

# United Family Caregivers - Intake Script Summary

## 1. Initial Contact & Reason for Call

Agent says: "Hello and thank you for calling United Family Caregivers. Who am I speaking with today?"

Caller Name: \_\_\_\_\_

Best Call-Back Number: \_\_\_\_\_

Client's Medicaid ID Number: \_\_\_\_\_

How can we help you today? (Listen carefully. Do not interrupt. Take clear notes.)

## 2. Brief Overview of What We Do

We are a Nevada Medicaid-approved agency under Provider Type 30. We provide non-medical personal care services such as: bathing, dressing, grooming, meal prep, mobility help, light cleaning, and supervision. We often hire family members or legal guardians to become paid caregivers - especially when no outside provider is available. A therapist must confirm the need, and paperwork must be complete. Eligibility: Active Nevada Medicaid, diagnosed disability, OT/PT evaluation recommending services.

## 3. Basic Info Collection

Client's Full Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Diagnosis/Disability: \_\_\_\_\_

Medicaid Active? Yes ☐ / No ☐ / Not Sure ☐

Any current services or agencies involved? \_\_\_\_\_

## 4. Understand Their Schedule & Care Hardship

Who currently helps care for the client?

What is your daily schedule like?

When is it hardest to provide care?

Are you planning to be the caregiver? If not, who is?