



Consumer Directed Personal Assistance Program

Pleet Home Care CDPAP

Consumer Welcome Package

BUFFALO OFFICE

420 Niagara Street

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Telephone: (716) 768 - 8056

Fax: (716) 954-7162

Website: www.PleetCDPAP.com



Dear Consumer,

Welcome to Pleet Home Care Agency, Inc. Consumer Directed Personal Assistance Program (CDPAP). This Medicaid program provides services to chronically ill or physically disabled individuals who have a medical need for help with activities of daily living (ADLs) or skilled nursing services.

Pleet Home Care Agency, Inc. "CDPAP" enables individuals who are independent and non-independent to self-directing home care services. Services can include any of the services provided by a personal care aide (home attendant), home health aide, or nurse. Recipients have flexibility and freedom in choosing their own caregivers. The consumer or the person acting on the consumer's behalf (such as the parent of a disabled or chronically ill child) assumes full responsibility for hiring, training, supervising, and – if need be – terminating the employment of persons providing the services.

As a CDPAP consumer your spouse, parent or designated representative may not be your consumer directed personal assistant. However, a consumer directed personal assistant may include any other adult relative who does not reside with you.

Pleet Home Care Agency, Inc. is readily available to assist you in becoming a CDPAP consumer. If this is the first time you are looking for a personal assistant, or have utilized personal assistance services for many years, we hope the following pages answers your questions and gives you excellent tips on locating, training, and managing a personal assistant. If you would like to know more about the program, please contact the office at the numbers listed on the first page.

Sincerely,

Pleet Home Care Management and Staff



Pleet Home Care Agency, Inc. "CDPAP" is a Consumer Directed Personal Assistance Program. This means the provision of some or total assistance with personal care services, home health aide services and skill nursing tasks by consumer directed personal assistant under the instruction, supervision and direction of a consumer or the consumers designated representative.

What is a Self-Directing Person?

A self-directing person:

- Is able and willing or has a legal guardian able and willing to make lifestyle choices or has a legal guardian able and willing to make informed choices or has designated a relative or other adult who is able and willing to assist in making informed choices as to the type and quality of services, including but not limited to such services as nursing care, personal care, transportation, and respite services.
- Has the ability to organize their environment to implement these choices.
- Has the capability to understand the consequences of these choices and the willingness to take responsibility for them.

Eligibility

To participate in the Consumer Directed Personal Assistance Program, the consumer must be:

- Eligible for Medicaid
- Eligible for long-term home care, certified home health agency services, AIDS home care or personal care services.
- Recipients must be able and willing to make informed choices regarding the management of the services they receive or have a legal guardian or designated relative or other adult able and willing to help make informed choices.

CDPAP Benefits

The program promotes and enables independence and consumer empowerment by gaining more control over their personal care needs.

A consumer can:

- Independently or with the assistance of an advocate, recruit, interview, train, schedule, supervise and dismiss the Personal Assistant(s) of their choice.
- Hire as many Personal Assistants as may be deemed necessary to satisfy the consumer's needs, and as authorized by the Service Provider.
- Develop a direct working relationship with the Personal Assistant.



How can a person become a Consumer in Pleet Home Care Agency, Inc. Consumer Directed Personal Assistance Program?

To become a Consumer in Pleet Home Care Agency, Inc. Consumer Directed Personal Assistance Program, call our office at 716-768-8056.

Consumer Responsibilities

Consumers must sign an agreement to fulfill the following responsibilities:

- Manage the services of the Personal Assistant/ Caregiver employed.
- Notify the Service Coordinator at 716-768-8056 of any changes in status, including, but not limited to,
- The consumer's address, number and hospitalization.
- Notify the Service Coordinator of any changes of each Personal Assistant(s) name, address, phone number, employment status, and hours worked.
- Arrange and schedule back-up Personal Assistant coverage for vacations, Holidays, absence due to illness and personal time.
- Develop an emergency backup system in the event substitute employees are needed to replace permanent employees.
- Processing in a timely manner the required paperwork such as time sheets, health assessment, vacation and time off requests, and other required employment documentation.
- Schedule visits with a registered nurse once every six (6) month for the required nursing assessment.
- Sign a contract agreement with the Program to fulfill these responsibilities.

Time Sheets

What is a time sheet?

