

Managing Departures for Home Care



Under the legislative amendments for home care, providers will have 70 days to make changes or claim final amounts for departed care recipients.

Let's follow Sophia, a home care recipient who is moving from one provider (Service A) to another (Service B).

Note: this process is applicable for ALL transfers including transfers to a new provider, or transferring out of home care.

* For information on reconciling the Payment Statement for departed care recipients, see the 'Home Care Payment Statement: How to read and reconcile' infographic.

