

You work hard for your clients...

We Work For You!

The Home Care Alliance:

- Keeps You Informed**
- Keeps You Connected**
- Advocates For You**
- Gets Your Name Out**
- Educates Your Staff**
- Accredits Your Agency**
- Helps You Hire Staff**
- Saves You Money**

**2015-2016
Edition**

Home Care Alliance of Massachusetts

Ph: (617) 482-8830 • Fx: (617) 426-0509

www.thinkhomecare.org/join

PUT OUR EXPERIENCE...

Founded in 1969, and with more than 175 agency members, the Home Care Alliance of Massachusetts has the resources and information your business needs to grow and thrive. Our programs are designed with one goal: **your success**.

Information & Communication Services

Keeping up with changes in the home care industry is a challenge. That's why Alliance members check their inboxes every Thursday for *Update*, our weekly e-newsletter. Each issue discusses the latest in regulatory and legislative changes, Alliance events and announcements, and featured ads from our popular job bank. You can also keep updated by subscribing to the Alliance's newsblog at www.thinkhomecare.org/blog or following our tweet at www.twitter.com/thinkhomecare.

The Alliance also publishes reference materials and surveys for its members including the *Standards of Home Health Clinical Practice Manual* and its annual *Compensation & Benefits Surveys*. You may purchase these and other Alliance publications at www.thinkhomecare.org/publications.

Networking Opportunities

The Alliance's committees, interest groups, listservs, and board conduct the majority of our work, and help our members shape the future of home care in Massachusetts. Our board of directors is elected by and from our members. The Alliance also sponsors several special interest groups for key individuals in your agency's management team to foster information sharing and collegial support. To learn more, visit www.thinkhomecare.org/groups.

Political & Regulatory Action

While you're running your agency, we're busy representing you on Beacon Hill and in Washington. Our staff has built solid relationships with political and regulatory officials and serves on multiple government councils, committees, and task forces that affect the industry.

Becoming a member means becoming a home care insider at the state and federal levels. This means you can help you plan for the future, quickly adapt to changes, and learn about grants and demonstration projects that will put your agency on the cutting edge of care services. Our staff also provides periodic free conference calls and webinars to educate members on new regulations and government funding opportunities.

The Alliance works on legislative and policy initiatives, some affecting the whole industry, while others are more narrowly focused. We give voice to members' concerns by commenting on proposed legislation and testifying at legislative and regulatory hearings. We also host and attend a range of state and federal advocacy events across the state and in DC, so you and your employees can help raise the profiles both of your agency and of the entire industry.

Referral Services

The Alliance publishes and distributes thousands of copies of our print directories each year to health care professionals and consumers throughout Massachusetts:

The [*Massachusetts Home Care Resource Directory*](#) is relied on by thousands of medical and social service professionals. It features full profiles of all Alliance members, as well as a detailed city-by-city cross reference.

The [*Guide to Private Home Care Services*](#) is designed for families looking for private duty home care services. The three regional editions of the *Guide* list Alliance members who accept private pay, and contain essays about finding and paying for home care.

The Alliance also provides an online directory of its members at www.thinkhomecare.org/search. More than 250 people use this service each month to find an agency based on both geographic and service-based criteria.

...To WORK FOR YOU

Education Opportunities

The Alliance presents a broad range of educational programs through its education affiliate, the [Foundation for Home Health](#). These programs target a broad range of positions including CEOs, financial managers, clinicians, and private care managers. All Alliance members enjoy reduced prices at Foundation programs and education dollars are re-circulated to support our other activities. For a full list of upcoming events, visit www.thinkhomecare.org/calendar. Alliance members also receive special pricing at the two biggest home care events in the region:

[The New England Home Care and Hospice Conference & Trade Show](#) is held in late spring in conjunction with all six New England home care associations. The Conference features dozens of speakers, more than 20 workshops taught by national experts, as well as over 70 exhibitors showcasing the latest innovations & services in the industry.

[The North East Home Health Leadership Summit](#) is held in late winter. This cutting-edge conference is attended by home care executives who want to take their agencies to the next level. Uniquely, the Summit focuses on future trends in health care and management and brings together thought leaders from the business and policy sectors.

Agency Accreditation Program



Unlike many states, Massachusetts does not specifically license private pay home care agencies. So, in 2010, the Alliance created the [Home Care Agency Accreditation Program](#) to establish operational and quality standards equivalent to licensure. Application is free for members; non-members pay an application fee.

The program includes 15 standards relating to: client rights & privacy; protections against abuse; fair employment practices; caregiver background screening; competency, training & supervision; insurance coverage; and compliance with all applicable federal, state & local laws.

Alliance staff carefully review applications for compliance and only award accreditation to agencies that meet or exceed all 15 standards. Accredited agencies are identified as such in our online and print directories. Applications and additional information about the program and its standards are available at www.thinkhomecare.org/accreditation.

Staff & Professional Search

Agencies looking to hire the best talent rely on the Alliance's [New England Home Care Career Center](#), the most powerful and affordable home care job site in the region. Member agencies receive 20% off all purchases and can save even more by purchasing in bulk. To learn more, visit www.thinkhomecare.org/career or call (866) 376-0949.

