

Understanding Your Rights When Choosing Your Home Care Provider

At CNS Cares, we believe you deserve the best home health care experience. It's important to understand your rights and options when it comes to choosing a home care provider. Here are some common misconceptions we want to clarify for you:

Myth: *Once you are with another home care company, it's impossible to switch.*

Truth: You can switch home care providers at any time! Whether you are in the middle of the impairment rating process or already receiving services, you have the freedom to choose a provider that best meets your needs.

Myth: *It's difficult to switch home care providers.*

Truth: It's not. You simply complete three forms and your switch is complete. All of your EEOICPA benefits go with you to your new provider.

Myth: *If you switch home care providers, your hours will be reduced or cut..*

Truth: Once your care hours have been approved by the DOL, your home health company cannot cut or change them. They can work with the DOL to change your care hours during your annual renewal.

Myth: *If you have a claim pending, you can't switch until it's completed.*

Truth: Your DOL claim is unrelated to who provides your care.

Myth: You are required to use the home care provider your Authorized Representative recommends.

Truth: Your home care provider is your choice. Your AR can make a recommendation but the choice is ultimately yours and you owe it to yourself to find the right provider for you and your family.

Myth: Another home care provider can get you more money from the DOL.

Truth: Your home health care provider cannot increase your EEOICPA cash reward. This is decided by the Department of Labor. Your home care provider can help you identify opportunities to increase your benefits and work with your AR to support that process with the DOL.

Key Points to Remember:

Your Care: Switching providers can be done smoothly and easily, ensuring that there is no interruption in your care.

Your Choice: You have the right to select your home care provider. This decision cannot be dictated by anyone else, including authorized representatives.

Who You Choose Matters. Talk to the Team who Cares

If you're considering a switch or just want to learn more about EEOICPA and your White Card benefits, the CNS Cares Team is here to support you every step of the way. We pride ourselves on being a trustworthy and reliable resource for Energy Workers. Your health is always our top priority.

Call us at **1-877-259-9001** or visit **CNSCares.com**