A time sheet is an official weekly record of the hours worked by the Consumer's Personal Caregiver/ Assistant. These are completed, *upon approval from Pleet Home Care Staff*, usually when the systems other forms of clocking in/out through the consumers phone or the HHA Exchange application are out of service.

The time sheets can be found in the original email sent to the caregiver with their start date and employee number. In addition, one can be obtained from the office in Buffalo, if desired. **Time sheets must be turned in every Monday by 5pm for them to be processed.** No exceptions can be made for time sheets not turned in by this time, as it affects the processing of payroll for all caregivers.



Caregiver Clock In/ Out

Caregivers can clock in/out through two different ways:

1. Though the **HHA Exchange application** that can be downloaded on the *caregiver's* phone. The instructions for setting this up are sent through email to the caregiver upon hiring.
2. Through **calling HHA's call in/ out system from the consumer's phone**. When you connect please follow the prompts. The number to call in English is 844-246-1901. Para Español llama al 866-709-9272.

Please note that time sheets are only, upon approval from Pleet Home Care Staff, usually when the systems other forms of clocking in/out through the consumers phone or the HHA Exchange application are out of service.

How does a Consumer complete a time sheet?

To properly complete a time, sheet the Consumer should:

1. Review the information to ensure that all the names and numbers on the time sheet are correct. If an error is noted, the Consumer should correct the time sheet and contact the appropriate Timekeeper.
2. Use one line for each Personal Caregiver/Assistant employed during the week.
3. Enter the daily hours for each Personal Caregiver/Assistant in the column corresponding to the days that person worked.
4. The Consumer and Personal Assistant must sign and date the form. Time sheets should not be signed or dated prior to the last day worked by the Personal Assistant.
5. Pleet Home Care Agency, Inc. office must receive the time sheet every Monday by 5pm.
6. Besides completing a weekly time sheet, the Consumer is required to call in the current service schedule on Monday of each week, during regular business hours. Should this schedule change, the Consumer must call the appropriate Timekeeper with the service schedule adjustment as soon as possible, but **no later than Monday at 12pm**.

Pleet Home Care Agency, Inc. Responsibilities for CDPAP

- Process the payroll for each Caregiver. Payroll will be processed on a bi-weekly basis provided that Pleet Home Care Agency, Inc. has received the clock out/in of time receipts and/or the weekly signed time sheets that were requested.
- Coordinate all matters that relate to the employment forms for each Personal Assistant.
- Act as the employer of record.



- Maintain a confidential personnel file on all hires Personal Assistants.
- Advise and encourage the consumers to provide equal employment opportunities to all prospective employees regardless of their race, creed, color, national origin, sex, disability, marital status, orientation or sexual preference.
- Monitor the completion of the required nursing assessment forms and the consumer agreement outlining obligations and responsibilities.
- Engage in on-going monitoring activities, which include periodic contact with the consumer and review of the six (6) month nursing assessment.
- Provide appropriate notification pertaining to any intention to transfer or terminate the consumer from the Program.
- Sign a contractual agreement with the consumer to fulfill these program responsibilities.

PERSONAL ASSISTANCE SERVICES

- Personal Assistance services include but are not limited to: assisting the Consumer with bathing, dressing, toileting, and other related personal functions; performing household chores and other activities such as nursing and transportation (if agreed upon between consumer and caregiver), that assist the Consumer to be as functional as possible within the limits of their abilities.
- Self-directing individuals who participate in the Consumer Directed Personal Assistance Program and who are determined by a registered nurse to be capable of providing all necessary supervision and instruction may receive certain services from Personal Assistants/ Caregiver that otherwise are typically provided by a home health aide, licensed practical nurse, or registered nurse. These services include, but are not limited to, tracheal suctioning, administration of medication, the provision of insulin and other injectable medication, ventilator monitoring, catheter care, sterile dressing, and the care of a decubitus ulcer. However, Pleet Home Care does not offer training in these items. Training must be orchestrated by the consumer and/or authorized representative.

ASSESSING YOUR NEEDS

Decide which tasks you may need assistance with. It may be helpful to break down your daily living needs and include these tasks in a written job description. Examples of tasks include: *dressing, undressing, shaving, bathing, bowel care, cleansing after toileting, communication assistance, writing or typing, brushing teeth, grooming, skin care, hair care, medications, cooking, laundry, mobility, transferring, trimming nails, transportation, turning at night, shopping or errands, use of assistive devices, cleaning equipment.*

You have the right to choose an assistant that best matches your needs with qualities and experience you desire. Decide when you need the most assistance, and approximately how long each task will take. It is also helpful to include the qualifications/skills you would like your assistant to have, and any equipment you use. You may only need assistance at certain times of the day, or you may need an assistant for a block of time each day.



