



# AGENCY MEMBERSHIP APPLICATION

(Non-certified, Private Duty, Associated, or Limited Member)

## Membership Year Ending June 30, 2017

Agency Membership in the Home Care Alliance of Massachusetts, Inc. is open to any provider of home care services conducting business in Massachusetts. This form is only for members that are **not** Medicare Certified; to download the application for Medicare Certified agencies, visit [www.thinkhomecare.org/join](http://www.thinkhomecare.org/join).

### Contact Information

Agency Name (required)

CEO/President/Primary Contact/Voting Member (required)

Street Address (required)

City, State, Zip

Primary Telephone # (required)

Toll Free/Referral Telephone # (only if different than primary)

Primary Fax #

Referral Fax # (only if different than primary)

Website

Primary Contact Email Address (required)

Twitter Handle

Publicly Displayed E-mail Address (only if different from primary)

### Agency Basics

#### 1a. Member Category:

(required, select one; definitions below)

- Non Certified Agency
- Limited Agency

#### 1b. Agency Type:

(required, select one)

- Proprietary, chain/franchise
- Proprietary, freestanding
- Proprietary, hospital based

- Proprietary, health syst.
- Non-profit, freestanding
- Non-profit, health system
- A hospital department

2. What was your total home care revenue during the most recent FY? \_\_\_\_\_

(required)

#### Definitions

**Non-Certified Agencies** are organizations, programs, or agencies which is engaged in the provision of health or supportive home care service, such as a hospice, home care aide program, private care agency, home care program, infusion therapy company or similar service.

**Limited Agencies** are neither located, nor doing business, in Massachusetts. Limited members have no voting rights.

### 3. Check all services that your agency provides:

Adaptive Equipment	Durable Med. Equip.	Medication Mngmnt	Physical Therapy
Adult Day Health	Home Modification	Nursing	Private Duty Nursing
Alz./Dementia Care	Homemaking	Nutritionist	Psychiatric Nursing
Appointment Escorts	Hospice	Occupational Therapy	Respiratory Therapy
Care Management	Intravenous Therapy	Pain / Palliative Care	Speech/Lang. Therapy
Chores & Cleaning	Live-in Aides	Pediatric Nursing	Staffing
Companions	Matern. & Child Health	Personal Care / HHA	Telehealth Monitoring
CWOCN	Medical Social Work	Pers. Emrg. Rsp. Sys.	Transportation

### 4. Describe your agency in **200 characters** or less:

It is **not** necessary to repeat your contact information, Accreditation status, or any of the services listed above. The Alliance reserves the right to edit any description over the 200-character limit; a character is any keystroke, including spaces and punctuation.

## Ownership & Staff

### 5. Individuals or entities that own a 25%+ stake in this agency:

Owner 1	Owner 2	Owner 3	Owner 4
_____	_____	_____	_____

### 6. Leadership & Key Employees

List all applicable employees' names and e-mail addresses below. Each will receive a unique [www.thinkhomecare.org](http://www.thinkhomecare.org) profile, allowing them to register for events, receive discounts, and access our weekly newsletter, *Update*.

If all your employees have the same e-mail domain, list it here \_\_\_\_\_

CEO: _____	HR Manager: _____
email: _____	e-mail: _____
CFO: _____	Marketing/PR/Sales Mngr.: _____
email: _____	e-mail: _____
Clinical Director: _____	Maternal/Child Health Mngr.: _____
email: _____	e-mail: _____
Medical Director: _____	Mental Hlth Manager: _____
email: _____	e-mail: _____
QI Manager: _____	IS Manager: _____
email: _____	e-mail: _____
Private Care Mngr: _____	Soc. Work Manager: _____
email: _____	email: _____
HC Aide Mngr: _____	Education Manager: _____
email: _____	email: _____
Rehab Serv. Mngr: _____	
email: _____	

## Branches & Service Area

### 7. Satellite Branches (if applicable)

Satellite branches must be wholly owned by your agency and have their revenue count toward your revenue on page 1.

Branch 1: \_\_\_\_\_  
City Street Address Telephone

Branch 2: \_\_\_\_\_  
City Street Address Telephone

Branch 3: \_\_\_\_\_  
City Street Address Telephone

Branch 4: \_\_\_\_\_  
City Street Address Telephone

Branch 5: \_\_\_\_\_  
City Street Address Telephone

### 8. Private Care Options

This agency qualifies for long term care insurance reimbursement.

There is a minimum visit length for our services, which is \_\_\_\_\_ hrs.

### 9. Services Area Cities & Towns (if applicable)

Please select the cities and towns your agency provides service in for use in our online and print directories. You may list your agency in up to 25 towns at no charge; for each additional town or city beyond the first 25, there is a \$10 fee.

The Alliance lists all towns in Massachusetts plus major Boston neighborhoods and Hyannis; for all other unincorporated villages and census designated places, simply select the appropriate city or town.

