

FREQUENTLY ASKED QUESTIONS

Q: *What is a Professional Care Manager?*

A: A professional care manager (PCM) is a health and human services expert who can identify, coordinate and manage benefits, community resources and services

Q: *How do I know if I need a PCM?*

A: You are a caregiver who is overwhelmed with competing priorities
 You need assistance identifying and/or managing available services, supports and care solutions
 You or a loved one can no longer live safely in your/their current home
 The family has limited time and/or expertise in dealing with loved ones' chronic needs
 You are not pleased with the current care and need advocacy

Q: *How does someone pay for the services of a PCM?*

A: Most services are private pay
 Some insurance policies cover services
 Some employee assistance programs (EAP) pay for PCM services.

Q: *What is the difference between Companion/Personal Care and Care Management?*

A: A care management company is the experienced guide used to identify, arrange and manage community resources and services needed by an individual and the family. Companion/personal care provides hands-on assistance such as bathing, light housekeeping and errands, etc. and can be arranged by a care manager