



# The **VetAssist** Program

**VetAssist**<sup>®</sup>

Exclusive to the **VETERANS HOME CARE**<sup>®</sup> Family

Smart  
Companion<sup>®</sup>



**VetAssist**<sup>®</sup>  
\*\*\*\*\* COMPANION \*\*\*\*\*

# Our History



2003 - Bonnie Laiderman was the caregiver for her Mom

Discovered how difficult and complex it is to access the VA funds, but knew it could cover the care her Mom needed

Started a company to help veterans and surviving spouses successfully obtain the "Aid & Attendance VA Benefit".

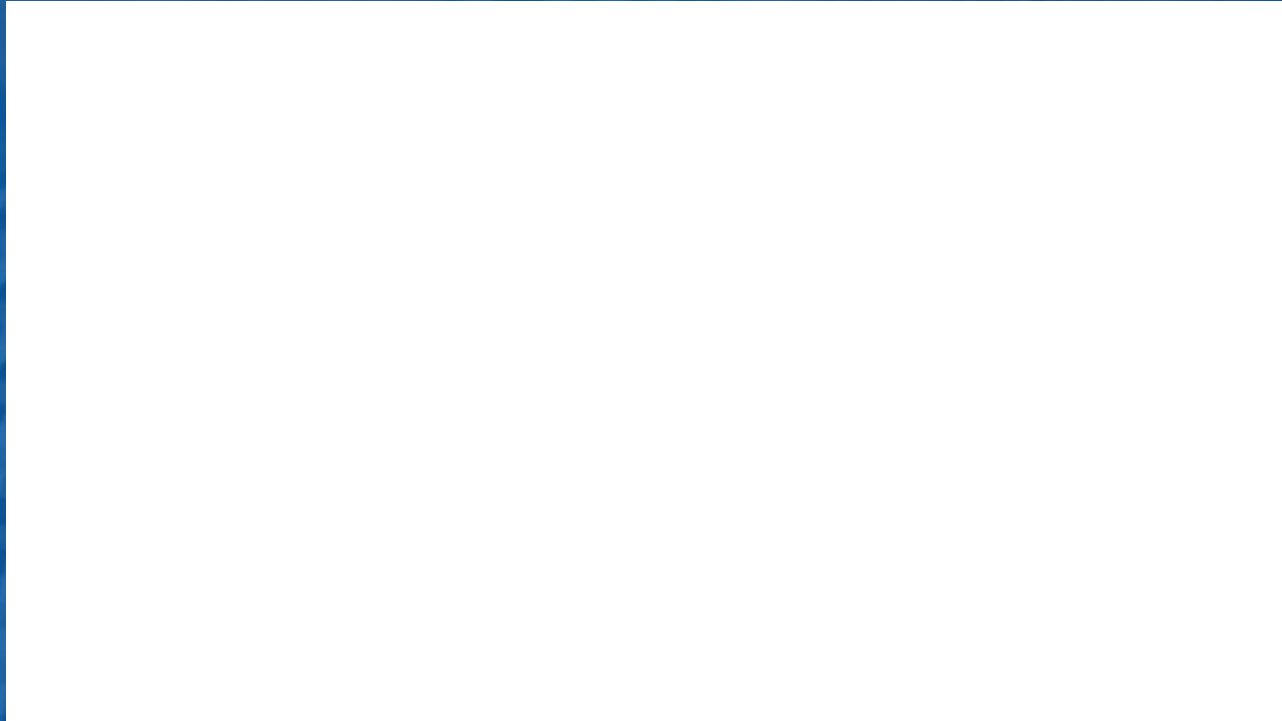
**19 Years – helping over 19,000+ Veterans**



# The VetAssist Program Difference



# How to Identify a Referral for the VetAssist Program



# Enrollment Center – 40,000 Leads per year

Your patients will be sent to a qualified team of professionals standing by to take their call!