Money-Saving Group Purchase Programs

Joining the Alliance gives you access to group discounts on goods and services you need from companies that have been thoroughly vetted by the Alliance.

Auto Leasing

Whether it's one car or 100, [Enterprise Fleet Management](#) helps members control transportation costs & improve recruitment and retention. Contact John Coombs at (781) 727-2800 or john.n.coombs@efleets.com.

Accreditation

The Alliance has partnered with two nationally-recognized accreditation agencies:

[Accreditation Commission for Health Care](#) offers Alliance members a discount off their fees. Contact Lyndsey Holder at lholder@achc.org or (855) 937-2242.

[Community Health Accreditation Program](#) will waive the application fee for member agencies that apply for accreditation or re-accreditation from CHAP, a deemed status organization. Contact Ronald Whisnant at (202) 862-3413 x783 or rwhisnant@chapinc.org.

Background Checks

[PT Research](#) gives members discounted set-up fees to quickly obtain nationwide CORI reports. Contact Jeremy Pollard at (866) 737-2714 x230 or jpollard@ptronline.com.

Join Us TODAY

Benchmarking

Members are eligible for 10% off [Fazzi Associates'](#) National Operational Benchmark Service, allowing them to compare your agency to national standards. Contact Gina Mazza at (413) 584-5300 or gmazza@fazzi.com.

Compliance Monitoring

[Qualidigm](#) provides scientifically-based solutions to improve care delivery & patient outcomes. Their product, Qualiance™, is a web-based tool that audits & analyzes Medicare Conditions of Participation compliance in real time, enabling agencies to identify deficiencies, develop correctives, and avoid penalties. Members receive 10% off on Qualiance™. Contact Kathy Roby at (860) 632-3724.

Employee Benefits

[The CIP Group](#) offers members: medical, dental, life, disability, accident & voluntary insurance programs; an online benefits enrollment & communication platform; benefit administration for COBRA, FSA, & HRA; and HR tools such as compliance resources, handbooks, payroll, policies & procedures. Contact Robert McGowan at (617) 354-0866 or insurance@askcip.com.

Liability Insurance

[Fred C. Church Insurance](#) has partnered with a number of insurers to offer extremely competitive corporate property & casualty insurance products. Contact Jim Maher at (978) 322-7283 or jmaher@fredcchurch.com.

Life & Long Term Disability Insurance

Offering one-on-one service, [Perryville Marketing/ Insurance Agency](#) is a major broker of group life & Long Term Disability insurance. Contact Michael Oberlander at (508) 252-6160 or michael.oberlander@comcast.net.

Medical Supplies

[Byram Healthcare](#) is a leader in patient direct supplies. We offer proactive cost containment, clinical support, comprehensive reporting and seamless transition for patients needing supplies upon discharge. Contact Stacie Craig at (978) 828-1593 scraig@byramhealthcare.com.

Membership

[The Home Care Association of America](#), the premiere national association representing private care agencies, offers discounts to agencies that join it and the Alliance. Contact LeAndrea Cunningham at (202) 508-3870.

Office Supplies

Members are eligible for wholesale prices on 1000's of office supplies through [Staples Business Advantage](#), a division of Staples, Inc. No annual fees; free, next-day delivery on most orders. Contact Adrienne Brown at (888)224-3784 x4509 or adrienne.brown@staples.com.

Patient Satisfaction Surveys

The Alliance has partnered with [Deyta, LLC](#) and [Fazzi Associates](#) to offer programs for certified agencies to comply with CMS HCAHPS requirements. Contact Sarah Balmer at (502) 896-8438 or sbalmer@deyta.com or Gina Mazza at (413) 584-5300 or gmazza@fazzi.com.

Retirement Plans

[USI Consulting Group](#) and [One America](#) provide a retirement program tailored for our members. It utilizes a Multiple Employer Plan approach to reduce costs, eliminate audit requirements, and reduce fiduciary risk. Contact Tyler Hindermann at (781) 376-2652 or tyler.hindermann@usi.biz or David Reynolds at (860) 659-6554 or david.reynolds@oneamerica.com.

Telephone Answering Services

[Ansaphone Service, Inc.](#), the Alliance's preferred answering service vendor since 2004, works with 40+ agencies and can customize instructions by Service Type/Call Type and Time of Day. Contact Wil Porter at (800) 782-7587 or wporter@ansaphone.com.

Telephone Interpreter Services

Combining the latest technology with highly-trained medical interpreters who speak 150+ languages, [Optimal Phone Interpreters](#) makes speaking across language and cultural barriers fast, seamless, and accurate. Contact Jeff Rufenacht at (866) 380-9410 x156 or jeff@callopi.com.

Unemployment Claims Management

The [Unemployment Services Corporation](#) gives our members access to expert consulting & claims management to minimize losses. Contact Michael Flanagan at (781) 246-0262 x218 mflanagan@uscorp.com.

Workers Compensation Insurance

As the Alliance's preferred broker, [Fred C. Church Insurance](#) has the expertise to help member agencies control premiums and manage claims to reduce costs. Contact Jim Maher at or (978) 458-1865 jmaher@fredcchurch.com.

Joining the Alliance is Easy & Affordable!

Download an application from www.thinkhomecare.org/join or call (617) 482-8830