

## Questions & Answers

What is Care Management?

- ◆ A program offered by UPCAP, a non-profit organization dedicated to maintaining the independence and dignity of older adults and persons with disabilities. UPCAP's Care Management staff help people sort through community options for needed care when they can no longer care for themselves.
- ◆ A nurse-social worker team will assess the health and social needs of people who may be nursing home candidates and will offer recommendations on appropriate care. People who elect not to go to a nursing home can have the staff arrange and manage a variety of in-home services for them.

Are people required to follow team's recommendations?

- ◆ No. Participation is 100% voluntary and the staff arranges only those services approved.

Will I be asked to pay for Care Management or services received?

- ◆ Depending upon your finances, you may be required to pay for a portion of or all of the in-home services/care you receive. Such payments are made directly to the service provider. You may also be asked to share in the cost of Care Management. A Care Manager will explain all costs before you make a commitment to participate.

UPCAP's Care Managers are skilled in coordinating existing insurance and benefit programs such as Medicare and Medicaid to assure that costs are kept low.

## Explore the Alternatives

What happens when an older loved one can no longer care for himself or herself?

Families in crisis frequently think the only choice is a nursing home. But, there are alternatives that may not require the loved one to be institutionalized! Explore the alternatives by requesting: Care Management, a program offered by UPCAP.

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**Dial 2-1-1 for more information**

UPCAP does not unlawfully discriminate against an individual or group because of race, religion, sex, handicap, political status, physical, and parental status.

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# Dial 2-1-1



## Care Management



## Providing Long-Term Care Support to U.P. Families

# Sorting through Choices with Professional Advice

The UPCAP's Care Management program, hereinafter referred to as "CM" is designed to assist Upper Peninsula residents who are candidates for nursing home care or are currently in a nursing home. CM is aimed specifically at helping people understand their choices when thinking about nursing home care. Those who choose to remain in their own homes can receive help in obtaining needed services. For those individuals currently in a nursing home, CM may be able to assist with a transition from the nursing home to home.

UPCAP's highly successful Care Management program has been helping families care for their loved ones since 1985. Care Management was created to help older adults and persons with disabilities with their health, social, and emotional needs by arranging and managing services delivered in the home.

UPCAP uses teams of Registered Nurses and Social Workers to assess the needs of persons who qualify for nursing home placement and consults with individuals and their families about available options. The assessment involves an evaluation of the qualifying person's care needs as well as the potential for personal independence by reviewing his or her health status, social needs, ability to function, and service payment options.

## Caregiving Crisis

What happens when a loved one, such as a grandparent, parent, or spouse, can no longer care for himself or herself?

Families in crisis frequently think the only choice is a nursing home.

But, there are other options that may not require you or your loved one to be placed into or to remain in a nursing home.

## UPCAP Care Management Provides:

- ◆ Long-Term Care Options/  
Benefits Counseling
- ◆ Comprehensive Assessment
- ◆ Professional Recommendations  
to meet Long-Term Care Needs
- ◆ Person-Centered and Directed  
Care Planning
- ◆ Service Arranging/Coordination
- ◆ Long-Term Monitoring and  
Re-evaluation
- ◆ Participant Choice Advocacy

## Managed Care in the Home

Whenever possible, CM will suggest a package of services that may allow the loved one to remain in the home. With the participant's approval, CM's Care Managers will arrange and monitor the services selected and make changes as necessary.

CM is provided through contracts from the Michigan Office of Services to the Aging and the Michigan Department of Community Health, using State and Federal resources.

