

GERIATRIC CARE MANAGEMENT SERVICE AGREEMENT

Your Elder Experts works with elders, people living with chronic diseases, and their family and caregivers to enhance quality of life, encourage independence, and help ensure a safe and supportive living environment. This document acknowledges that Care Management services have been requested and all parties agree to the following terms:

FINANCIAL RESPONSIBILITY

- Client and responsible party are jointly responsible and liable for the fees associated with engaging Your Elder Experts. The undersigned understand and agree to the services provided by Your Elder Experts, accept responsibility for payment, and request that services begin as soon as possible.
- Services are billable at the agreed hourly rate, accruing in 10-minute increments and billed on a monthly basis. The hourly rates are explained and set forth in this agreement. Monthly invoices also include all reasonable out-of-pocket disbursements and expenses incurred on the client's behalf (e.g. parking, tolls, and reimbursements for items requested by client). Rates may be updated from time to time by Your Elder Experts at its discretion. Your Elder Experts will provide notice of any changes thirty days in advance of the effective date and a revised fee schedule will be deemed to be incorporated into this Agreement.
- Payments are due and payable upon receipt of the invoice. Your Elder Experts will endeavor to accommodate reasonable requests for a payment plan.
- All payments are due immediately upon termination of the Agreement by client or responsible party.

TERM AND TERMINATION

- The nature of this agreement shall be ongoing until terminated by either client or Your Elder Experts.
- Written termination from client may be effective immediately.
- Termination can be initiated by Your Elder Experts for the following reasons:
 - In the event that Your Elder Experts is unable to provide appropriate services to meet the client's needs
 - Client has achieved his or her goals and services are no longer needed
 - Client's unwillingness to participate appropriately in the care plan, creating an unsafe living situation
 - Client's unwillingness to pay program fees
- In the event that Your Elder Experts finds cause to terminate services as described above there will be an allowance for sufficient time and support to transition client to alternative services.

DESCRIPTION OF BILLABLE SERVICES

- Consultation: A one-time or very short term intervention, which can be with a client, his or her family, and/or any caregiver.
- Initial Assessment: All work done on a client's behalf during the opening of a case, including face-to-face contact with the client, family, and caregivers, as well as telephone, texting, and email. This may include information gathering and research as delineated below.
- Information Gathering and Research: Time spent researching potential resources, as well as contact with current care providers. This includes gathering information from doctors, lawyers, non-family caregivers, homecare agencies, community agencies, residential facilities and other community resources.
- Care Management: Direct care after an assessment has been completed. This includes contact with clients, family, caregivers, and community agencies involved with the client, whether face-to-face, or by telephone, email, fax, and/or letter, as well as errands, shopping, reports to the family and any administrative support.
- Doctor Visits: Accompanying client to physician appointments, communicating with the doctor, and any necessary follow-up.
- Travel: Round-trip travel time to any location on behalf of the client, when the client is not in the car.

LIABILITY & CONFIDENTIALITY

- Geriatric Care Management does not provide 24-hour emergency coverage, although we monitor our phones and email throughout the weekend.
- Care Managers may identify and/or refer to third party service providers. While Care Managers strive to refer to providers with a reputation for providing high quality services, Your Elder Experts does not guarantee and expressly does not assume liability for the actions of third party service providers.

**GERIATRIC CARE MANAGEMENT
SERVICE AGREEMENT**

This agreement, regarding service for _____,
is between Your Elder Experts and

RESPONSIBLE PARTY

GUARANTOR

	AND/OR	

FEES:

- Director: \$175/hour
- Care Managers: \$150/hour
- Associate Care Managers: \$90/hour
- Travel Time: \$75/hour

We the undersigned have read, understand, and agree to the policies and terms of service with Your Elder Experts, and we acknowledge receipt of the JF&CS Notice of Privacy Practices.

Responsible Party	Guarantor	Date