

Home and Community Care Services Eligibility | Cost & Billing

Answers to frequently asked questions

Home Supports

How is home support funded?

The cost for your Home Support service is shared between the Ministry of Health and you. You pay a daily rate, known as the client rate or per diem, while the Ministry pays the rest. More information is available on the BC Government website: <https://fraserhealth.ca/homesupportcost>.

How are the costs for my home support services determined?

We calculate what you pay for home support based on your income and your spouse's income, as reported to Canada Revenue Agency.

What does 'subsidized rate' mean?

The subsidized rate is the portion you pay for care.

Eligibility – Personal Care Needs

What is included in home support?

Home support provides personal assistance with activities of daily living; such as bathing and dressing. Your community health nurse will work with you to create a personalized care plan that supports your care needs.

Eligibility – Income Tax Information

Why do you need my income tax information?

We use your reported income as shown in the Notice of Assessment, and T1 General, to determine how much you need to pay.'

Why is my spouse's income included?

We include your spouse's income because the care you receive also benefits them.

What if I have not filed my income tax?

To be eligible for subsidized services, you must file your income tax return yearly.

What if I cannot find my income tax papers?

You can discuss with your community health nurse.

What if I am having difficulties filing my income taxes and I have no one to help?

There are services in the community that can help. Call 211 for resource information.

Can I get home support if my income is high?

Yes, all BC residents may be eligible based on care needs. Your community health nurse will determine your subsidized rate as per your reported income tax information.

How does employment income affect my home support costs?

If you receive daily home support, you pay your daily rate until it adds up to \$300 for the month, after which no further charges apply for that month.

What is Guaranteed Income Supplement (GIS)?

GIS is a monthly government payment to low-income Old Age Security pensioners. The yearly income limits for eligibility change every year. Check with Service Canada for the latest information.

Service Canada contact number:

Canada and the United States Toll-free: 1-800-277-9914

Canada and the United States TTY: 1-800-255-4786

Can I claim home support payments on my income tax?

Talk to your accountant about whether you can claim the cost of private home support on your taxes.

What if I can't afford the cost for my home support?

Speak to your community health nurse, who can help you explore options and apply for additional benefits. If payment of your assessed rate would cause you or your family serious financial hardship, your community health nurse can support you in applying for a temporary reduction of your client rate.

Billing

How will I be billed?

You will get a bill for home support every month with instructions on how to make payment. If you have questions about your bill, refer to the contact numbers on your bill.

What if my care needs require multiple visits daily?

Multiple personal care visits in a day are charged as a single daily rate.

What if both spouses need daily service?

If you and your spouse both need daily care, you will be charged only one daily rate.

What if the community health worker doesn't show up?

Call the home support office to advice. You will not be charged for the missed visit.

What if my visit is rescheduled?

If the community health worker cannot come at the scheduled time and the new time does not work for you, you will not be charged if no visit is provided.

What if I cancel a visit last minute?

If you cancel a visit with less than 24 hours' notice, you will have to pay for the visit.

Do I pay if I go to the hospital suddenly?

You do not have to pay if you are in the hospital. Let the home support scheduler know as soon as you can.

Assisted Living and Long-Term Care Homes

How are the costs for assisted living and long-term care homes determined?

If your community health nurse determines you are eligible for assisted living, the cost is about 70% of your after-tax income.

For long-term care homes, the rate is about 80% of your after-tax income. There are minimum and maximum amounts charged for each of these services.

When do I start paying for assisted living or long-term care?

The amount you pay is adjusted and based on your move in date.

What happens with pension income splitting if my spouse goes to assisted living or long-term care home?

The cost for long-term care home is based on the individual requiring care and their most recent tax return. If you have been income splitting and your spouse moves into a long-term care home, you may want to talk to an accountant.