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| ILAH Services and Financial Agreement Policy  | **Last Revision:** | June 2019 |
| **Last Reviewed:** | June 2019 |
| **Applies to the following THA Group of Companies:**  | * Independent Life at Home
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| **Included in the following THA Manuals:** | Administrative Policies and Procedures |

### PURPOSE

THA Group, Independent Life at Home (ILAH), executes a Services and Financial Agreement prior to the start of providing services to clients. The Services and Financial Agreement provides a mutually beneficial collaboration between the company and the client to ensure there is an understanding of the services that will be provided and expected.

### POLICY

Under the Services and Financial Agreement, THA Group, Independent Life at Home (ILAH), shall not offer to clients any private home care services that it cannot reasonably deliver in accordance with rules and regulations of Department of Community Health. All services provided to a client are based on a written Services and Financial Agreement between the client or the client’s responsible party and the company. Services and Financial Agreements will be filed in the company’s secured office cabinet and/or scanned into the Electronic Health Record (EHR) system.

### PROCEDURE

The Services and Financial Agreement will be completed prior to service beginning in the client’s home.

All Services and Financial Agreements are subject to revision or change if deemed necessary. ILAH’s Director or designated personnel will be responsible for any changes or revisions in the client Services and Financial Agreement form. The following are the procedures for these revisions:

1. Once the client and ILAH agree on the need for a change in language or total revision of the Services and Financial Agreement, ILAH’s Director and RN or designated personnel will then make the changes or revisions within three (3) business days of the verbal agreement and then be presented to the client or client’s responsible party for their review and approval. Once the client or client’s responsible party approves it and signs and date the revised Services and Financial Agreement, it will then supersede any old Services and Financial Agreements and will be filed together in the client’s folder.

 2. The revised Services and Financial Agreement will be documented and will include the following information:

 a. The reason for revision or the changes that were made.

 b. The specific amount of money charged for the services per hour or monthly payment depending which one is agreed upon.

 c. Duration of service and time of service and when Services and Financial Agreement expires and if any stipulation before another revision or change will occur.

 d. The date of revision or change and the signatures of both the client and ILAH.

e. Contact information of the licensing authority (DCH) and ILAH.

Independent Life at Home’s Services and Financial Agreement includes the following:

* Date of initial contact by ILAH representative to the client for services.
* Date of referral, that is, the date ILAH received a specific request to deliver private home care services to a client.
* Description of specific services to be provided and the duration.
* Service rates, payment options and requirements.
* Acknowledgment of receipt of client’s rights and responsibilities.
* Contact information for the company and community resources the client can contact for information, questions or complaints.
* Contact information of licensing authority (DCH) to call for information or to report a complaint.
* Signatures and date of ILAH representative and client or client’s responsible party.
* ILAH Director and RN will review the Services and Financial Agreement as necessary and revise/renegotiate with the client as needed.

The client has every right to terminate or cancel services at any time.

Associated Forms:

Independent Life at Home Services and Financial Agreement