



*Financial Health Services, LLC*

*Third party billing and related services.*

## How to Get a New Non-Medical Home Care Recipient Started with FHS

If you are arranging for the provision of care for an individual receiving non-medical in-home care services and you would like Financial Health Services, LLC (“FHS”) to process your claims through a third party payor and pay your caregiver, please do the following:

- Make sure that you or your client, as applicable, has long-term home health care or other third party payor coverage and have the care recipient initiate a claim with their third party payor.
- Complete the FHS New Client Information Form. Copies of this form can be obtained from an FHS Pre-Certification Specialist or on the “Resources” section of the FHS website located at [www.fhsbillings.com](http://www.fhsbillings.com).
- Fax or email a completed copy of the FHS New Client Information Form to an FHS Pre-Certification Specialist. The FHS fax number is 484-674-3762.
- Upon our receipt of your completed FHS New Client Information Form, an FHS Pre-Certification Specialist will contact you to provide you with any additional forms you will need to complete and return including, an Assignment of Benefits form and an Authorization to Release Information form. Some third party payors also require additional forms.
- Please complete all necessary forms and return all completed and signed forms to an FHS Pre-Certification Specialist. Upon our receipt of all required forms, we will verify benefits with the applicable third party payor and will email you a summary of these benefits.

After you have received and reviewed your benefit summary, care can then begin for you or your client. You can fax all applicable caregiver notes and timecards to FHS at 484-674-3762. **Please note** that there is some uncertainty throughout the pre-certification and claims payment processes as to whether the third party payor will in fact authorize payment for any claim. Therefore, until payment is received you, your client and FHS bear the risk for any claims until payment is actually received.

FHS can also help your private pay clients.

If you would like FHS to help your private pay clients to manage and pay for their non-medical home care, please contact us to learn more about our FHS EasyPay service.

**We look forward to working with you!**

To get started, please contact:

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