

Broadspire Care Management



**CARE MANAGEMENT SERVICES
THAT ARE ALL ABOUT YOU**
Broadspire Care Management improves the quality of life for our clients and provides peace of mind for you.

Protecting the best interests of elderly, disabled and chronically ill clients often presents special challenges. Our care managers work with clients to:

- Evaluate current and future needs
- Act as an advocate within the healthcare and social services system
- Coordinate care while protecting assets

**ABLE TO BE THERE WHEN YOU
CAN'T**

We have care managers across the country able to help when elderly parents live in a different city. Our care managers are trained to broach subjects that can be difficult for families, friends or other advisors. We have the skills and knowledge to properly determine problems and come up with solutions.

We regard each elderly, special needs or chronically ill person as our clients. We listen to their plans, wants and needs. We offer unbiased recommendations so our clients can make informed decisions for what's best for them. Their safety and happiness is our goal.

As a part of the Crawford & Company family, a global company publicly traded on the NYSE, you can depend on us to provide service for years to come. Our care managers have sizeable resources they can call upon to support their clients. We have been delivering customer satisfaction for more than 65 years and our passion hasn't waned a bit.

**YOUR CARE MANAGERS...
PROFESSIONALS THAT CARE
DEEPLY ABOUT CARE**

Broadspire Care Managers can help. All of our care managers are registered nurses, masters level social

workers or vocational counselors with a background in geriatrics and special needs. As Broadspire employees, they are extensively trained and supervised. They understand the intricacies of the social services and healthcare delivery system. They have the skills to assess needs and interests, locate resources and oversee the best solutions from the most cost-effective resources.

Since our services are not attached to any home health agency, insurance carrier or facility, our care managers are free to offer a totally objective assessment of every issue. Our only objective is for the happiness and well-being of our clients and their families.

**YOUR ELDER CARE... A FULL LIFE
SHOULD ALSO BE A FULFILLING
LIFE**

Our care management raises the quality of life of our clients. When working with the elderly, we find solutions that help them to live a more satisfying life. First, our care managers perform an assessment on the client's functional, physical and cognitive status, as well as their environment and financial/legal situation. Following the evaluation, we provide a detailed analysis of their status and recommendations for cost-effective solutions.

Complete Care Coordination

As advocates, medical advisors and surrogate family members, Broadspire Care Managers take on many roles. They can interview and screen in-home caregivers or hire contractors for home modification. Our care managers attend doctor office visits, plan outings and visit clients to celebrate special occasions. Broadspire's Care Managers always act in the best interest of the client and work to help them meet their goals.

If placement in a nursing home or extended care facility is warranted, the care manager will locate appropriate options, check credentials and tour the facility with the client. They also

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determine suitable payment options and coordinate all paperwork.

Ongoing Care

Your care manager will maintain the relationship for as long as you wish. They will:

- Be an advocate during hospital stays
- Help arrange social activities
- Coordinate benefits and audit medical bills
- Help with moves or transitions
- Supervise aspects of in-home and facility services

YOUR SPECIAL NEEDS MANAGEMENT... FOR SPECIAL NEEDS MANAGEMENT, YOU NEED SPECIAL CARE MANAGERS

Our care managers share the same priorities as you, making sure special needs adults and children get the care and support they deserve. We work closely with parents and their professional representatives to make sure the client gets the equipment, support and services they need to enhance their quality of life. Our care managers are trained to look for opportunities and programs that increase capabilities and independence.

Simplifying Complicated Situations

For fiduciary and legal representatives, Broadspire Care Managers serve as healthcare representatives, evaluating the client's health, needs and interests. It can be quite a challenge to successfully manage disbursements from trust funds, protect the beneficiary's eligibility for government-provided benefits, coordinate healthcare, and protect everyone involved against legal liability arising from misuse of funds. Our care managers know how to make it easy for you. We put our experience and expertise to work to provide:

- Coordinated resources, equipment, medical and social services
- Transition coaching to a more independent, productive life
- An evaluation of appropriateness for trust funds disbursements
- Assessments of medical needs

- with healthcare professionals
- An appropriate environment to reduce risk
- Identification of community services to supplement existing care
- Alternatives for care
- Assistance with Independent Education Plan (IEP) meetings

YOUR ADVOCATE... WE HELP NAVIGATE THE HEALTHCARE AND SOCIAL SERVICES SYSTEMS

Working within a bureaucracy to help elderly and special needs individuals is complex and often overwhelming. Some states even require attendance at court appearances. Understanding the required documentation can be intimidating.

Our care managers have the expertise to organize the information needed, complete the required forms and even attend hearings for the client. We avoid missteps that could take months or even years to clear up. Our service relieves the burden of staying compliant with the system's guidelines. We are there for you.

OUR COMMITMENT TO YOU

We evaluate everything we do by questioning whether it will improve our client's quality of life. By holding ourselves up to this standard, we constantly keep ourselves focused on your goals.

INTEGRITY AND INNOVATION EVERY DAY

Your trust inspires our passion. Our challenge is to always better our performance. We define success by our ability to improve your business. That dedication is at the core of our operations.

Contact Broadspire today by calling 1-800-352-7359 or visit us at www.broadspirecaremanagement.com to learn more. 1001 Summit Blvd., Atlanta, GA 30319.