There may be restrictions placed on what your assistant can and cannot perform. Check to see if the state program you are on covers tasks that may be delegated by a registered nurse to a personal assistant. Pleet Home Care Agency, Inc. can answer your questions; call 716-768-8056.

GENERAL WORK RULES

As a consumer you should encourage a safe and pleasant work atmosphere where everyone cooperates and commits to appropriate standards of behavior.

The following is a list of behaviors should be considered unacceptable. Employees found engaging in these actions may be subject to discipline including reprimand, warning or dismissal:

1. Failure to be at work at the regular starting time;
2. Willfully damaging, destroying, or stealing property belonging to the consumer;
3. Engaging in disorderly conduct;
4. Refusing or failing to carry out instructions of the consumer or their Representative;
5. Leaving your consumer unattended without permission;
6. Ignoring work duties as dictated by consumer Plan of Care;
7. Intentionally giving any false or misleading information to obtain employment;
8. Using threatening or abusive language;
9. Falsifying any record;
10. Willfully or habitually violating safety or health regulations;
11. Failing to wear clothing conforming to the standards set by the consumer;
12. Possessing firearms, weapons, alcohol or drugs on consumer property.

RECRUITMENT AND ADVERTISING

There are many methods of advertising and recruitment that you could use. Below are some of our suggestions for recruiting good dependable personal assistant:

NEWSPAPER ADVERTISEMENTS

Neighborhood newspapers are cheaper than major citywide papers and are good to target potential assistants who live closer to your home.

LOCAL NEWSLETTERS

Look for community organizations that will run short ads.



COLLEGES AND UNIVERSITIES

Colleges can be an excellent source for finding personal assistants. Many students are looking for extra income to help them through college. We suggest looking for students who are interested in majors in the area of health and human services who need work experience in their chosen field. To advertise a position, contact the career placement office or the student housing office on campus.

WORD OF MOUTH

Ask family, friends and neighbors if they or someone they know would be interested in being employed as your personal assistant. The only restrictions to hiring family members are that they cannot be your spouse or parent, however, a child can care for their parent.

BULLETIN BOARDS IN HIGH TRAFFIC AREAS

Hang flyers on bulletin boards in high traffic areas, such as: grocery stores, banks, apartment buildings, restaurants, community centers, churches, temples, Laundromats, day care centers.

CONTENTS OF AN ADVERTISEMENT

Personal Assistant- Needed to assist with personal care, shopping and light housekeeping.

Part Time/Full-Time. Flexible schedule. Identification required. Ideal for college students.

It is important to decide what qualities or training level you desire, when recruiting a personal assistant. You need an employee who is able and willing to perform the duties required.

Complete information helps you be sure that the prospective employees that contact you are truly interested and potentially qualified for the position. This also reduces calls that merely ask for additional information which can be time consuming.

We suggest:

1. Short description of the job, include the job title
2. Days and hours of service
3. Must be at least 18 years of age
4. Must supply proof of citizenship or ability to work in the US

Consider including this optional information:

1. Age group of consumers: Pediatric, Senior Citizen
2. Location {Town}
3. Is driving necessary
4. Smoker or non-smoker preferred



How to Screen Applicants

The Initial Contact

1. Give a brief description of the duties of the position, amount of hours the job requires, and the amount and method of payment (payment through payroll vendor)
2. If the job includes bowel/bladder care, medications, use of medical equipment.
3. If the applicant is interested, ask applicable questions and record the answers:
 - a. Will you give me your name address and phone number?
 - b. What days and hours are you available to work? Do you have any restraints on your schedule that need to consider? Are there days you cannot work?
 - c. Have you ever assisted or worked for a disabled or chronically ill person? (If yes) Tell me a little about the kinds of duties you performed.
 - d. Do you have reliable transportation?
 - e. Do you smoke?
 - f. Are you allergic to pets?
 - g. Are there personal hygiene tasks you object to performing?
 - h. Do you have medical restrictions that will prevent you from lifting, transferring, and positioning?
 - i. Do you cook, and would you mind doing housework?
 - j. Do you object to me doing a criminal background check?
4. Tell the person you will call back to make an appointment for an Interview (if you are interested in a face-to-face interview). Ask them to bring identification for filling out an I9 form and W-4
5. You may consider meeting at a "neutral" location outside the home for personal safety.
6. Even if the person is unsuitable for the job, always thank them for their Interest. You may want to file their name and phone number to use in the future.

