Billing Tips:

* FUMC Respite charges $30.00 a day from the hours of 10:00am- 2:00pm.
  + While talking with family members, I say, “We like to think of this as close to $7.00 an hour for the best medicine and activity you provide your loved one. We also provide a hot meal so caregivers do not have to pack a lunch.”

1. The director needs to communicate to the primary caregiver NEVER to tell the participant money is being paid for the day at Respite. The participant will use any excuse not to try something new or if they think they are a burden to the caregiver, they will refuse to go to the program.
2. The director needs to explain to the caregiver that roll will be taken every day and that the designated caregiver will be billed at the end of the month by invoice.
3. The director must train the caregivers NEVER to give payment for the month in front of the participant. It devalues the feeling of the participant’s sense of worth and purpose in the program. Every participant should be made to feel as if they are helping someone else and there typically is no payment when one volunteers their time!
4. In the Respite model, we do not charge for the first day. It assures the caregiver that the program is not in business for the money, the ministry is here to support a family that needs help. The director needs to use judgment in the phone interview to see if the family has resources to pay. If the feeling is the participant is on Medicaid or Social Security, the director could offer:

* “We are blessed to have resources to support this program, if you have resources to pay for one day, I could give you one day.”
* “I understand it is hard when you are taking care of a parent that does not have a lot of savings, we are very blessed to have some resources, do you think she could afford the cost of her meal?”

5. It is important that the director not use the word “ scholarship” while talking about aide. We want to give the family a sense of pride that they are not taking a hand out. We often times offer for them to pay for their food for $5.00 a day or to pay for one day at full price and we will give them one or two days a week depending on space in the program. When beginning the program, it is good to take everyone appropriate because you will need them to serve the number of volunteers who will want to participate, and in our case, our volunteers are our biggest donors. If we did not have the participants we would have no need for a volunteer army.