<p><b><u>Barnstable Cty</u></b></p> <p><b>ALL (16)</b>          Barnstable          Bourne          Brewster          Chatham          Dennis          Eastham          Falmouth          Harwich          Hyannis          Mashpee          Orleans          Provincetown          Sandwich          Truro          Wellfleet          Yarmouth</p> <p><b><u>Berkshire Cty</u></b></p> <p><b>ALL (32)</b>          Adams          Alford          Becket          Cheshire          Clarksburg          Dalton          Egremont          Florida</p>	<p>Gr. Barrington          Hancock          Hinsdale          Lanesborough          Lee          Lenox          Monterey          Mt. Washingt.          N. Ashford          N. Marlborgh          No. Adams          Otis          Peru          Pittsfield          Richmond          Sandisfield          Savoy          Sheffield          Stockbridge          Tyringham          Washington          W. Stckbrdge          Williamstown          Windsor</p> <p><b><u>Bristol Cty</u></b></p> <p><b>ALL (20)</b>          Acushnet          Attleboro</p>	<p>Berkley          Dartmouth          Dighton          Easton          Fairhaven          Fall River          Freetown          Mansfield          N. Bedford          N. Attleboro          Norton          Raynham          Rehoboth          Seekonk          Somerset          Swansea          Taunton          Westport</p> <p><b><u>Dukes Cty</u></b></p> <p><b>ALL (7)</b>          Aquinnah          Chilmark          Edgartown          Gosnold          Oak Bluffs          Tisbury          W. Tisbury</p>	<p><b><u>Essex Cty</u></b></p> <p><b>ALL (34)</b>          Amesbury          Andover          Beverly          Boxford          Danvers          Essex          Georgetown          Gloucester          Groveland          Hamilton          Haverhill          Ipswich          Lawrence          Lynn          Lynnfield          Manchester          Marblehead          Merrimac          Methuen          Middleton          Nahant          Newbury          Newburyport          N. Andover          Peabody          Rockport</p>	<p>Rowley          Salem          Salisbury          Saugus          Swampscott          Topsfield          Wenham          W. Newbury</p> <p><b><u>Franklin Cty</u></b></p> <p><b>ALL (26)</b>          Ashfield          Bernardston          Buckland          Charlemont          Colrain          Conway          Deerfield          Erving          Gill          Greenfield          Hawley          Heath          Leverett          Leyden          Monroe          Montague          New Salem          Northfield</p>	<p>Orange          Rowe          Shelburne          Shutesbury          Sunderland          Warwick          Wendell          Whately</p> <p><b><u>Hampden Cty</u></b></p> <p><b>ALL (23)</b>          Agawam          Blandford          Brimfield          Chester          Chicopee          E. Longmdw          Granville          Hampden          Holland          Holyoke          Longmeadow          Ludlow          Monson          Montgomery          Palmer          Russell          Southwick          Springfield</p>	<p>Tolland          Wales          W Springfield          Westfield          Wilbraham</p> <p><b><u>Hampshire Cty</u></b></p> <p><b>ALL (20)</b>          Amherst          Belchertown          Chesterfield          Cummington          Easthampton          Goshen          Granby          Hadley          Hatfield          Huntington          Middlefield          Northampton          Pelham          Plainfield          South Hadley          Southampton          Ware          Westhampton          Williamsburg          Worthington</p>
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## 9. Services Area Cities & Towns (continued)

