

Getting started with Services from Integra Health Care

Comprehensive home health care of the highest quality for seniors and physically or mentally challenged individuals of all ages:

- Individual Community Living Support (ICLS)
- Personal Care Assistance (PCA)



Trusted by clients
and caregivers in the
Twin Cities since 2003.



About Individual Community Living Support (ICLS)

It's designed for older adults who want to remain independent.



What is ICLS?

ICLS covers assistance and support for **eligible people who are age 65 and older** and enrolled in the Alternative Care (AC) program or the Elderly Waiver (EW).

Who is ICLS for?

The ICLS program is designed for adults age 65 and older who want to remain in their own homes but who may need:

- Reminders and cues
- Intermittent/moderate supervision
- Physical assistance

What support is provided?

It's a bundled service to support people with:

- Cognitive challenges
- Adopting ways to meet their needs
- Activities of daily living (ADLs)
- Management of their home
- Maintenance of their overall wellbeing
- Meaningful integration and participation in their community

What's the difference between ICLS services and PCA services?

While ICLS is designed for people age 65 and over, PCA services help eligible people of any age who are enrolled in a Minnesota Health Care Program and need help with daily activities in the home and community, including:

- Health-related procedures and tasks
- Observation and redirection of behaviors
- Help with instrumental activities of daily living for adults

Personal Care Services (PCA)



Personal Care Assistance (PCA) services designed to help individuals who require support with their daily activities due to aging, illness, disability, or recovery from surgery. These services are centered around the belief that every individual has the right to live with dignity and receive the care they need in the comfort of their own home.

PCA services typically include assistance with activities of daily living (ADLs) such as bathing, dressing, grooming, and mobility. They also often extend to include instrumental activities of daily living (IADLs) like meal preparation, medication reminders, light housekeeping, and transportation to appointments.

Beyond these practical tasks, PCAs provide essential support and engaging clients in activities that enhance their quality of life.

The goal of PCA services is not only to ensure the safety and well-being of clients but also to promote independence and enable them to lead a fulfilling life despite any limitations they may face. With personalized care plans and dedicated assistance, PCA services are an invaluable resource for families seeking a compassionate solution for their loved ones' care needs.

**Begin your journey with
Integra Health Care today
and experience unparalleled
personal care in the comfort
of your home.**

**Simply call us at
(952) 985-0672 to discuss
your needs.**



Integra Health Care is committed to providing superior personal care assistance tailored to the distinctive needs of our clients. Our Personal Care Services (PCA) blend professional management with the flexibility for personal preference, ensuring a harmonious balance between expert care and individual choice.

Our Diverse Services:

- **Recruitment and Comprehensive Onboarding:** Our team is adept at sourcing, hiring, and training staff. If you have a caregiver in mind—a family member or a close acquaintance—we're prepared to integrate them into our team, ensuring they're fully supported.
- **Participatory Care Planning:** We develop each care plan through a participative approach, shaping services to align with the personal desires and needs of our clients.
- **Unwavering Commitment to Excellence:** We ensure the pinnacle of care quality through regular monitoring and performance evaluations of our PCA staff.
- **Assured Compliance:** We shoulder the complex responsibilities of employment law and regulatory standards, so you can concentrate on the care and comfort provided.

Embarking on Your Care Journey: Choosing the right personal care agency is a decision that resonates on a personal level.

With Integra Health Care, you're choosing a path of expertly managed care, tailored to your life. We handle every detail with utmost precision, so you or your loved one can prioritize what truly matters: health, comfort, and peace of mind.

Why Personal Care Services (PCA) at Integra Stand Out:



- **A History of Reliability:** Our reputation is anchored in two decades of steadfast service. This longevity reflects our comprehensive knowledge of personal care and the trust we've earned from those we serve.
- **Individualized Care Planning:** Central to our mission is the delivery of care that is as individual as the clients we serve, ensuring that each person's care is as unique as their fingerprint.
- **Personalized Care Management:** Our clients value our professional administration paired with the personal involvement they maintain in directing their PCA care, creating an optimal mix of professional and personal care oversight.
- **Welcoming Your Chosen Caregivers:** We support clients who prefer to bring a personal caregiver into our care environment, ensuring a smooth transition into our established framework.
- **Efficient Care Administration:** By managing all employment processes and compliance requirements, we allow our clients to focus on their health and personal well-being.

