



Developed by home52, a subsidiary of Council on Aging

Quick Reference Guide

Welcome to AddnAide!

Now that you've completed setting up your AddnAide profile, we want to ensure you have the tools and support you need to find and hire an aide.

This Quick Reference Guide includes information about what to expect once you extend a job offer to an aide, as well as a glossary of common terms and contact information for who you can reach out to if you need help.

Need help?

There are a number of people who can help you, depending on the type of help or questions you might have. The information below will help you identify who to contact if you need help.

AddnAide Support

Forgot your password? Stuck on a step completing your AddnAide profile or communicating with aides or other members of your care team? Do you need another in-home visit for help using AddnAide on your device or computer? We can help!

Contact AddnAide's Support Team with any technical issues related to using AddnAide, including issues related to using AddnAide on your device:

support.addnaide@home52.org or (855) 460-7268

Download the AddnAide app from the Google Play store or the Apple App Store, and then follow the steps to register in the app. Or, go to addnaide.home52.org to log in to your account.

Your Care Manager

If you have questions about the type or amount of services authorized under your Elderly Services Program (ESP) care plan, please reach out to your care manager for assistance. Care Managers authorize the ESP services each client receives, including the amount of care that can be provided (hours per month). This information has already been added to your AddnAide profile. You may contact your care manager directly or use the appropriate phone number below:

- **Hamilton County Elderly Services Program: (513) 592-2800**
- **Warren County Elderly Services Program: (513) 695-2271**

Glossary

home52: A wholly owned, nonprofit subsidiary of Council on Aging. home52 programs and services align with Council on Aging’s mission to help individuals remain independent in their homes and communities.

Consumer Directed Care: Consumer Directed Care (CDC) is an option in the Elderly Services Program (ESP) that allows an ESP client (or their authorized representative) to become an “employer” and hire their own “employees” to provide in-home care. It is an alternative to using a traditional home care agency.

AddnAide: An app developed by home52 and powered by Council on Aging for finding and hiring in-home help. AddnAide is only available to clients enrolled in the Elderly Services Program (ESP) and is a Consumer Directed Care (CDC) tool.

Care Manager: Each Elderly Services Program (ESP) client is assigned a care manager who meets with them on a regular basis to determine their care needs. Care Managers authorize the ESP services each client receives, including the amount of care that can be provided (hours per month).

Employer or Employer of Record: The person legally employing the aide. This may be the person receiving care (ESP client) OR someone authorized to do so on their behalf. ESP clients who wish to designate an Employer of Record will complete an authorization form during their enrollment into the Consumer Directed Care Program.

Client: The person receiving care (ESP client).

Observer: The person a client designates to view appointments, timesheets, care team information and potential aide matches in AddnAide. Note: An Observer cannot make any decisions or changes on behalf of a client but can provide feedback to ESP clients or their Employer of Record regarding potential aide matches, care schedules, etc.

Aide: The person employed by a client to provide care. It’s important to understand that many people who register as an aide in the AddnAide app might not consider themselves to be a home health aide. They may view themselves as a caregiver or home helper. There are many terms that could be used to describe the person you hire to help meet your care needs. For the purposes of AddnAide and this manual, we will use the term Aide.

Palco, Inc.: The financial management services provider that will manage all financial and payroll responsibilities that go along with being an employer. On the client’s behalf and through AddnAide, Palco will manage all payroll, taxes and IRS reporting associated with the services an aide provides.

You've extended a job offer to an aide. What's next?

Once an aide accepts your job offer, there are a few things you both must do before scheduling your first appointment.

- 1** You and your aide will receive an email from Palco, AddnAide's financial management services provider, within three business days including information about forms that must be completed by you and your aide. You and your aide will complete these forms online in Palco's portal. The forms allow Palco to act on your behalf (as the employer) with the government for payroll and tax purposes.

You and your aide must complete these required forms before you can be issued the start date for your aide to begin work.

- 2** An enrollment specialist will contact you to ensure you've received the email from Palco and offer to help you complete the forms.
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- 3** Once your paperwork is submitted to Palco and your care manager has initiated a start date, you may schedule your first appointment with your new aide!

If you have completed your paperwork but have not yet received a start date, it is likely because your aide has not completed their paperwork. You can reach out to your aide and remind them to complete the required paperwork.

- 4** Once your aide starts working, you must approve their time worked after each visit. Time is approved within AddnAide. If you do not approve the time your aide works, they will not be paid.

Palco Support

Questions related to enrollment paperwork, how or when your aide will be paid, taxes or W2s should be directed to Palco at customersupport@palcofirst.com or (866) 710-0456.