TEMPLATE B

Questions to Ask a Home Care Agency

Question	Agency A	Agency B	Agency C
State license number and last inspection			
Are caregivers your employees, not contractors?			
Proof of liability, workers' compensation, and bond insurance			
Background checks run, and how often			
Training, including dementia			
Who supervises, and how often			
Backup if a caregiver calls out			
Expected number of different caregivers per week			
How visits are documented; family access			
Hourly rates: weekday, weekend, night, holiday, live-in			
Minimum hours per visit and per week			
Mileage charges			
Cancellation notice: shift and contract			
No-hire or buyout fee			
Bills long-term care insurance?			
Accepts veterans or Medicaid programs?			
Gut feeling after the call (1-5)			