



## FREQUENTLY ASKED QUESTIONS

### **What types of services do you offer?**

Neighborly offers a wide range of services and programs to assist seniors in Pinellas County to maintain their independence and quality of life. These services include:

- Home-delivered Meals (hot or prepackaged)
- Nutrition Counseling
- Senior Dining
- Adult Day Services
- Home Health Services
- Transportation (medical appointments, grocery stores, etc.)
- Neighborly Pharmacy
- *choice*<sup>sm</sup> Program (nursing home diversion)
- Alzheimer's Disease Caregiver Support Groups
- Home Care PLUS (homemaker/companion)

### **How do I know what services are best for me?**

Based on a telephone or face-to-face assessment to determine your needs, specific services will be recommended. Please don't hesitate to ask questions; we are here to help explain our services and help you get the appropriate assistance. If we do not have the service required, we have a wide range of resources to help you get the information you need.

### **Are there costs?**

Most of our services are available through a variety of state or federally funded programs, some insurance and managed care programs, and Medicare, as well as private pay options. Neighborly Care Network receives some of its funding through various grant programs and donations; however, a common misconception is that all of our services are "free of charge." Several factors determine eligibility for funded services -- income and asset levels, physical impairment, and the applicant's ability to complete certain daily activities and functions. This information is obtained during the initial telephone screening or during the assessment done in the customer's home. Alternate payment options are available; it is our desire to work with you on a plan that meets your needs.

### **How do I apply for these services?**

Prospective customers may apply by calling Neighborly Care Network at 727-573-9444, Monday through Friday, from 8:00 a.m. to 5:00 p.m. You may apply for some services by visiting our Web site at [www.neighborly.org](http://www.neighborly.org).

### **How long will I have to wait for services to begin?**

Each customer eligible for funded services will receive them based on their assessment score obtained during the initial telephone screening and/or home assessment visit. With the large demand for services in Pinellas County and limited funding sources, there sometimes is a "Wait List" for applicants to begin receiving funded services. An applicant's status on this wait list for funded service is fluid and subject to change on a daily basis. We encourage individuals who have applied for services to call us immediately if their condition or situation significantly changes, so that we may update their records.