HOW TO CONDUCT THE INTERVIEW

The Personal Interview

Call all those applicants that appeared to be good prospects and schedule each for a face-to-face interview. Allow plenty of time between each Interview. About one hour for each interview is usually good. The interview is important because this is the time when you let the applicant know about the job in detail and gather information about the person you may hire as an assistant.

When the prospective assistant arrives, there are a few suggestions that can make the interview successful. Some things may need to be repeated from the telephone contact for clarification purposes:

1. Help the person feel as comfortable as possible and get to know each other a little. Tell the person about your needs or that of your family member.
2. Ask the applicant to fill out your application. Applications are useful because they are a good way to keep up with the prospective assistants that you have interviewed. They also simplify record keeping and are an easy way to have quick reference to the information you will need to make a final decision. It will give you good background information to form your questions.



3. Give him/her a copy of your job description to read. Explain the duties and responsibilities of the Job thoroughly. Ask If they can easily and safely perform the functions of the job. (I.e. lifting, transferring, positioning, use of medical assistive devices) as checked on application form.
4. Ask them to tell you about themselves. Be sure to question about past work history, reasons for leaving other employment, any experience with personal assistance and why they are interested in this position. Ask about their career goals and why they are pursuing this type of work.
5. Describe the work schedule, pay method, benefits and your method of evaluating an assistant. Review Holiday coverage.
6. Give the applicant an opportunity to ask you questions.
7. Tell the applicant you will call as soon as you decide. (Be sure to call the applicant even if you decide not to hire them)

Sample Questions

The following are a few questions you may choose to ask during the personal Interview to help choose your assistant:

1. How far do you live from here? (Turnover seems to be higher among workers who commute long distances, especially in bad weather).
2. Have you had any experience giving personal care?
3. Do you smoke or drink?
4. Do you object if other people smoke or drink when you are present?
5. How would you handle multiple tasks at the same time and ensure that all are performed?
6. Are you comfortable performing personal care duties such as bathing and toileting?
7. What do you think will be the best and worst part of this job?
8. What are your strong and weak qualities?
9. Why are you interested in being a personal assistant?
10. Give me an example of how you have handled disagreements with your past employers.
11. Have you ever been convicted of or are you presently being charged or under Indictment for a crime? (If answer is YES-ask for details)
12. Do you object to obtaining a criminal history check?

CHECKING REFERENCES

If you are hiring a friend or relative known to you, you may choose not to check references. Before you decide about hiring a stranger as an assistant, check each person's references. Call a former employer if possible as listed on your application. Look carefully at how long they were employed at each place. Ask former employers If the applicant worked there and the dates worked. You may ask all questions you like, but the previous employer is not legally required to provide you the Information. If work references are not available, check personal references.



HIRING

Once you narrow down your choices to the individual(s) you wish to hire:

- Call them and offer them the position.
- Set up a time when you give them more details about the Job,
- Review the job requirements;
- Arrange a time and day for them to start
- Have them fill out a Contract Agreement if you desire to formalize the arrangement. You can hire the personal assistant on a trial basis (for example, three months probationary) then review continued employment based on your assessment of job performance.

BACK-UP ASSISTANTS

Back-Up or substitute assistants are persons you can call in the event that your regular assistant cannot work. Substitutes can be used when your attendant is on vacation, is ill, or quits without notice. It is highly suggested to keep a list of four or five back-up assistants to guarantee you get help when you need it. It is a good idea to advertise, screen, and file applicants at the start of care on the program for back-up positions.

You can find substitutes in several ways. Whichever method you choose, it helps to have a phone list of substitutes within reach in time of an emergency fill-in. It is the duty of the Consumer and/or authorized representative to find caregivers and back-up for your care through the Consumer Directed Personal Assistance Program, not Pleet Home Care. We cannot guarantee that we have anyone who fits your needs or is in your area. However, sometimes Pleet has people who come in looking to care for someone. You can ask your intake coordinator if there is anyone in your area who might fit your needs. Please note that this is not guaranteed, but we will do our best to connect you with someone who may fit your needs.

