



Client Directed Home Care Invoicing

For more information
Email: continuingcare@ahs.ca
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**Seniors Health &
Continuing Care**

Home Care



Home Care Services



What is Client Directed Home Care Invoicing?

Client Directed Home Care Invoicing (CDHCI) is an option for Alberta Health Services (AHS) Home and Community Care clients to manage their own care. With CDHCI, clients can choose an agency that provides home care services that is registered with Alberta Blue Cross. This agency can provide services up to a maximum number of pre-approved hours per month, as authorized by AHS. The agency submits claims directly to Alberta Blue Cross, the program administrators, and is reimbursed for their services.

Who is eligible for CDHCI in Alberta?

If you have a valid Alberta Health Care number and are living in a community setting you may be eligible for CDHCI:

- If you have been assessed by an AHS Case Manager and are deemed in need of home care services.
- If your Case Manager determines that this may be a suitable model for your care and will meet your care needs.
- If there is no conflict of interest with any other AHS policy or service agreements.
- If you or the person managing your CDHCI care are willing and able to assume the responsibilities associated with self-directing and monitoring your care.
- You do not need to have an Alberta Blue Cross plan to be eligible for CDHCI.

What services are provided?

Services are determined by your Home and Community Care assessment and may include **personal care**, **homemaking**, and **publicly funded respite care**:

- Personal care includes assistance with care tasks that can be scheduled such as personal hygiene, dressing, toileting, mobilization and transferring, home exercises, nutrition, medication assistance, and respiratory care.
- Homemaking services includes tasks that are essential to keeping you in your home, such as cleaning bathrooms, cleaning mobility equipment, incontinence laundry, and removing garbage. It is important to note that homemaking tasks must be related to health maintenance and are not stand-alone services. You must explore other service agencies and options for homemaking tasks before homemaking services are included in CDHCI.
- Respite Care to provide your informal caregivers a break when you are unable to safely be left alone, as determined by your AHS Case Manager.

What are the expectations of Client Directed Home Care Invoicing participants?

You may be the individual managing your CDHCI or you may assign this responsibility to another person who is willing and able, like your spouse or a relative. This person would be referred to as your CDHCI manager.

You or the Formal Decision-Maker (a person who has legal responsibility for managing your care):

- Sign and submit a Consent to Disclose Information form to Alberta Blue Cross.
 - The contact information of the CDHCI manager is also shared with Alberta Blue Cross.
 - If a Consent to Disclose Information form is signed by anyone other than you, documentation relating to the source of their legal authority must be provided to AHS.

You or the CDHCI manager (does not need to have legal authority to manage CDHCI)

- Signs the CDHCI Letter of Agreement.
- Receives approval letter from Alberta Blue Cross confirming your authorized hours and start date of approval period and providing your Alberta Blue Cross customer number.
- Selects a service provider agency from the list provided by Alberta Blue Cross.
- Directs care according to the Care Plan.
- Makes a backup plan for care in the event your agency caregiver is absent.
- Pays the selected service provider agency for any charges/expenses above and beyond the AHS authorized service hours and AHS maximum hourly rate as stated in your Alberta Blue Cross letter.
- Notifies AHS of any changes to:
 - your condition, including hospitalizations.
 - your situation that may result in not requiring care for any period of time and when leaving the province.
 - periods where there is no service provider agency.
- Notify AHS and Alberta Blue Cross of any changes to:
 - your address.
 - contact information of you or your CDHCI manager.

Who can be hired?

As AHS is not affiliated with any eligible service provider registered with Alberta Blue Cross and is not responsible for the actions or omissions of any service provider, CDHCI clients are responsible for reviewing and researching these providers. AHS does not evaluate or guarantee the quality of care provided by any of the registered service provider agencies on the Alberta Blue Cross registry.

Albertans can choose CDHCI because this service delivery model best meets their needs. The contractual relationship is between you or your CDHCI manager and your chosen service provider agency.

When choosing a service provider agency, choose an agency from the Alberta Blue Cross registered vendor list.

A map of the client directed home care service zones and registered vendors can be found on the Alberta Blue Cross website ([Client Directed Home Care | Alberta Blue Cross](#)[®]) or by calling [1-800-394-1965](tel:1-800-394-1965).

Home Care Services

You can receive more information or request home care services by calling the appropriate number below.

North:

[1-855-371-4122](tel:1-855-371-4122)

Edmonton:

[1-780-496-1300](tel:1-780-496-1300)

Central:

[1-855-371-4122](tel:1-855-371-4122)

Calgary:

[1-403-943-1920](tel:1-403-943-1920) or
[1-888-943-1920](tel:1-888-943-1920)

South Zone:

[1-866-388-6380](tel:1-866-388-6380)

Family, friends, neighbours or health professionals
can also call on your behalf.

For further information:
email: continuingcare@ahs.ca