

YOU & YOUR WORKER

- It is our policy not to give out the worker's personal telephone number. If you need to contact your worker, please call your Case Manager or the Case Manager on Duty.
- Your worker cannot change their assigned schedule without approval from their supervisor
- Services can only be provided in your home. You must be present while the worker is there
- Do not provide meals, tips, gifts, or travel expenses to your worker.
- Do not allow workers to bring children or guests to your home. Workers cannot smoke, read, watch TV, or talk on the phone while they are working for you.
- Your worker should only use your telephone to contact the Service Provider, to access the "Telephony" system, or in case of emergency.
- Workers cannot transport you in your car. Contact your Case Manager if you have transportation needs.
- **Your worker will give you a time-card to sign, or you may be asked to "sign" an electronic verification on their mobile device. Do not sign a time card that has not been filled out. Do not sign ahead of time or for time not worked.**
- Workers cannot cash checks, use your credit or debit card, pay your bills, or reconcile checkbooks.
- A "Money Handling Release" must be signed before a worker can shop for you.

GLSS BILLING PROCEDURES

How is the amount of my monthly co-payment determined?

- The Executive Office of Elder Affairs (EOEA) has determined the guidelines for cost sharing. Cost sharing is based on family size and annual gross income.

Does the co-payment actually pay for all my services?

- Your co-payment pays for a portion of your services. GLSS is responsible for paying the entire cost to the Service Provider.

The worker who came did not do a good job. Do I still have to pay my co-pay?

- Contact your Case Manager immediately if you are not satisfied with the service provided. They can help you resolve service or worker issues.

Will my co-payment be reduced if I receive less service?

- If the total cost of services received in a month is less than your monthly co-pay, then you will be responsible for only the cost of services received.

The invoices I receive from GLSS always seem to be late. Why is this?

- We cannot bill you before you receive monthly services. GLSS invoices are mailed to you at the beginning of the following month after the month of service.

I have questions about my GLSS invoice. Who do I contact?

- Call (781) 599-0110 and ask for a staff person in the "Home Care Fiscal Department."

Please be prompt in your payment of GLSS monthly invoices for your services. Your signature on the Consent & Disclosure Form, of which you receive a copy, is your acknowledgement that you have been informed of, and agree to pay, your monthly co-payment. Failure to pay your co-payment will result in suspension, reduction, or termination of your GLSS services.