<b>Middlesex Cty</b>	Medford	Bellingham	Bridgewater	<b>Suffolk Cty</b>	Brookfield	Paxton
<b>ALL (54)</b>	Melrose	Braintree	Brockton	<b>ALL (16)</b>	Charlton	Petersham
Acton	Natick	Brookline	Carver	Allston	Clinton	Phillipston
Arlington	Newton	Canton	Duxbury	Boston	Douglas	Princeton
Ashby	N. Reading	Cohasset	E. Bridgewtr	Brighton	Dudley	Royalston
Ashland	Pepperell	Dedham	Halifax	Charlestown	E Brookfield	Rutland
Ayer	Reading	Dover	Hanover	Chelsea	Fitchburg	Shrewsbury
Bedford	Sherborn	Foxborough	Hanson	Dorchester	Gardner	Southboro
Belmont	Shirley	Franklin	Hingham	East Boston	Grafton	Southbridge
Billerica	Somerville	Holbrook	Hull	Hyde Park	Hardwick	Spencer
Boxborough	Stoneham	Medfield	Kingston	Jamaica Pl.	Harvard	Sterling
Burlington	Stow	Medway	Lakeville	Mattapan	Holden	Sturbridge
Cambridge	Sudbury	Millis	Marion	Revere	Hopedale	Sutton
Carlisle	Tewksbury	Milton	Marshfield	Roslindale	Hubbardston	Templeton
Chelmsford	Townsend	Needham	Mattapoissett	Roxbury	Lancaster	Upton
Concord	Tyngsborgh	Norfolk	Middleboro	South Boston	Leicester	Uxbridge
Dracut	Wakefield	Norwood	Norwell	West Roxbury	Leominster	Warren
Dunstable	Waltham	Plainville	Pembroke	Winthrop	Lunenburg	Webster
Everett	Watertown	Quincy	Plymouth	<b>Worcester Cty</b>	Mendon	W. Boylston
Framingham	Wayland	Randolph	Plympton	<b>ALL (60)</b>	Milford	W. Brookfield
Groton	Westford	Sharon	Rochester	Ashburnham	Millbury	Westboro
Holliston	Weston	Stoughton	Rockland	Athol	Millville	Westminster
Hopkinton	Wilmington	Walpole	Scituate	Auburn	Nw. Braintree	Winchendon
Hudson	Winchester	Wellesley	Wareham	Barre	N. Brookfield	Worcester
Lexington	Woburn	Westwood	W Bridgewtr	Berlin	Northboro	
Lincoln	<b>Nantucket Cty</b>	Weymouth	Whitman	Blackstone	Northbridge	
Littleton	Nantucket	Wrentham		Bolton	Oakham	
Lowell	<b>Norfolk Cty</b>	<b>Plymouth Cty</b>		Boylston	Oxford	
Malden	<b>ALL (28)</b>	<b>ALL (27)</b>				
Marlborgh	Avon	Abington				
Maynard						

## 10. Town Calculator

# Of Cities/Towns Selected Above \_\_\_\_\_

**MINUS** 25 Complimentary Towns

Number of "Additional" Towns \_\_\_\_\_

X \$10 (Price Per Town)

Additional Town Subtotal



# Code of Business Ethics

The Home Care Alliance of Massachusetts exists to support and empower our members to advance in-home care as the therapeutic, compassionate, and client-preferred care choice of the future. Its Board of Directors adopted this Code of Business Ethics on May 11, 2011 as a statement that the Alliance and its member agencies stand for integrity and strive to maintain the highest ethical standards. **Compliance with the principles set forth in this code is a condition of Agency membership.**

## Client/Patient Rights

1. Each client/patient is treated with courtesy and respect. Clients have the right to be informed concerning their care, and to participate in planning and approving the care they receive. Clients' wishes and preferences are honored whenever possible.
2. Client privacy is carefully guarded. Personal information is used only as needed for care planning and provision, insurance eligibility, billing, and necessary business operations. Personal information is never shared with unauthorized individuals or discussed in public.
3. Oral and written statements to clients and to the public honestly and accurately represent services, benefits, costs, and provider capability.
4. The agency has a procedure to accept, investigate, and respond to client complaints. Clients can file complaints without fear of retaliation.
5. The agency does not solicit or permit an employee to solicit clients for its services through coercion or harassment.
6. The agency makes reasonable efforts to ensure that clients have their on-going home care needs addressed and, whenever reasonably possible, gives advance notice before discontinuing services.

## Quality Standards

1. The agency ensures that all caregiving staff are properly qualified, adequately trained, and periodically supervised to meet the needs of the clients they serve. The agency ensures that employees get continuing education and in-service training to update their knowledge and skills.
2. The agency conducts a criminal background check and checks references for all caregiving staff before they are assigned to provide care.
3. The agency develops a written plan of care, service plan, or care plan for each of its clients, and gives a copy of that plan to the client. Services comply with accepted standards of quality and professional practice.
4. The agency performs periodic supervisory visits for each of its clients to ensure that care is being provided consistent with the written plan of care, and that it is updated as necessary.
5. The agency has procedures to provide on-call or back-up staff to fill in for caregiving staff in case of illness or emergencies.
6. The agency has a written procedure in place to respond swiftly and compassionately whenever client abuse, neglect, or theft is suspected or alleged.

## Business Practices

1. The agency conducts business in accordance with fair business practices and complies with all applicable federal, state and local laws and regulations, including wage and hour, workers compensation, and anti-discrimination laws.
2. The agency directly employs not less than 90% of all caregiving staff, or contracts with other agencies that directly employ their workers. Caregiving staff are not treated as independent contractors.
3. The agency maintains comprehensive general liability insurance covering its employees while they are providing services to its clients.
4. The amount billed or paid for goods and services is commensurate with the amount and type of goods and services provided. The agency does not engage in fraud.
5. The agency does not, either directly or indirectly, solicit, offer, receive or provide illegal compensation, gifts, kick-backs or fees to or from any person or entity for the purpose of inducing or influencing such person or entity to obtain referrals from or refer clients to the agency.
6. The agency does not require caregiving staff to agree to a non-compete clause as a condition of employment.
7. The agency maintains records of all care and services provided and the client's response to the care and service.