**VETERANS**

**\$2,050**



**MARRIED VETERANS**

**\$2,431**

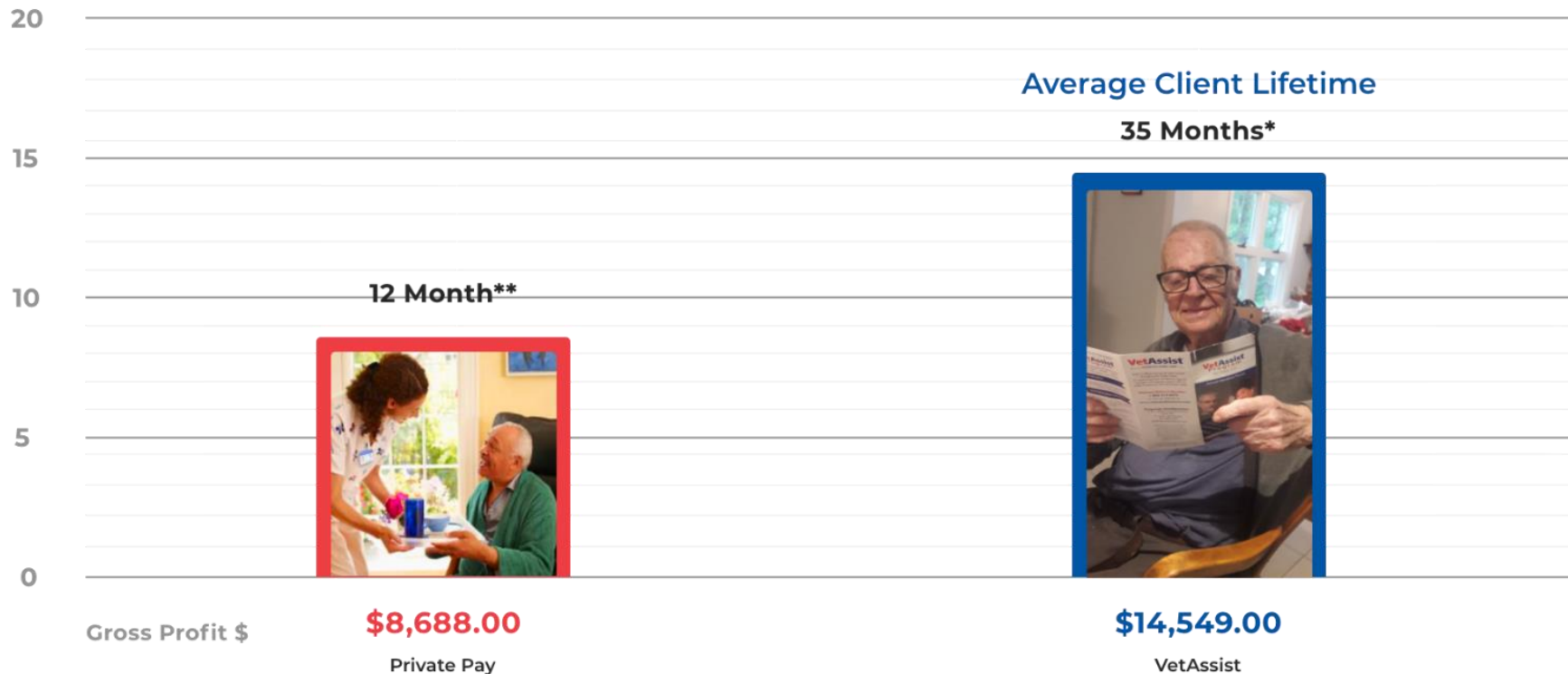


**SURVIVING SPOUSES**

**\$1,318**

# The VetAssist Client Retention

(Nearly 3 years)\*



\*Max CRM Data and \*\*Home Care Pulse Data

# Who Is Eligible



Ask about the **3 M's**



1. Military



2. Medical



3. Monetary

# 3 Easy Steps



## ASK THESE QUESTIONS DURING INTAKE...

1. Is the client a Veteran of wartime?

- World War II
- Korean War
- Vietnam
- Gulf War

2. Was the client married to someone who served during wartime? (surviving spouse)

3. Does the client need home care to remain home safely and with dignity?

*If yes, send the referral to Veterans Home Care*

# Why Partner With Us?



**We are monitoring and ensuring client compliance**

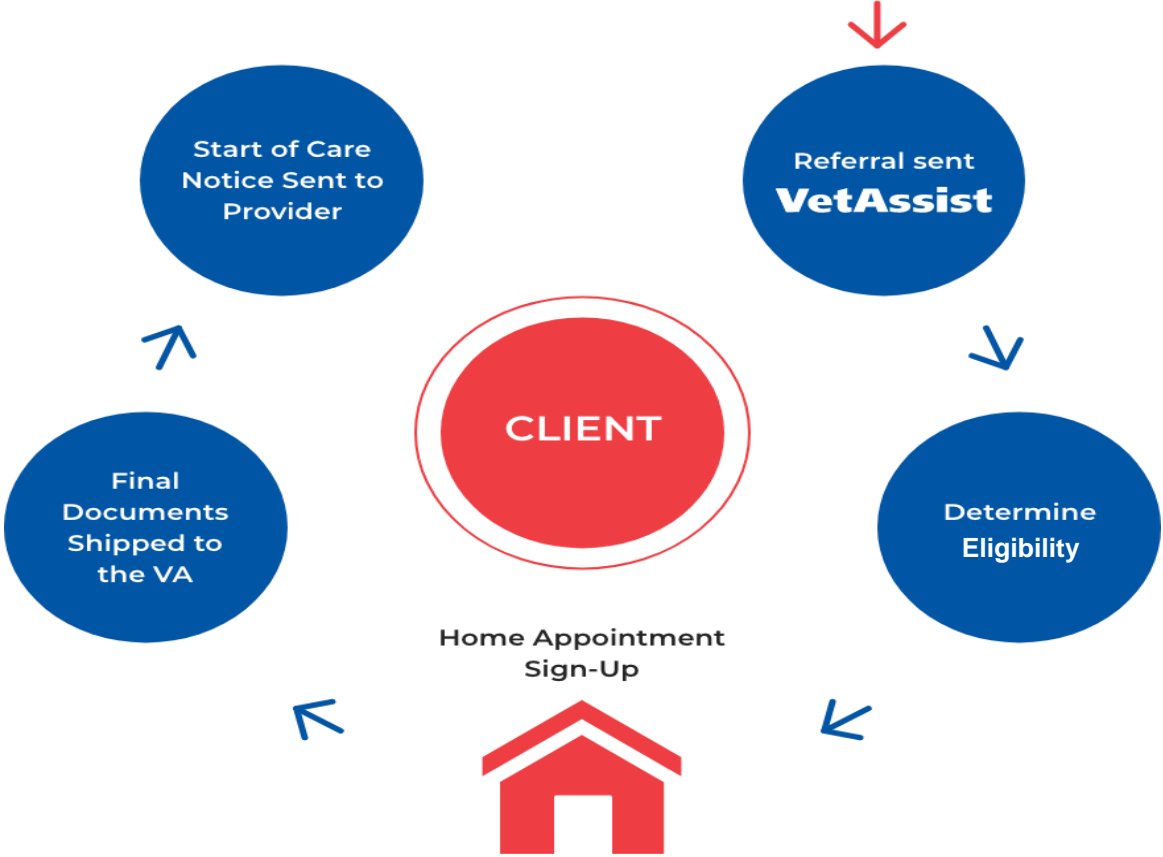