If you already have a preferred caregiver, they can easily start our online enrollment process at

integrahc.com/application-form

At Integra, we streamline care to your preferences.

Contact us now to take the first step.



A reputation for integrity

Since our founding, we've built a solid reputation for integrity based on our professionalism and reliability.

Today, we work with many care coordinators and case managers from different health plans, county public health offices, clinics, and others. They like to work with us because they know we conduct all our affairs properly and can always provide staff for their clients.

Our personal care services improve outcomes

Integra's reputation as a caring home care company improves outcomes by providing essential personal care for homebound patients. It also allows patients to avoid unnecessary readmissions to health-care facilities, a benefit that is more important than ever due to Section 3025 of the Affordable Care Act, which requires a reduction in payments to hospitals with excessive readmissions.

Personal care services include:

- Bathing
- Grooming and dressing
- Linen changes
- Toileting and incontinence assistance
- Laundry and light housekeeping
- Planning and preparing meals
- Diet plan maintenance
- Shopping assistance
- Feeding assistance
- Medication reminders
- Range of motion
- Assistance with walking and transfers
- Local errands
- Redirection and reorientation
- Companionship and supervision

Integra Health Care is not just about meeting expectations but about surpassing them, providing a sanctuary of support and an uncompromising commitment to excellence in home health care.

With Integra, you don't just get a service; you gain a partnership that honors your individuality and champions your quality of life.



IntegraMatch[®]

Matching caregivers to you or your loved one

Our caregivers aren't simply assigned. We match them to you or your loved one to be the ideal caregiver for you or your loved one.

Our unique IntegraMatch[®] screening process requires every caregiver to complete an extensive employment application, participate in multiple interviews, and undergo deep background checks. We extend an offer to join our team only after all of our stringent requirements have been met.

Matching personal care assistants to the needs of our clients

We do more than simply assign personal care assistants. We carefully match them to the individual needs of our clients. This enables our assistants to develop the close relationship, understanding communication, and trust that is required for quality personal care.

The caregivers you need when you need them

Many agencies are unable to find staff when you need care, particularly during the Covid pandemic. To overcome the problem, we have three convenient offices: Lakeville, St. Paul, and Minneapolis. The offices are also located on bus routes, so staff members and clients who use public transportation can get to us easily.

To address staffing issues during nonbusiness hours, we employ a live afterhours staffing coordinator. As a result, we're ideally prepared to provide the care you need when you need it.



Did you know...

Family notification is a free option

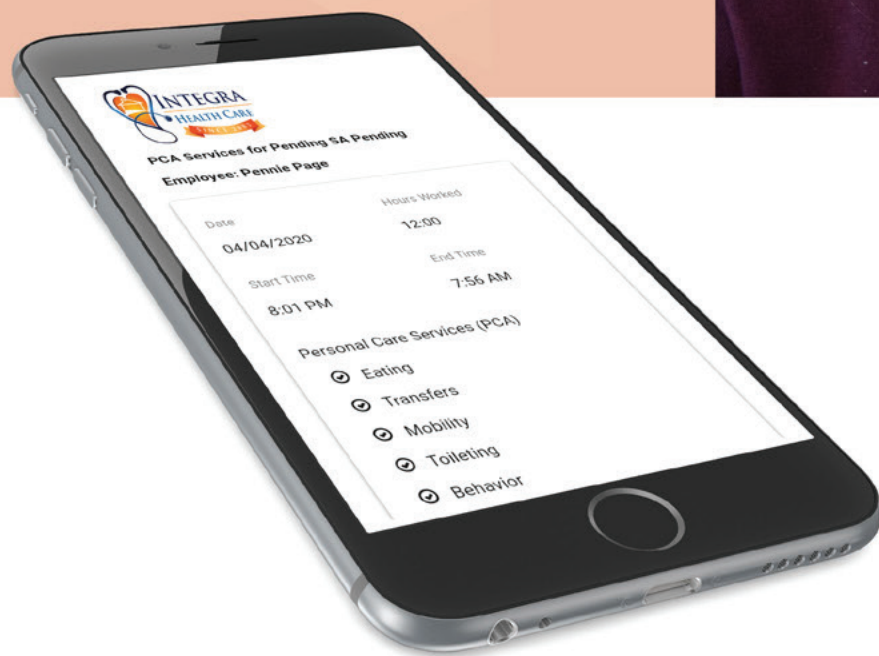
We have an option to notify family via SMS:

