



Your NY Home Care Road Map



A step-by-step guide for families navigating care at home

We guide you through every step—from your first call to ongoing care.

EXPLORE

Understand the need and explore your options.

STEP 1



Recognize the Signs

Watch for increased falls, personal care struggles, memory lapses, or caregiver burnout.

Not sure? Start with a conversation. We're here to help.

STEP 2



Reach Out to Always Compassionate

Your first call is simple. We'll ask for a home address, insurance info, and a diagnosis, if available.

Don't have everything ready? That's okay, we'll guide you on exactly what's needed.

STEP 3



Detailed Intake Call and Planning

Our coordinator reviews care needs, daily support type, and the hours required.

Your needs come first. We build a care plan that fits your routine and support goals.

STEP 4



Confirm Insurance

We verify insurance coverage and collect required documents.

No coverage? We'll find a pathway.

STEP 5



Eligibility and Timing

Some plans need a nurse assessment before approval. Your account manager guides you throughout.

Typical start: 1 to 2 weeks, but can be expedited if needed.

STEP 6



Caregiver Matching

We match based on schedule, language, and personality. Day 1 includes a nurse home visit to confirm the care plan.

If the match isn't working, contact us and we'll make adjustments.

SET UP

We handle the details to set care in motion.

STEP 7



Stay Informed

Weekly check-ins with a dedicated coordinator who will keep you updated and answer any questions.

STEP 8



When Needs Change

Request a reassessment anytime. We can advocate with your insurance company on your behalf.

STEP 9



Ongoing Plan Updates

Nurse check-ins every 3 months. Annual reassessments typically required by insurance.

LIVE WITH CARE

Ongoing support and adjustments for peace of mind.



Getting Started is Simple

One call can help you understand your options and next steps.



www.alwayscompassionate.com

Call Us: 888-722-2072