



National
PACE
Association



NC PACE
ASSOCIATION
Programs of All-Inclusive Care
for the Elderly

FAQ's– Questions Families Frequently Ask About PACE

Q. What is PACE

PACE or Programs of All-Inclusive Care for the Elderly is a long-term comprehensive health care plan that utilizes preventative care, enabling seniors to live at home in their communities for as long as medically and socially possible. Through the PACE program seniors have access to care at the day center, in the community, and in the home.

Q. How do people qualify for PACE?

Eligible PACE participants must be age 55 or older. Participants must meet the state's criteria for nursing home level of care and with assistance be able to live safely in the community. PACE participants also must reside within the PACE service area (see service area map).

Q. What is covered under PACE?

ALL physician, specialist, and nursing care
ALL prescription drugs and durable medical equipment
ALL dental, eye, and foot care
ALL hospital care, emergency, and nursing home care
ALL rehabilitative therapies

Q. What is the cost to participants?

Many PACE participants are dually enrolled under both Medicare and Medicaid. For the majority of these participants PACE services are available at no cost. If income is over the Medicaid limit then a monthly fee may be required. Once in PACE participants never pay a deductible or co-payment for any drug, service or care approved by the PACE team. PACE staff is happy to provide guidance on necessary steps to obtain Medicaid eligibility.

Q. Are people who do not qualify for Medicaid eligible for PACE enrollment?

Yes. If you are on Medicare and do not qualify for Medicaid you will be responsible for the premium portion otherwise covered by Medicaid and Medicaid Part D. PACE will negotiate directly with insurance providers to accept Long-Term Care plans. For families ineligible for government benefits PACE will accept arrangements for private payment.

Q. How do people get to the day health center?

PACE programs provide transportation to and from the day center. One of our specially equipped vans picks you up at home and brings you to PACE for the day. Transportation is a key benefit of the PACE program and is not only provided between the home and day center but when necessary to appointments and other activities.

Q. Do PACE participants attend the day health center every day?

On average PACE participants attend the day center three times a week. Based upon participant needs and preferences attendance can range anywhere from several times a week to once a week to once a month.

Q. What if my health limits me from coming to PACE? Are there any in-home services I would receive?

Those who are eligible will receive in-home care services, these services must be necessary and approved by our interdisciplinary team. They include but are not limited to: Personal Care Assistance (bathing, grooming, dressing) and Housekeeping (assistance in light cleaning, cooking, laundry, shopping).

Q. What happens if a PACE participant needs nursing home care?

The goal of PACE is to keep participants out of nursing homes and in the community for as long as possible. If at some point it is in the best interest of the participant to receive care in a nursing home, PACE will pay for the care and supervision of the interdisciplinary team will continue.

Q. What about my personal doctors?

When you enroll in PACE we become your health care provider and you will come under the care of our interdisciplinary team which consists of a medical doctor, nurses, social workers, physical therapists, occupational therapists, dietitian, speech therapists, activities coordinator and transportation director.

The goal of Elderhaus PACE is to develop and provide a care plan specifically for you. As your health care provider PACE will supervise and coordinate your care. Participants are ensured access to preventative and holistic treatment, provision of medication and durable medical equipment, and 24-hour on call service in case of

Q. What happens if a person needs hospitalization or specialist care?

PACE covers the expense of all emergency care, hospitalizations, and medical specialist services. All non-emergency visits to specialists or hospital stays must be pre-authorized.

Q. How can I become a PACE participant?

If you meet the previously listed eligibility requirements and are interested to become a PACE participant we want to speak with you! We are happy to offer you and your loved ones a tour of our facility , or we can come and meet with you in your home to begin the enrollment process. The entire process from obtaining medical records to the participants first day at the enter generally takes between 4-6 weeks.

Q. What if a person decides they want to leave PACE?

Enrollment in PACE is voluntary and participants are free to disenroll and resume their benefits in the traditional Medicare and Medicaid programs if at any time they feel the program is unfitting. PACE operates on monthly billing cycles and disenrollment occurs at the end of the month.

For more information on Elderhaus or the PACE program we invite you to call us at anytime at (910) 343-8209 (T TY# 1-800-735-2962). You may also find useful information with the following online resources-

elderhaus.com

npace.org

<http://www.npaonline.org/>

<https://www.medicare.gov/Pubs/pdf/11341.pdf>

<https://www.cms.gov/medicare/health-plans/pace/overview.html>

<https://dma.ncdhhs.gov/providers/programs-services/long-term-care/program-of-all-inclusive-care-for-the-elderly>

Elderhaus PACE complies with applicable Federal Civil Rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-910-343-8209 TTY#1-800-735-2962 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-910-343-8209 TTY#1-800-735-2962 H392-MM27174444