Introducing NY State of Health, Care at Home: Finding Home Care Made Easy

NY State of Health, Care at Home is your online connection to safe and reliable home care professionals for you, your family and loved ones. This program helps New Yorkers access the home care services they need on a private pay basis to maintain their independence and stay safely in their homes and communities for as long as possible. *Care at Home* initially launched as a pilot in Nassau, Suffolk and Westchester counties and has since expanded to all New York City counties. This expansion builds on the Marketplace's trusted brand as a source of quality, affordable health insurance for more than 6.6 million New Yorkers.

The *Care at Home* program aligns with the ease and accessibility of the Marketplace, providing consumers with a resource to connect with home care professionals that meet their specific needs and are available in their area. All home care professionals come from licensed NY State of Health approved agencies and are background checked, trained and certified. Home care professionals, also known as caregivers, are employed through licensed home care services agencies (LHCSAs). Home care services provided through this program are considered non-medical in nature and help people with daily living tasks and activities so they can live at home independently. Caregivers can help with, but are not limited to, services such as dressing, personal hygiene, toileting, laundry, cleaning, shopping, meal prep, eating and managing medication.

How it Works:

NY State of Health is collaborating with [Carina](#), a non-profit technology organization that provides a safe, easy-to-use care-matching service for the purpose of connecting families and individuals who need home care services with home care professionals.

With just a click, you can filter by location and other preferences to connect to trusted home care professionals in your area who best fit your unique needs and can support your goals for independence.

The *NY State of Health, Care at Home* program involves the following steps:

1. Browse. Enter a ZIP code to find agencies nearby with available home care professionals.

2. <u>Filter</u>. Use the available filters to find LHCSAs with home care professionals that meet your specific needs.
3. <u>Connect</u>. Select a LHCSA to message and connect with them.
4. <u>Match</u>. If needed, set up a free in-home or telehealth evaluation to ask questions and find the right home care professional for your needs.
5. <u>Receive Home Care Services</u>. A schedule is made and services begin. Payment for services is made directly by the consumer to the LHCSA.

To learn more or get started, visit **nystateofhealth.ny.gov** or call the *NY State of Health, Care at Home* helpline at 1-855-648-1912.