DEVELOPING BACKUP RESOURCES

Be prepared in case your Personal Assistant is not available to work. Here are some suggestions for finding prospective emergency backup replacements:

1. Hire more than one permanent Personal Assistant to work per week. If one Personal Assistant is sick or unavailable, the other can substitute. For example, you can hire one person for weekdays and another for weekends.
2. Request that your Personal Assistant find their own replacement when unable to work.
3. Maintain an updated list of prospective employees you liked but did not hire as permanent workers. Check with them periodically to see if they are still available to work for you on a substitute basis.
4. Ask friends or neighbors if they would be willing to assist you in case of an emergency. You can remind them that besides helping you, they will be paid for their services if they fill out an application before working and are deemed in compliance with the state. Contact Pleet Home Care's office or your intake coordinator to help your friend/ neighbor get started with us.



5. Most important, have a telephone nearby that you can always operate. If it is necessary, you can get special telephone adaptations to fit your needs. For more information on services for the disabled, contact your local telephone company.

Note: If you have continuous coverage, be sure to emphasize the point that you cannot be left alone and that the Personal Assistant cannot leave your home before their replacement has arrived. Also, require that your employee give you notice before taking annual or vacation leave and before leaving the job.

TRAINING YOUR PERSONAL ASSISTANT

The following is a list of suggestions that will help you in training your personal assistant:

- Explain the nature of your disability or illness in as much detail as possible.
- Conduct training sessions with your new assistant every day, covering one topic a day.
- Review previously covered sessions regularly to ensure the assistant understands what you taught.
- At the beginning of each training session, present a brief overview of what you will teach.
- At the end of the session review what was taught in that session.
- Be sure to emphasize safety precautions and what to do in case of an emergency. 7 Explain the proper use of any life support systems in detail.
- Fully describe all procedures, such as transferring, in a step by step method.
- Explain and limit use of technical words, ask for feedback to guarantee you are communicating effectively with your assistant. It may be helpful to have pre-written instructions to hand out to your assistants.
- Try to have a family member, former assistant, or a friend demonstrate proper methods of performing procedures as you train your new assistant. Return demonstrations by your new assistant is an excellent way to judge understanding of procedures and any mistakes can be quickly corrected.

CONFLICT RESOLUTION AND TERMINATION

As with any employment situation there are bound to be some areas of conflict at times between you as the EMPLOYER and YOUR assistant as the Employee.

Sometimes conflict is due to poor Job performance. Perhaps the training the assistant received did not answer all their questions about procedures and techniques that you would like to or must have done. If you suspect this might be the case, re-train your employee on the aspects of the job that are causing them difficulty. Many times, this "refresher course" will solve what seem to be serious problems.

Punctuality is a frequent problem for some assistants. If a pattern begins, confront your assistant. Convey the importance of their timelines to your life. Get them to agree to a timeframe. If they violate that timeframe, you have the right let him/her go.

There are other times when an assistant and the employer simply just do not get along due to personality differences. Perhaps the person you thought would be a perfect assistant turns out just the



opposite. Before you give up completely on the relationship here are a few suggestions to try to solve the problem:

- Keep the lines of communication open. When conflict arises, it's easy to shut down. Keep talking and try to find out the true reasons behind the conflict. The problem will not go away just by ignoring it.
- Look to your written contract for resolution. A written contract helps prevent or clear up disagreements about duties, salary, time off and benefits. This is another good reason to have a complete, clearly written contract between you and your employee.
- Bring in a third party to help settle the conflict. A friend, neighbor, clergy person who is objective can often find a resolution that both parties can live with.
- In genuine differences of opinion, look for compromise.
- If all else fails, then you must take the responsibility of terminating your employee. The exact method you use is up to you. A face-to-face exit interview or per phone call. You need to discover your comfort level in this situation. Make arrangements for employee to receive their final paycheck. A simple statement of "I won't need your services any more" is sufficient. It is your choice as to whether you give the traditional two-week notice. Analyze what went wrong, to avoid a similar situation in the future.
- Arrange a backup prior to terminating your employee.

PERSONAL SAFETY

You have the right to receive personal assistance without being taken advantage of sexually, mentally, physically, or financially. You have the right to terminate exploitive or abusive relationships. If you feel that the behavior an assistant is displaying towards you is inappropriate, talk to someone you can trust about the situation. It can help to get a second opinion of the situation and how to handle it.

