

# Dream Believe Inspire Home Care Family Checklist

*What every family should ask before letting any agency step through their front door.*

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## 1. VERIFY THEY'RE LEGIT

Ask this first — not last.

1. Are you **licensed by the Indiana Department of Health** as a Personal Services Agency?
2. Are you an **approved Medicaid Waiver provider** under PathWays for Aging or Health & Wellness?
3. Can I see your **state license number** and proof of insurance today — not “later”?
4. How long have you been providing care in Indiana, and what **counties** do you actually serve?
5. Do you have **real clients** or families I can talk to for references?

 **Tip:**

If the person hesitates or gets defensive when you ask these, **walk away**. Real agencies have this paperwork ready.

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## 2. DIG INTO THEIR STAFFING AND HIRING

This is where you separate the real agencies from the shady ones.

1. Who actually hires your caregivers — do you **run full background checks** or just “screen” them?
2. Are all caregivers **fingerprinted through the Indiana State Police (IdentoGO)**?
3. Do your caregivers complete **TB testing, CPR, and HIPAA training** before going to work?
4. How do you handle **call-offs** — do you have a backup system or just cancel shifts?
5. Who supervises your caregivers once they start working in my home?

 **Insider Tip:**

Ask for the name and title of the person who **does the scheduling**. If they don't know that person's name, the agency's disorganized.

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## 3. ASK ABOUT HOW THEY ACTUALLY OPERATE

Skip the fluff about “family values.” Ask for *specifics*.

1. Do you have **written policies** for emergencies, incidents, and reporting abuse or neglect?
2. How often does someone from the office **check in or visit** after services start?
3. Can you explain exactly what your **care plan** looks like — and who creates it?
4. Are your caregivers paid legally through payroll (with taxes and insurance) — or are they 1099 contractors?

 **Insider Tip:**

If they say “contractor,” that’s a **red flag**. Medicaid and waiver programs require employees to be W-2, not cash under the table.

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## 4. KNOW WHO’S RESPONSIBLE

If something goes wrong, you need to know who’s accountable.

1. Who do I call **after hours** if there’s a problem — a real person or voicemail?
2. What’s the **chain of command** if my caregiver doesn’t show up?
3. Who at your company is legally responsible for my loved one’s care plan?
4. How do you handle client complaints — and how fast do you respond?

 **Tip:**

Write down every name, title, and phone number they give you. You’ll thank yourself later.

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## 5. MONEY, PAPERWORK, AND TRANSPARENCY

Don’t sign or agree to anything until you’ve asked these.

1. What does the state pay for — and what might I have to pay out of pocket?
2. Do you accept **Indiana PathWays for Aging** or **Health & Wellness Waiver** directly, or do you subcontract through another provider?
3. Will I get a **written service plan** before anyone shows up?
4. Can I end services anytime if I’m not happy — and how much notice do you need?

 **Insider Tip:**

If they dodge money questions or say “we’ll figure that out later,” you’re talking to the wrong agency.

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## 6. RED FLAGS TO WATCH FOR

- They can't tell you their license number.
- They talk more about "signing up" than about your loved one's needs.
- They can't explain what PathWays or the waiver is.
- You never speak to the same person twice.
- They can't tell you who your caregiver will be or when services start.

## **7. WHAT A STRONG AGENCY LOOKS LIKE**

At **Dream Believe Inspire Home Care LLC**, we:

- Are fully licensed and Medicaid-approved through the Indiana Department of Health.
- Hire W-2 caregivers with full background, TB, and CPR clearance.
- Have a written backup plan for every client.
- Build customized care plans with family input.
- Are transparent about costs, hours, and rights.
- Answer our phones — even after 5 PM.

## **8. CONTACT INFO (for your comparison sheet)**

**Dream Believe Inspire Home Care LLC**

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