



Team Name: Home Care Leadership Team Team Lead: Regional Director Home Care Approved by: Executive Director East	Reference Number: CLI.5410.PL.004 Program Area: Home Care Policy Section: Access
Issue Date: September 6, 2017 Review Date: Revision Date:	Subject: Eligibility for Home Care Services

**POLICY SUBJECT:**

Eligibility for Home Care Services

**PURPOSE:**

To define Manitoba Health, Seniors and Active Living (MHSAL) eligibility criteria for individual's seeking access to Home Care services.

**BOARD POLICY REFERENCE:**

Executive Limitation (EL-01) Global Executive Restraint & Risk Management  
 Executive Limitation (EL-02) Treatment of Clients

**POLICY:**

Residents of Southern Health-Santé Sud who apply/are referred to Home Care will be assessed for eligibility based on Manitoba Health eligibility criteria, identified care needs and level of risk. Residents are eligible for Home Care Services when;

- They are Residents of Manitoba and are registered with MHSAL;
- Their care needs are such that even with the assistance of family/informal support network and available community resources, they would be unable to remain safely at home;
- The provision of services will delay or prevent deterioration of functioning essential to remaining safely in the community;
- Without services, the individual is, or will become, at risk of: placement into a personal care home or chronic care facility; entering into a hospital, or remaining in hospital, or at risk of premature re-admission to hospital;
- No other jurisdiction is responsible for the individuals health care needs e.g. Indigenous people living on reserve; resident of other province; third party funder (unless there are previous arrangements to ensure RHA compensation e.g. Members of the Canadian Military and Royal Canadian Mounted Police (RCMP)

Eligibility for Home Care services is assessed annually or more frequently if client needs change.

## **DEFINITIONS:**

**Resident:** A person who is legally entitled to be in Canada, makes his or her home in Manitoba, and is physically present in such for at least six (6) months in a calendar year, and includes any other person classified as a resident in the regulations, but **does not** include:

- A person who holds a temporary resident permit under the *Immigration and Refugee Protection Act* (Canada), unless the Minister determines otherwise;
- A visitor, transient, or tourist.

**Family** - A spouse or common law partner of the Home Care client; a biological or adoptive family member (parent, son, daughter, sibling, grandparent, grandchild, great grandparent, great grandchild, aunt, uncle, niece, nephew, cousin, step-parent); guardian; a spouse or a common law partner of any of those persons.

**Informal Support Network:** The client's informal support network consists of family members and significant others (e.g. friends, neighbors) who either:

- Reside in the same household or in close proximity (within 26 km) to the client;
- Have been identified as providing regular and sustained support to the HC client; Provide assistance without payment;
- Provide assistance which includes activities that the client is unable to perform independently and that contribute to the well-being and safety of the client.

**Third Party:** Any person, corporation, organization or entity other than MHSAL. e.g. Manitoba Public Insurance, Workers Compensation, Veterans, Private Health Insurance e.g. Blue Cross

## **IMPORTANT POINTS TO CONSIDER:**

Home Care is intended to augment (not replace) the resources of the family and community for eligible individuals. It facilitates hospital discharges and emphasizes the promotion of care in the home with special attention to care solutions that prevent or delay entry into long term care facilities for as long as safely possible.

Individuals are required to declare if they receive or are eligible to receive third party funding, special service arrangements and/or other supports similar to those services provided by Home Care. In such situations, Home Care does not provide services that are already being provided for by a third party. Home Care may augment third party resources where the individual service needs are greater than that of the third party funder.

Home Care services received by a Manitoba resident while out of province and for which individuals are seeking reimbursement will be considered on a case by case basis in consultation/collaboration with MHSAL as no reciprocal agreement for HC services exists between Canadian jurisdictions.

## **PROCEDURE:**

1. Case Coordinator (CC) receives application/referral to Home Care.
2. CC makes initial contact with the individual (in person or by phone) within two (2) working day from receipt of the referral to determine eligibility and make arrangements for an in-person assessment.
3. The CC completes a home visit/assessment within 5 days of receipt of referral for community referrals and within 3 days for hospital referrals and confirms:
  - Individual is a resident of Manitoba and are registered with MHSAL;
  - Care needs are such that even with the assistance of family/informal support network and available community resources, they would be unable to remain safely at home;
  - The provision of services will delay or prevent deterioration of functioning essential to remaining safely in the community;

- Without services, the individual is, or will become, at risk of: placement into a personal care home or chronic care facility; entering into a hospital, or remaining in hospital, or at risk of premature re-admission to hospital;
- 4. The CC will Identify third party funders and communicate to the designated Home Care Administrative Assistant who will notify the finance department to determine and coordinate cost recoveries.
- 5. In the event a client does not meet eligibility criteria, and Home Care services are assessed as required, the CC will complete a Home Care Special Approval Over Service/Over Protocol Request form (CLI.5411.PL.001.FORM.02) as per Home Care Special Approval Over Service Limit Policy (CLI.5411.PL.001) In such situations, **NO HOME CARE SERVICES WILL BE INTIATED** until special approval has been received from the Regional Director, Home Care.
- 6. The CC will document all client discussions, assessment data, and service outcomes/decisions as per Home Care documentation guidelines.
- 7. The CC will, on an annual basis in conjunction with the reassessment of client service needs confirm client meets eligibility criteria.

#### REFERENCES:

Manitoba Health Home Care Program Administrative Manual. General Eligibility Policy HCS 207.2, March, 2017.  
[Home Care Special Approval/ Over Service Limit Policy \(CLI.5411.PL.001\)](#)