staff for their clients.



We carefully screen our Personal Care Workers so you're assigned the **ideal caregiver** for you or your loved one.

How to get started



The **A Plus Match® process** will provide your loved one with a caregiver whose skills are best suited for your situation.

1 Call our office

The first step is to call our office at **(414)-435-0565** so we can assess your needs and determine whether you are eligible for any covered services. At that time, we will also start the A Plus Match® process, which will provide your loved one with a caregiver whose skills are best suited for your situation.

2 Meet your Nurse Case Manager

A Plus will assign a Nurse Case Manager, who will visit you and train your PCW or PCWs to make sure your care needs are met. The Nurse Case Manager will also answer any questions you may have and make certain you're happy with your services.

Frequently Asked Questions

Who is a Personal Care Worker (PCW)?

A Personal Care Worker is also known as a caregiver, who provides care in the client's home. The services a PCW may provide include dressing, bathing, grooming, toileting, feeding, mobility transferring, meal preparation, laundry, and light housekeeping. The types of care and how many hours per day for which you qualify are determined by your Health Plan.

The client's PCW cannot be:

- A spouse
- A recipient of home health services
- The parent of a minor child
- A corporate guardian
- A step-parent
- The responsible party

Does A Plus Home Care work with my health plan?

Currently, A Plus Home Care works with Medical Assistance (Title XIX), United Healthcare, Anthem Blue Cross, Blue Shield, Molina Healthcare, Managed Health Services, Community Care, Family Care, and ICare. However, as these partnerships change from time to time, it is best to call our office for confirmation. We also accept private pay.

How can I find out whether I'm eligible for personal care services?

You must be eligible for Medical Assistance. Please contact us or your local health agency to determine your eligibility.

If you are the patient, you must be able to make decisions regarding your care or have a Responsible Party who can make decisions for you. For example, a minor child under the age of 18 or a person not able to make his or her own decisions due to a physical or mental disability requires a designated Responsible Party.

What if we do not qualify for covered services?

If you do not qualify for covered services, A Plus Home Care can arrange a self-pay account. Please contact our office at **(414) 435-0565** for details.



A **PERSONAL CARE WORKER** is also known as a *caregiver*, who provides care in the **client's home**.

Who can be my Responsible Party?

A Responsible Party is the formal designation for the person who will be making the health care decisions for the person requiring home health services.

The requirements for a Responsible Party include:

- Must be at least 18 years old.
- Cannot be your PCW.
- Must be available to the patient and the PCW to help monitor care and be prepared to sign any documents related to home care services.

Who are A Plus PCWs?

All of our PCWs, also known as Caregivers, are employees of A Plus Home Care and are bonded and insured. Unlike some home health care agencies, we do not use outside contractors to provide our services. We use an in-house staff because doing so provides far greater quality control. We also use our own employees as additional protection for you because we thoroughly screen our PCWs to ensure they meet our high standards.

The State of Wisconsin goes to great lengths to ensure the protection of all workers within the state through strict requirements and regulations. We take great precautions to protect our clients from any violations of these requirements and regulations.

In addition:

- A Plus Home Care complies with the State of Wisconsin's rules and regulations, which strictly regulates the wages, hours and working conditions of household occupations.
- A Plus Home Care provides all Wisconsin Worker's Compensation insurance to cover work related injuries for caregivers in your home.
- A Plus Home Care provides unemployment insurance for our caregivers to protect our clients from being charged with back fees in the event a caregiver were to file for unemployment.
- A Plus Home Care withholds and pays the employer portion of all federal, state and local taxes, as well as files all of the relevant paperwork.



A **RESPONSIBLE PARTY** is the formal designation for the person who will be making the **health care decisions**.

Client testimonials

Listen to our clients talk
about the quality of our care

“ I was once on the verge of losing my job to care for my son. I did not know what to do! Then, I signed my son up for home care services with A Plus. Now, we have been with this agency for more than 6 years and I can honestly say that the cares that my son receives and his caregiver are phenomenal. Thanks to A Plus Home Care, I am able to work while my son is at home. It is such a blessing to know that he is being well taken care of. Thanks to A Plus!!!”

Bolivia F.

“ I can call the office and talk to a real person with my questions and right away get the answers I need.”

Caronda H.

“ What we like the most about A Plus is that the caregivers are really nice. The services that we receive are amazing. The A Plus caregivers really care about our son's wellbeing. This agency is able to keep the same PCW for our son and we don't have all types of different people running in and out of our house.”

Robert S.

“ All staff are professional, friendly and helpful with all of our needs. Also, we are very happy with the level of care we receive.”

Ralph G.

“ A Plus Home Care truly cares about the services I receive. The office staff are so nice. They always make sure that all of my cares are done in a timely manner. You guys are the best listeners and I would give you an A+ for your customer service!”

Patricia G.

“ A Plus Home Care cares about their clients! I was with another agency before and I was not happy at all with their services. With this agency I have no problems!”

Thomas F.

“ I am excited to say that I have never been with another agency. Once you find something good you hold on to it! I feel good about my cares and my PCW.”

Ruben O.

“ A Plus Home Care is a great company to go with. They give you the PCW of your choice and you don't have to worry about strangers being in your home.”

Gerold A.

“ I like the way A Plus agency respects everything. I also like my caregiver.”

Nat J.

Get started now with PCW Services from A Plus Home Care

Contact us today

If you want to get started or have a question,
we invite you to contact us:

- Phone: **(414) 435-0565**
- Email: **admin@apluswi.com**
- Urgent assistance: **help@apluswi.com**
- Website: **apluswi.com**



A Plus Home Care

Milwaukee Office

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