- When a caregiver has started a shift
- When a caregiver has stopped the shift
- Where services have been performed



Transform Your Personal Care Experience with Our Revolutionary Mobile App

For Clients & Families:
Take Control Like Never Before



Unparalleled Transparency:

- Real-time Balance/Utilization Tracking
- User-Friendly Reports

Say goodbye to guesswork and take charge of your care with real-time insights and intuitive reports.

For Employees: Empower Your Professional Life

Streamlined Operations:

- One-Tap Clock-In/Out
- Real-Time Authorized Care Information
- Comprehensive Work History

Simplify your day-to-day tasks, so you can focus on delivering exceptional care.

Frequently Asked Questions

Does Integra work with my health plan?

Currently, Integra Health Care works with Medical Assistance, Medica, Health Partners and Blue Plus/Blue Cross Blue Shield health plans. However, as these partnerships change from time to time, it is best to call our office for confirmation. We also provide services to persons with Waivered services through their county.

How can I find out whether I'm eligible for home health services?

You must be eligible for Medical Assistance . Please contact us or your local health agency to determine your eligibility.

Eligibility requirements: You must be assessed by a Public Health Nurse in the County you live in to see if you need PCA services.

If you are the patient, you must be able to make decisions regarding your care or have a Responsible Party who can make decisions for you. For example, a minor child under the age of 18 or a person not able to make his or her own decisions due to a physical or mental disability requires a designated Responsible Party.

Who can be my responsible party?

A Responsible Party is the formal designation for the person who will be making the health care decisions for the person requiring home health services. The requirements for a Responsible Party include:

- Must be at least 18 years old
- Cannot be your PCA
- Must be available to the patient and the PCA and help to monitor care
- Must attend the Public Health Nurse Assessment
- Must be prepared to sign any documents related to home health services

If I qualify to receive services, what is the next step?

Once you're verified to receive services, we'll begin the process of assigning a PCA who can best accommodate the needs of your loved one. All of our PCAs must have the required training, complete our application materials, and pass our background check.

Integra will assign a Nurse Case Manager, who will visit you and, if required, train your PCA or PCAs to make sure your care needs are met. The Nurse Case Manager will also answer any questions you may have and make certain you're happy with your services.



Client testimonials



Our son's caregiver is an amazing individual and we don't think she realizes how much of a contribution she makes to our family. Because of her, we are able to work, run errands, and get much-needed rest and life breaks that help replenish our family to do it all over again. She will always have a special place in our hearts."

The M. Family



There is nothing Integra and its staff won't do to answer all questions and be friendly and polite. All visits have been professional and beneficial. It is always nice to call Integra and have my call answered by someone. A live, caring and professional person is 100% better than a voice mail or "option" selection. If I need to leave a message for someone, they always call back quickly and that day. This is important to me."

Pennie



My caregiver is the best caregiver around; she is kind, pleasant and eager to do anything the client wants. She is so professional, she knows what I want to do and I do not have to tell her. There is nobody that will compare to her."

Margaret



"My caregiver is the best caregiver around — kind, pleasant and eager to do anything."



Get started now with services from Integra Health Care



Contact us today

If you want to get started or have a question,
we invite you to contact us:

- Phone: (952) 985-0672
- Email: support@integrahc.com
- Urgent assistance: help@integrahc.com
- Website: integrahc.com

