



740-457-5240 / 330-734-6297

[MANAGEMENT@HIWTHIHOME CARE.COM](mailto:MANAGEMENT@HIWTHIHOME CARE.COM)

**WE ACCEPT PRIVATE PAY, LONG-TERM CARE INSURANCE, AND PROUDLY SERVE AS A VA CONTRACTED PROVIDER.**

## COUNTIES COVERED:

### OHIO

ASHLAND, ASHTABULA, BELMONT, CARROLL, COLUMBIANA, CRAWFORD, CUYAHOGA, FRANKLIN, GEauga, HAMILTON, HARRISON, HOLMES, JEFFERSON, KNOX, LAKE, LORAIN, MAHONING, MEDINA, MONTGOMERY, PORTAGE, RICHLAND, ROSS, STARK, SUMMIT, TRUMBULL, WAYNE

### WEST VIRGINIA

BERKELEY, BROOKE, CABELL, HANCOCK, MARSHALL, MONONGALIA, OHIO, RALEIGH

## OUR STORY:

### VETERAN OWNED PERSONALIZED IN HOME CARE AGENCY STARTED BY MINDY ISLA

Mindy started the business as she had to learn how to navigate the long goodbye of dementia with her father Gus. The agency was started from the ground up in 2012. Her husband Roger, a 30+ year practicing Attorney retired his practice to help run the business.

Mindy turned grief into grace by starting this agency to honor her father. Taking care of her father for 9 years carved the way and gave her the ability to bring to the table what families navigating dementia or any disease may need.

It is our hope that Home Is Where The Heart Is Home Care will be your choice. No matter the disease your loved one is struggling with that is making you question how you will manage, we are here to help. We want to take you from caregiver back to the spouse, son or daughter you once were.

*Our agency is not a franchise. Our agency was grown from the ground up with experience, need, love, and a duty to help others.*

**IF YOU ARE A VETERAN, YOU MAY BE ELIGIBLE TO RECEIVE IN-HOME CARE AT NO COST EXCEPT FOR A POSSIBLE COPAY!**

## THE PROGRAM:

- BATHING, SHOWERING, SPONGE BATHING
- TOILETING, INCONTINENCE CARE
- MEDICATION REMINDERS AND MAKING SURE ALL MEDICATION IS TAKEN
- LAUNDRY, LIGHT CLEANING
- COMPANIONSHIP
- EXERCISE, AMBULATION
- PET CARE-FEEDING & WATERING, GOING OUTSIDE
- PREPARE MEALS



**home is where  
the heart is**  
HOME CARE

**NPI - 1033541743**

## ELIGIBILITY:

- VETERANS MUST BE ENROLLED IN THE VHA STANDARD MEDICAL BENEFITS PACKAGE. THERE MUST BE A CLINICAL NEED FOR THE SERVICES.

## NEED FOR PERSONAL CARE SERVICES:

- THE VETERAN MUST REQUIRE PERSONAL CARE SERVICES, MEANING THEY NEED HELP WITH ACTIVITIES OF DAILY LIVING (ADLS) SUCH AS BATHING, DRESSING, EATING, OR TRANSFERRING.
- A CLINICAL NEED FOR IN-HOME CARE MUST BE ESTABLISHED, OFTEN THROUGH A COMPREHENSIVE GERIATRIC EVALUATION.

## CALL US TODAY!

### PHONE:

330-734-6297 Ext. 1  
740-457-5240 Ext. 1

### FAX:

740-365-4243

[www.wheretheheartishomecare.com](http://www.wheretheheartishomecare.com)

## VETERANS GUIDE: HHA PROGRAM

If you **ARE ALREADY** enrolled in the VHA Standard Medical Benefits Package, follow these steps:

- This program is a FREE program to Veterans. To enroll in the VA's Homemaker and Home Health Aide (HHA) program, veterans need to be enrolled in VA health care and demonstrate a clinical need for assistance with daily living activities.
- The first step is to contact your VA primary care provider at the local VA medical center to initiate the process. They will assess your eligibility and needs.

If you are **NOT** enrolled in the VHA Standard Medical Benefits Package, follow these steps:

- If you are not already enrolled, veterans need to apply for the VA Standard Medical Benefits Package. This can be done online at VA.gov, in person at a local VA office, by mail, or calling: 1-877-222-8387 or 1-855-260-3274
- After enrollment, contact your VA primary care Doctor to schedule a clinical assessment. This assessment will determine if the veteran meets the clinical criteria for the HHA program. If you or your loved one cannot attend in person, ask for a zoom Doctor's appt.
- Once approved, please let them know you would like to use our agency or call the agency to let them know you have been approved and we can call. The VA will send a referral, then our agency will accept the referral. Then the agency will send an employee to your home to fill out paperwork.

The VA will then send an authorization, and you will receive a call with a start date and schedule. The VA pays the agency directly.