**We assist the families to collect all necessary documents**

**We provide funding for ALL of our clients**

**We have our own VetAssist app for smart phones and tablets –  
Easy way to submit referrals**

**SmartCompanion– 24/7 Emergency Response system with Alexa  
(video) technology**

# VetAssist Care Cycle



# Tools



# Companion Service



**VetAssist**<sup>®</sup>

★★★★★ COMPANION ★★★★★



## 3 Solutions

For a Safe & Independent Life



Speaker Phone



Medical Alert



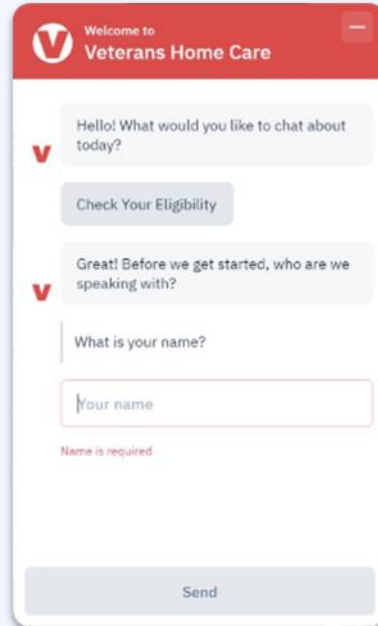
Voice Assistant

- 24/7 Medical Alert System
- Set up Reminders – medication, check the stove, lock the doors, appointments, birthday, check news, jokes, games
- Reduce isolation and loneliness - engagement

