



Home Care Provider FAQs

What the purpose of the Personal Home Care Registry?

The purpose is to create a vetting process of home care providers for the government payers to reimburse care providers of good standing, and thereby protect vulnerable persons of the public who may need home care services. Ageing and Disability Services (ADS) manages the personal home care provider registry.

Who are the government payers?

The government payers are:

- Health Insurance Department (HID) - HIP and FutureCare plans,
- Dept. of Financial Assistance (DFA), and
- Dept. of Social Insurance's (DOSI) War Veterans Benefit provides for home care benefits on behalf of their clients.

Why register?

Registration is for caregivers providing care to someone in their own home, not other care settings. In order to receive claim reimbursement from one of the government payers you MUST have active, approved status on the ADS Personal Home Care Registry.

What do I need to do to complete registration?

- 1) Determine which class of applicant you are-
 - a. Self- employed, individuals, includes family caregivers.
 - b. Home care agency- agency completes application in agency name and lists all employee, and collects/submits documents.
- 2) Determine what type of caregiver you registering for- see required documents below.
- 3) Print out the template forms from this document that you need others to fill out on your behalf.
- 4) Collect your required documents, copy and be prepared to upload during application.
- 5) Log on to: <http://www.helpingservices.bm>. Click on Home Care Provider Registration.
- 6) Create a user account if new applicant, or log in.
- 7) Complete the application and click PROCEED to save your entry.
- 8) Read and Check online screening questions and declarative statement, click SUBMIT to indicate your signature.
- 9) Upload the documents required and click SUBMIT.

What are the required documents?

A. **All Applicants New or Renewing**

- i. **Template forms-** you will need to print out the template forms highlighted in blue, have appropriate person fill it in and return to you so that you may upload as part of this application.

- i. [Medical Certificate for Care Providers](#) within last 12 months – completed by your GP/doctor indicating mental and physical fitness to provide care.
 - ii. Copy of Photo ID
 - iii. Criminal record check of past 7 years - by BDA Police Service or Magistrate Court– issued within the last 24 months
 - iv. Current CPR and First Aid certification
 - v. Copy of work permit, spousal letter or PRC. Note for work permit holders- a copy of the work permit is required that identifies the:
 - 1. Employer as either the person/family receiving the care, or the home care agency,
 - 2. Role of the care provider,
 - 3. Date of issue and expiration.
- B. Personal Caregivers –additional required –**
- i. Resume of prior work experience.
 - ii. [Home Care Provider Reference Questionnaire](#)
 - iii. CPR certification must include First Aid.
- C. Skilled caregiver, nursing associate, or nurse-additional required-**
- i. Copy of current Bermuda Nursing Council nursing registration card
- D. Home Care Agency -additional required forms -**
- i. [Employee Listing Form](#)
 - ii. [Screening Questions and Declarative Statement for EACH employee.](#)
 - iii. Make sure to have all documents listed in the Section A. above, for each employee. These should be on file at the agency and are subject to audit.

How do I know when I am approved as a home care provider?

Approval letters are emailed once all documents are reviewed and verified. This may take 3-7 business days. The approval letter will include your approval date, type of caregiver, and the registration expiry date. You should keep a copy of this letter to show potential clients if requested.

Your submitted application MUST be completed before it is reviewed or approved. There is no backdating. Incomplete applications will delay review and approval.

When does my home care provider registration expire?

Once approved your home care provider registration expires in 2 years, or, if you are a nursing professional, on the same date when your nursing registration expires, whichever comes first.

When do I need to update my profile or renew my registration?

You are responsible to update/renew your profile online when there are changes to your contact info, and all documents need to be renewed every 2 years.

As a Home Care agency what if my employee listing changes?

The Home care agency owner/admin will need to submit an additional employee listing form for any new or terminated employees.

What if I am already registered as a Nursing Associate or Nurse?

Registration with ADS is separate from the Bermuda Nursing Council registration and specific to providing care in a person's private home. But if you are planning to register for home care as a skilled caregiver, Nurse Associate (NA) / Geriatric Associate (GA), or Nurse (RN, EN), your BNC registration MUST be current.

What if my registration as a nursing associate or nurse has lapsed?

Once your BNC registration lapses, if you are registered with ADS as a skilled caregiver/home care provider, you are **no longer eligible to submit claims**, as this requires you to maintain current BNC registration. The scope of practice and responsibilities of the nursing profession is regulated by the Bermuda Nursing and Midwifery Act. Only providers who are current in their registration with the Bermuda Nursing Council may represent themselves to the public as such.

Okay, I have been approved as a home care provider. How do I get paid?

As a home care provider your payments for service should be determined as part of the service care agreement you make with a client. Your payments may come from more than one source depending on your client.

HID Policyholders require prior approval, and a nursing care needs assessment for the Personal Home Care Benefit. Financial Assistance and War Vet clients have eligibility and prior approval criteria as well so it is best for the client to check with these departments directly.

Go to : <https://www.gov.bm/personal-home-care-benefit> for details, and forms you will need.

Most claims should be submitted to the Health Insurance Department, however some DFA or War Veteran clients do not qualify for the Health Insurance Department's (HID) Personal Home Care Benefit. The DFA or War Vet case worker may direct the client to submit these claims directly to their office.

You may also need to submit invoices to your client for any charges not covered by their home care insurance/government benefits. Your invoices need to show for each time period: the total amount charged, the amount reimbursed from their government benefit, and the remaining balance due.

What do I need to know as a home care provider to submit proper claims to the government payers?

All health care providers are responsible and accountable for the claims submitted in their name.

If you are registered with ADS as a skilled home care provider, you are **no longer eligible to submit claims** if your BNC registration lapses, as you are required to maintain current BNC registration.

Home care providers may only bill for services they delivered directly. You may not submit claims in your name as the provider if someone else is providing the care.

You may only submit a claim for actual dates and times of service that you provided care to the client.

Health care providers not permitted to ask for upfront payments from your clients before service is delivered.

Where can I access the Home care provider registry?

The Helpingservices.bm website is mobile friendly for cell users.

Some places where you can access computer, printer and scanner and use the website:

Bermuda National Library

- Free Wi-Fi
- Computers available for public use
 - Printing possible, \$0.50 per copy
- Copier available
- Public use – free of charge
 - Except for printing/copying
- Opening hours: Mon-Thu 8:30am–5:00pm, Fri 10:00am–5:00pm, Sat 9:00am–5:00pm

Kit and Caboodle

- Documents can be scanned and sent to an email address for a small fee
- Opening hours: Mon-Fri 10:00am-5:00pm, Sat 10:00am-4:00pm.