Remember that criminals often enter through unlocked doors and windows. Keep your doors locked, especially at night. If it is a friend at the door, he or she won't mind waiting for you or your assistant to open the door.

If you suspect someone is trying to get into your home, call 911. Even if you're not sure, it is best to call. If it is an assistant or someone you know, but they are acting suspiciously, call the police.

Most sexual abuse happens with someone known to the person. Remember you have the right to say NO to any unwanted touch, whether it is a personal assistant, a romantic partner, or family member.

If you receive an unwanted sexual touch from a personal assistant, be aware that it is a violation of professional ethics, your rights, and the law. Report it as soon as you can to the police. For support, call your local rape crisis center and/or a personal counselor. Trust your instincts. If you feel unsafe, terminate the relationship with your personal assistant.

Have friends, neighbors, family handle things that you do not feel comfortable delegating to your assistant (i.e. assistance with financial matters). Let your assistant know through casual conversation that your family and neighbors are watching out for your well-being.



In cases of child abuse call the police immediately. Call your local Hot Line Abuse # found in your area phone book. Call your vendor for further assistance.

TIPS FOR PROTECTING PROPERTY AND PERSONAL SAFETY

Make an inventory. Give a copy of your inventory to your family or friend or insurance agent. If you have a loss, it will help establish proof of value for filing claims.

Everything should have a place known to you and should be kept in that place.

Make it evident that you are aware of your surroundings, what you have, and where those items belong through casual conversation.

Keep an inventory of your consumables. Also, keeping a mental inventory can help control purchasing.

Discuss phone use with your assistant at time of hire. Detail phone use while working and responsibilities for long distance bills. Check your bill for charges that are not recognized as yours. Make phone use part of your employment contract in order to avoid conflict.

Use extreme caution when allowing your employee to use your ATM card, credit card or access to bank accounts. You as the employer do this at your own risk. When terminating an assistant, change your PIN numbers. Ask your assistant for receipts for any purchases and regularly count your change.

Use caution when giving your assistant use of your car. It is your responsibility to check with your auto insurance carrier for specifics on liability.

Upon termination of your employee make sure you get all keys back. If not, you may wish to change the locks on doors to your house.

Deficit Reduction Act of 2005

Pleet Home Care Agency takes fraud and abuse very seriously. It is our policy to provide information to all employees, contractors and agents about the federal and state false claims act remedies available under these acts and how employees and others can use them, and about whistleblower protections available to anyone who claims a violation of federal or state false claims acts. We also will advise our employees, contractors and agents of the steps the agency has in place to detect health care fraud and abuse.

This act is designated to improve federal and state oversight and enforcement actions against fraud and abuse in the Medicaid Program. It requires any entity receiving more than 5 million dollars in Medicaid funds per year must instruct their workforce on the following issues:

- The Federal False Claims Act
- The Federal Program Fraud Civil Remedies Act
- State Laws pertaining to civil or criminal penalties for false claims and statements
- Role of such laws in preventing and detecting fraud, waste and abuse



- Whistleblower protections under such laws
- Policies and procedures of Pleet Home Care Agency (provide) for preventing and detecting fraud, waste and abuse.

Federal False Claims Act

The False Claims Act is a law that prohibits a person or entity from knowingly presenting or causing to be presented a false or fraudulent claim for payment or approval to the Federal Government and from “knowingly” Making, using or causing to be made a false record or statement to get a false or fraudulent claim paid or approved by the Federal Government. These prohibitions extend to claims submitted to federal healthcare programs, such as Medicare and Medicaid. A person or entity found guilty of violation can be obligated to civil penalty up to 11,000 plus three times the amount of actual damages. A person or entity can also find themselves excluded from the Medicaid programs if found in violation.

New York False Claims Act

The NY False Claims Act closely tracts the federal False Claims Act. It imposes penalties and fines on individuals and entities that file false or fraudulent claims for payment from any state or local government, including health care plans such as Medicaid. The penalty for filing a false claim is 6,000-12,000 per claim and the recoverable damages are between two and three times the value of the amount falsely received.

THANK YOU FOR WORKING WITH PLEET HOMECARE!

Please contact our office if you have any questions or concerns and we will be happy to help you!