# New Technology

## **NEW:** Chat Bot

- **Eligibility Checker**
- **HIPAA Compliant**
- **Chat/Text Feature**
- **Secure links for texting**



The screenshot shows a mobile chat application interface. At the top, there is a red header with a white 'V' logo and the text 'Welcome to Veterans Home Care'. Below the header, a light gray message bubble contains the text 'Hello! What would you like to chat about today?'. A red 'V' icon is positioned to the left of this bubble. Below the bubble is a gray button labeled 'Check Your Eligibility'. Another light gray message bubble follows with the text 'Great! Before we get started, who are we speaking with?'. A red 'V' icon is to the left of this bubble. Below this is a text input field with the placeholder text 'What is your name?'. The input field contains the text 'Your name'. Below the input field, there is a red error message that says 'Name is required'. At the bottom of the screen, there is a gray button labeled 'Send'.

## **NEW:** Daily Care Calls

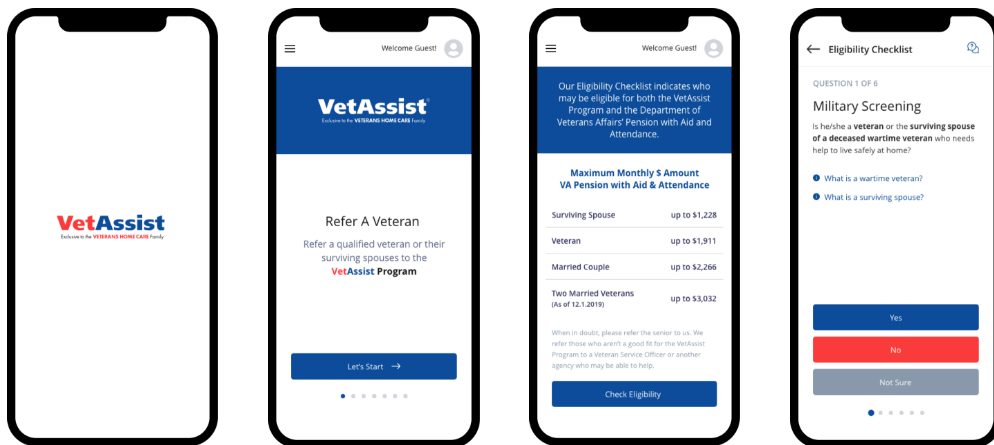


# VetAssist App



## Easy to Use Digital Tools

to Quickly Check Eligibility and Refer  
Veterans in Need!



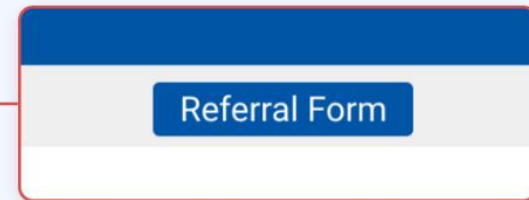
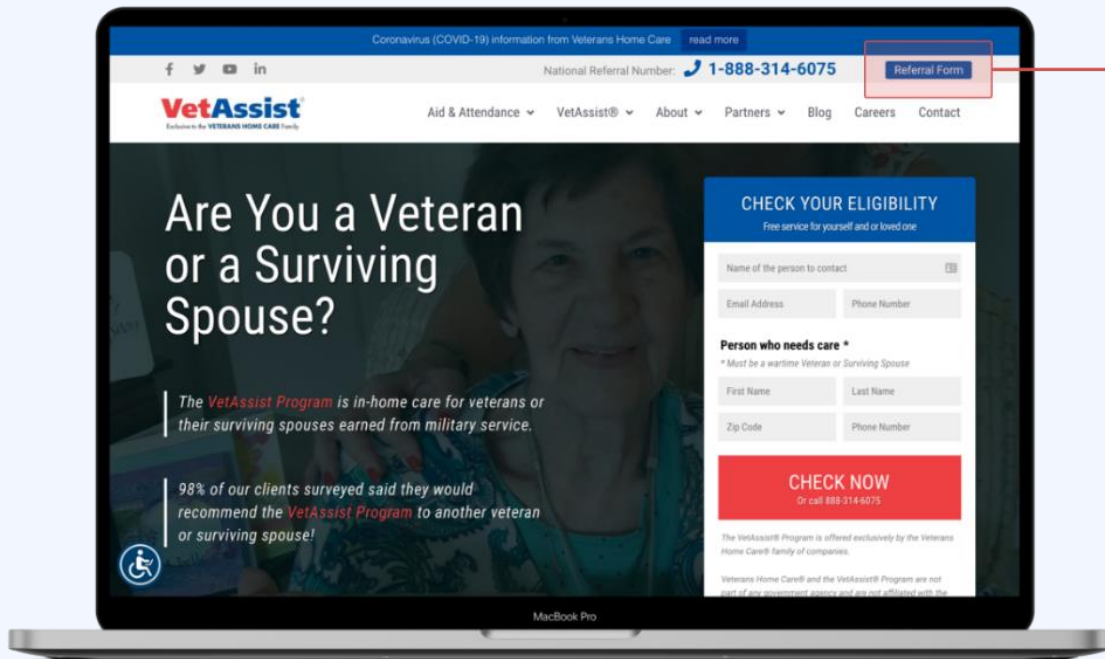
With Multiple Options, Referring Clients is Simple!

