



FREQUENTLY ASKED QUESTIONS

1. What is *Stay Healthy at Home*?

Stay Healthy at Home is a health and wellness program, using an improved and efficient model of delivering services for healthy seniors, individuals with a chronic condition, and/or caregivers in the comfort of their own home. *Stay Healthy at Home* is an affordable alternative to assisted living facilities and nursing homes. It is a new service of St. Francis Healthcare System of Hawaii.

2. What are the goals of *Stay Healthy at Home*?

Stay Healthy at Home's goals are to help seniors maintain their independence at home and to keep them out of the hospital as much as possible.

3. Who are the ideal candidates for *Stay Healthy at Home*?

Stay Healthy at Home is a health and wellness program designed for healthy seniors as well as for seniors and individuals living with a chronic condition who enjoy their independence but may require assistance with daily activities.

As their condition changes, they have the option of adding more services to assist them at home. The program also serves as a valuable extension of resources for caregivers and provides respite when necessary.

4. Why choose *Stay Healthy at Home*?

Our primary goal at *Stay Healthy at Home* is to be your “conciierge” for all the services you may need to stay healthy as well as live safely and comfortably at home. *Stay Healthy at Home* is our solution to making life a little easier for you, whether you need yard service, help with household chores, or transportation to doctor appointments.

Stay Healthy at Home eliminates the stress of making multiple phone calls and trying to figure out which agency/organization to call for services that a healthy senior, a person living with a chronic condition or a caregiver may need. With one phone call to 808-547-6500, you will be connected to the service(s) you need to remain independent in your own home.

5. How much does *Stay Healthy at Home* cost?

Information and referrals via telephone are complimentary. Comprehensive in-home assessments, development of a care plan, and a pharmacist review of medications requires an annual fee of \$600 per individual. The need for ongoing care coordination is billed at an hourly rate ranging from \$50 to \$85 based on complexity.

6. When is the best time to join *Stay Healthy at Home*?

If you or a loved one needs some assistance to live at home safely and independently, the time to join *Stay Healthy at Home* is now. Based on your needs, we will meet with you to develop a care plan that is best for you.

7. What services are included under the *Stay Healthy at Home* membership?

The annual membership fee includes a information and referral service, initial assessment, care plan development, home safety evaluation, pharmacist medication reviews, access to a volunteer network, chronic disease self-management workshops, invitations to educational seminars, spiritual support, ethics consultation, assistance with advance life planning and consultation for estate planning. We will also refer to other services from our list of prescreened service providers.

8. What about other services that I may need?

Examples of the services that are available on a fee-for-service basis are transportation, meal planning and preparation, bathing and personal care services, shopping and errands, yard service, long term-care insurance, tax services, electronic information storage and retrieval, personal medical alert systems, companion services, respite care, case management, home health care, palliative care, hospice care, and adult day care services. Some of these services may be covered by insurance.

9. How do I arrange for services?

Call *Stay Healthy at Home* at 808-547-6500 and we will make arrangements for you.

10. Do you have to be Catholic to be a member?

No. Although *Stay Healthy at Home* is operated by a Catholic healthcare organization, as with all other St. Francis programs, it is available to all regardless of religion.

11. Does the membership fee increase if I need more services?

No, the membership fee does not increase for additional services; however, your out-of-pocket costs for additional services may increase.

12. Is the membership fee covered by health insurance or long-term care insurance?

No. However, some services, depending on the type of service that is needed such as home health and hospice care are covered by most private insurances, Medicare and Medicaid. Long-term care insurance varies in coverage and benefits. Some policies will cover adult day care/day health as well as in-home services if certain qualifying conditions are met up to the limits of the policy.

13. Where is *Stay Healthy at Home* offered?

Stay Healthy at Home is available on the island of Oahu, in apartments, condominiums and individual homes.

Plans call for the program to expand to the neighbor islands.

14. My parents live on Oahu but I live on a neighbor island (or the Mainland). Would I be able to sign them up for *Stay Healthy at Home*?

Yes, please call *Stay Healthy at Home* toll-free at 1-866-788-6188, and we will gladly work with you to sign up your parent with *Stay Healthy at Home*.

15. Who are the service providers in *Stay Healthy at Home*?

St. Francis Healthcare System is known for our commitment to providing quality care for Hawaii's people. We have prescreened and selected organizations in the community that share that same commitment to be our partners in *Stay Healthy at Home*. This ensures that our members receive the quality care they deserve.

Examples of our partners include Catholic Charities Hawaii and City and County of Honolulu's Elderly Affairs Division. Our list of partners will continue to grow as the program expands.

St. Francis' programs include St. Francis Home Care Services, St. Francis Hospice, St. Francis Palliative Care, St. Francis Lifeline, St. Francis Health Services for Senior Citizens, St. Francis Healthy Lifestyles Program, Bereavement and Spiritual Services, and Franciscan Adult Day Center.

16. How are service providers selected?

We have selected agencies and organizations that are reliable, experienced, knowledgeable, and skillful in their respective fields, as well as those that are customer service oriented. *Stay Healthy at Home* staff verifies that referral agencies are in compliance with applicable local service standards, licensure requirements and laws.

A *Stay Healthy at Home* representative will follow up with you after each service referral to find out whether the service met your expectations.

17. If one spouse requires more assistance, how does the program work?

Depending on the spouse's increased need for services, the out-of-pocket costs for those additional services will increase. The membership fee will stay the same.

18. What happens if I am no longer able to stay at home?

Our social worker will assist you to find appropriate placement in a residential care facility. This type of assistance requires additional Care Coordination fees.