

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

What Personal Care Assistance (PCA) services do you need?

Decide what kind of PCA services are right for you or your loved one.



Why clients choose one PCA service over the other

Traditional PCA Service Model

When clients want our agency to find staff, they select *Traditional PCA services*.

The traditional option gives us the freedom to be more flexible with our clients.

For example, many of our clients elect to schedule their own PCAs but have us take care of all the steps involved with hiring and firing PCAs.

PCA Choice Service Model

When clients have their own Personal Care Worker or Workers, usually family or friends who can cover all his shifts, they generally choose *PCA Choice*.

There are two types of PCA service models and Integra offers both.

① Traditional PCA Service Model

Traditional PCA allows Integra Health Care, Inc., to play a more active role. Integra Health Care, Inc., is in charge of making employment decisions, but our clients can still give their Personal Care Assistants daily direction and may adjust the PCA's schedule to meet their needs.

As the employer, **Integra** is responsible for:

- Hiring, training, scheduling, and dismissing PCA staff members
- Providing backup PCA staff when necessary
- Developing Care Plans In consultation with our clients and/or their Responsible Parties
- Overseeing and evaluating PCA staff members
- Meeting all employment laws and requirements
- Monitoring PCA hours

② PCA Choice Service Model

This PCA service option gives our clients more control. You or your Responsible Party is considered the employer, and Integra acts as your fiscal intermediary.

As the client and/or Responsible Party, **you** are accountable for:

- Developing Care Plans — you can elect to have assistance from a Qualified Professional
- Finding, hiring, training, scheduling, monitoring, and firing PCAs
- Finding backup PCAs.
- Have more input on PCA wages
- Monitor PCA hours
- Maintain documentation of PCA tasks and actions



A reputation for integrity

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

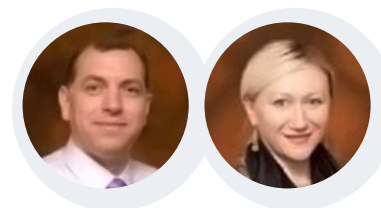
Today, we work with many care coordinators and case managers from different health plans, county public health offices, clinics, and others. They like to work with us because they know we conduct all our affairs properly and can always provide staff for their clients.

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



Dimitriy Papkov, RN, MSN
Olga Papkov, RN, MSN

Family owned, we treat you or your loved one like family

Integra was founded by a husband and wife who are both Registered Nurses. While raising two children with special needs, they recognized the importance of having a top-quality, dependable Personal Care Agency in the Twin Cities. They named the company Integra because we wanted to operate it with uncompromising integrity.

As a family-owned business, we know the importance of personal care that family or friends often provide, so when you require assistance, we provide the care as if you or your loved one is a member of our family.

Our goal is to help our clients restore and maintain their health at the highest level possible.

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...

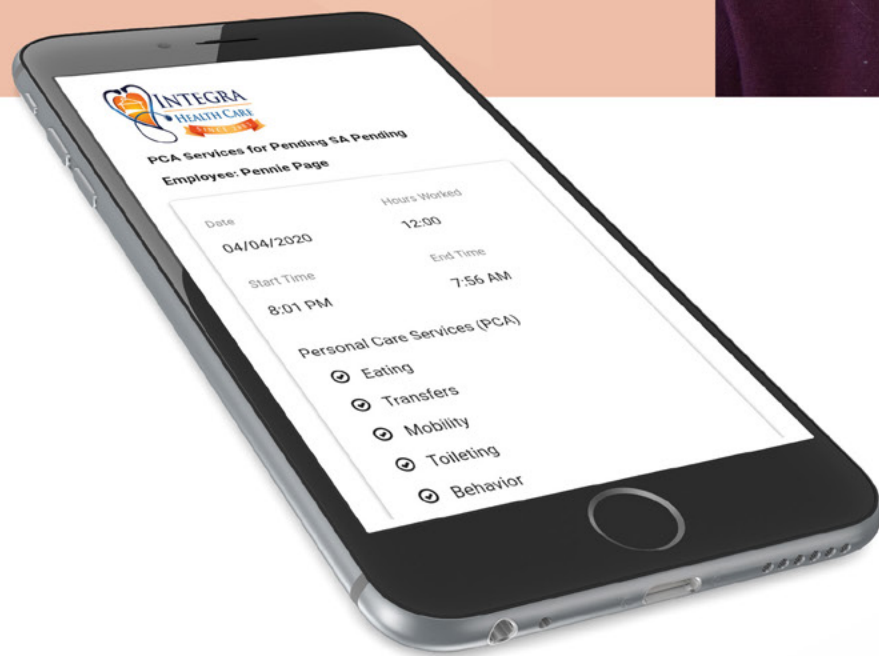
Family notification is a free option

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

Integra Electronic Time Card App

For clients and caregivers



Our convenient mobile app replaces cumbersome paperwork

Allows clients and caregivers to keep track of:

- When a caregiver arrives and leaves
- What services have been performed
- How many hours have been used and how many hours remain

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**



Three convenient office locations

Our three conveniently located offices allow us to serve all seven metropolitan areas in the Lakeville, Minneapolis, and St. Paul area.

Main Office

20730 Holyoke Ave.
Suite 125
Lakeville, MN 55044

St. Paul Office

916 Arcade St.
Saint Paul, MN 55106

Minneapolis Office

2632 Central Ave NE
Minneapolis, MN 55418

