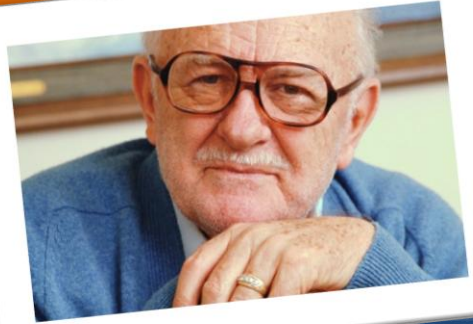


10 Most Frequently Asked Questions About Total Senior Care



1. What is Total Senior Care?

Total Senior Care is a Program of All-Inclusive Care for the Elderly, or PACE. It is a comprehensive managed long-term care program for adults, 55 years old or older, who wish to live at home in order to maintain health, complete day-to-day activities and remain safe at home for as long as possible.

2. Is Total Senior Care a nursing home?

No. Most Total Senior Care participants remain safely in their own homes and visit the Total Senior Care day center as needed. Our participants live in their own homes, with family members, or in adult family homes with home care as needed.



3. How often will I go to the Total Senior Care Center?

Our care team will help create a plan with you to determine how often you will visit the Total Senior Care Center. Many of our participants come to our center two or three times a week. Others may come every weekday. Some may attend only a few days a month.

4. How would I get to Total Senior Care & what would I do there?

Transportation is provided by Total Senior Care. One of our specially equipped vans will pick you up at home and bring you to the center for the day. You will get lunch and snacks, plus social and recreational activities with other participants at our PACE center. You may get a medical clinic check up, physical and occupational therapy, and personal care, depending on your needs.

5. What is the cost?

If you are eligible for Medicare and Medicaid, all Total Senior Care services are covered at no additional cost. Medicaid beneficiaries who have a spend down remain responsible for their individual spend down. Total Senior Care also accepts individuals willing to pay privately.

6. What happens to my Medicare/Medicaid coverage?

Participants with Medicare and/or Medicaid agree to have Total Senior Care provide services to them. This means that you maintain benefits covered by Medicare and/or Medicaid and become eligible for additional benefits offered by Total Senior Care.

7. What about my doctor?

Your doctor may already be a part of the Total Senior Care network. We give our participants the option to see the doctor at our health center, or choose a primary care doctor from our provider network. Total Senior Care participants agree to receive all health care services exclusively from Total Senior Care. Our goal is to develop and provide a plan of care specifically for you, based on your needs. We coordinate all aspects of your medical care.

8. What if I can no longer live safely in my own home?

Total Senior Care will do everything possible to keep you in your own home. However, if you are no longer able to remain safely in your home, Total Senior Care will coordinate with providers in our network for an alternative care setting that best meets your needs. You will still be a Total Senior Care participant and receive your medical care, therapies, and other services through Total Senior Care.

9. What if I join and then decide I no longer want to participate in Total Senior Care?

You can choose to disenroll from Total Senior Care at any time. Enrollment and disenrollment occurs at the beginning of every month.

10. What is the number one reason to choose Total Senior Care?

Total Senior Care helps you get the care you need and stay in the home you love.

How can I get more information?

Call us at: **716-379-8474** or **1-866-939-8613** or stop by the Total Senior Care Center at **519 N. Union St., Olean, NY.**

Total Senior Care is a managed long-term care plan and is a not-for-profit organization.



PACE participants may be fully and personally liable for the costs of unauthorized or out-of-PACE program agreement services.