# VetAssist Rack Card

Wartime Dates



# Veterans Home Care Website - Referral Form Tab



[www.veteranshomecare.com](http://www.veteranshomecare.com)

## Refer a Veteran Family to Us

**Call:** [1-888-314-6075](tel:1-888-314-6075)

**Fax:** 1-888-639-4180

**Email:** [referrals@veteranshomecare.com](mailto:referrals@veteranshomecare.com)

If you have a client who could benefit from our services, please use the form below.

Name of the Person Referring a Client to Veterans Home Care\*

First



Last

Company/Organization (Agency franchises: Please include branch name)\*

Company/Organization

Your Company

Address of the Information Provider (You)\*

Street Address

Address Line 2

City

State

Fill out the  
Form on-line

Be sure to put  
the branch

# Client Referral Form

**VetAssist**  
**Program**

*We Change Lives*

## REFERRAL FORM

Agency Name

Agency Branch/Location

Referring Person

Referring Person Email/Phone

## New Client Referral Form

Please complete as much as possible and fax or email to Veterans Home Care® using the information above.  
Or, you can download our app and/or use your smart phone, tablet or desktop computer to send us your referral online at  
[www.veteranshomecare.com](http://www.veteranshomecare.com)

Agency:  Company Name  Branch/Location:  Date:   
(Required Field)  
Referring Person:  Your Name  Phone:   
Email:  Your Email

### PROSPECTIVE CLIENT INFORMATION

Applicant Name:  Phone #1:   
Address:  Phone #2:   
City:  State:  Zip Code:  County:   
(Required Field)

Date of Birth:

Applicant is a VETERAN:  Applicant is the SURVIVING SPOUSE of a Veteran:

WAR PERIOD SERVED:  WWII  KOREAN  VIETNAM  OTHER

If the veteran did not serve during wartime, the applicant will not qualify for the "Aid and Attendance" pension.

If applicant is a SURVIVING SPOUSE: Was applicant divorced from veteran at time of veteran's death?  Yes  No

If the answer to the above question is "Yes" the applicant will not qualify for the "Aid and Attendance" pension.

Is applicant driving?  Yes  No

Needs help with: (Check all that apply)  Bathing  Dressing  Toileting/Continence  Walking  Meal Preparation

Notes:

Currently receiving a VA pension or VA compensation?  Yes  No

# Enrollment Specialists



Standing by to  
take your calls



First impression of  
Veterans Home Care



Determine eligibility for  
the VetAssist Program®  
using our exclusive Lead  
Tool

**If not eligible** – suggest  
other resources



**If eligible** – the lead tool will  
capture the information as a  
qualified lead

Once file is ready to ship to  
the VA, you will be  
contacted with a start of  
care notice

You have come to  
the right place ...

We can simplify a  
complex program ...

We thank you for  
your service to our  
country ...





# What can you Expect?



## WHAT CAN YOU EXPECT?

Qualified team of client support specialists

A partner you can trust to deliver

Client retention that exceeds private pay

Tools and Technology to enhance caregiving

**Questions?**

