

# GUIDE Respite FAQs

Based on the stage of dementia, your loved one may qualify for a \$2500 voucher for respite care. We'll help you determine how to use the voucher to best support you and your loved one.

## **Q: WHEN CAN WE START TO USE THE RESPITE VOUCHER?**

**A:** Once your loved one is approved for the GUIDE program, our team will call you to discuss the best care plan and options. We will contact the care agency of your choice and they will reach out for an initial assessment.

## **Q: WHAT CAN WE USE THE RESPITE VOUCHER TOWARD?**

**A:** Depending on your location, respite vouchers can be used towards personal care, adult day centers, and overnight respite.

## **Q: HOW MANY DAYS/HOURS DOES THE VOUCHER COVER?**

**A:** This is subject to change, but it currently covers approximately 76 hours of personal care, 8 days of continuous/overnight respite, or 25 days of adult daycare (typically does not cover partial days).

## **Q: WHEN DOES THE VOUCHER RENEW?**

**A:** The GUIDE program runs July 1 through June 30. Once the hours have been used, your loved one will need to wait until the beginning of the next GUIDE program year (July 1) for a new voucher. Please note that left over hours do not roll over so all respite hours should be used before the end of Medicare's year (June 30).



**Q: MY LOVED ONE RECEIVED PAID CARE THROUGH MEDICAID, DOES GUIDE REPLACE THE WAIVER PROGRAM?**

**A:** No! The GUIDE program is in addition to the services previously approved through the Medicaid waiver program. Your loved one can utilize the same caregiver if the care agency is one of the participating agencies.

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**Q: IS THERE A SPECIFIC SCHEDULE I NEED TO FOLLOW WITH THE PERSONAL CARE AGENCY?**

**A:** Every personal care agency has different scheduling requirements, however all require a minimum of a 4-hour continuous shift. We recommend sharing a list of goals, along with any important information about your loved one, with the agency providing personal care.

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**Q: WHO DO I CONTACT WITH QUESTIONS ABOUT BILLING OR FOR SCHEDULING PERSONAL CARE, RESPITE STAY OR DAY PROGRAM SERVICES?**

**A:** Please reach out to the specific agency providing this service.

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**Q: WHAT ABOUT QUESTIONS REGARDING PERSONAL CARE AIDES OR THE PERSONAL CARE SCHEDULE?**

**A:** Please contact the specific agency providing these services. While we help facilitate respite requests, each agency, with the exception of At Home Harmony personal care, is operated independently of At Home Harmony.

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**Q: WHAT ELSE SHOULD I KNOW?**

**A:** Your loved one must remain on traditional Medicare to receive the GUIDE benefits. If you anticipate a change to insurance, please let us know. Also, please note that respite care does not mean emergency care. If your loved one transitions to hospice or a long-term nursing home, they may no longer be eligible.

At Home Harmony GUIDE Number:  
**804-210-5657**  
**[athomeharmony.com/guide](https://athomeharmony.com/guide)**

