



# In-home personal care



In-home personal care allows you to find an in-home caregiver who can help you with daily activities, such as eating, bathing and managing your medications. Caregivers can also do housework, errands and meal preparation.

## THINGS TO CONSIDER

You can choose a professional caregiver, or you can have a family member, which includes a spouse or registered domestic partner, apply to become your paid caregiver. All caregivers are required to pass a background check and complete training.

There are two types of providers for in-home personal care: Consumer Direct Care Network Washington and licensed home care agencies. The personal care service offered to the beneficiary is the same between the two provider types. Review the comparison table at the end of the document to see the differences.

If you have a family member or friend considering becoming a paid caregiver for you, see our caregiving comparison to better understand the differences between the two providers as employers.

If you are going to use CDWA, we encourage you to complete a WA Cares care agreement. The agreement is intended to be signed and agreed to by both you and the caregiver so that both parties have clear expectations of each other.

There are services covered under in-home personal care that are also available separately through your benefits. Check with CDWA or the home care agency to determine if what you need is already covered before spending more of your benefit on the following services.

- Transportation: Your caregiver should be able to support you with your transportation needs as they relate to your long-term care. If you have significant transportation needs or require additional support, our transportation service may be used to complement in-home care services.
- Housework and errands: Your caregiver will be allowed to perform general housework such as cleaning, vacuuming and laundry. They will also be able to support you with essential errands such as medical appointments, grocery shopping and the post office. If you have a need for housework or errands beyond what your caregiver can provide, you may want to use this service for additional support. If you do, consider whether you need to reduce your in-home personal care hours.

## CONTACT



**Phone**

844-CARE4WA (844-227-3492)



**Email or chat**

[wacaresfund.wa.gov/contact](https://wacaresfund.wa.gov/contact)

Language assistance is available.

## PROVIDERS

Registered licensed home care agencies and Consumer Direct Care Network Washington are the providers of this service.

You can choose any WA Cares provider who is registered to provide this service. We require all providers to meet minimum qualifications. You can find a provider at [wacalc.org/wacares](http://wacalc.org/wacares).

## RATES AND BILLING

For both provider types, you will determine how many hours of care you need per month and the provider will bill in 15-minute increments.

Home care agency rates may vary based on where you live and your care needs. You and the home care agency will agree on a rate.

CDWA has two fixed hourly rates that cannot be negotiated. The hourly wage for the caregiver is not impacted between the rates.

- **Standard rate:** This rate may be used by any beneficiary, whether you are hiring a family member, friend or professional individual provider. In addition to other employment benefits, this rate includes health insurance, retirement benefits and overtime costs for the caregiver.
- **Family rate:** This rate may only be used by beneficiaries who are hiring family members and when the family member will be working less than 20 hours per week. The family member would not be eligible to receive health insurance nor retirement benefits with this rate.

You can find maximum rates and typical costs at [wacaresfund.wa.gov/rates](http://wacaresfund.wa.gov/rates).



## PROVIDER COMPARISON

	CONSUMER DIRECT CARE NETWORK WASHINGTON	HOME CARE AGENCY
<b>Caregiver terms</b>	Caregivers who work for CDWA are called individual providers or IPs.	Caregivers who work for an agency are typically referred to as home care aides.
<b>Who can be your caregiver</b>	Your family member or friend can apply to be your individual provider, or CDWA can help you find a professional individual provider already employed.	Your family member can apply to be your caregiver, or the agency will assign you a professional caregiver already employed.
<b>Employer of your caregiver</b>	CDWA is the legal employer of the individual provider and is responsible for the pre-authorizations for services.	The agency is the legal employer of the caregiver and is responsible for the pre-authorizations for services.
<b>Care plan</b>	You will be encouraged to complete a <u>care agreement</u> with your individual provider to outline the care you want to receive.	The agency will create a plan of care with you. This outlines what your caregiver can do for you.
<b>Hours of care needed</b>	You determine how many hours of care you want from your individual provider with some restrictions around overtime.	Some agencies have a minimum number of weekly hours that must be worked with some restrictions around overtime.
<b>Daily caregiver supervision</b>	You are the supervisor of the individual provider for your care needs. You will be responsible for making sure they are doing their job appropriately.	If you have concerns about how your caregiver is providing care, you will contact the assigned agency supervisor.

