

## QUALIFYING A PROVIDER FOR THE WEBSITE

### POLICY:

This policy pertains to screening providers for inclusion on the website. A provider (nonprofits and for profits alike) must meet certain requirements before they can be listed on the Aging at Home Directory website.

### PROCEDURE:

1. The first step is to determine basic eligibility. All basic eligibility requirements must be met in order to proceed to step #2 and can be discussed by phone or in person with a representative from the Aging at Home, Inc. organization.
  - a. Meets **geographic** requirements: Agencies and companies providing service(s), or a component of their service, in Henderson County, NC may be eligible to list on the Aging at Home website even if the agency is not based in Henderson County, NC. Services that are based in counties other than Henderson County and do not provide services or a portion of their services in Henderson County are not eligible for inclusion on the Aging at Home website.
  - b. Meets **service-type** requirements: Services that support the Aging at Home criteria may be eligible for inclusion on the Aging at Home website.
  - c. Meets **service disclosure** requirements: Provided that agencies and companies disclose the required information about their businesses (e.g., permit #s, license #s, etc.) they may be eligible for inclusion on the Aging at Home website
2. Those providers that have met the basic eligibility requirements should then proceed as follows:
  - a. Completes, signs and returns an application form and required support documentation to the Aging at Home office or representative.
3. An Aging at Home Projects Inc. representative then confirms verifiable permits, licenses and credentials.
4. The Board then reviews all of the provider's material submitted to determine if it is complete and in compliance with this policy and procedure while understanding that it is not the Board's role to qualify the provider. Once a provider's application and supporting material is in order, the provider's information is posted to the Aging At Home website when it is practical. If a provider's application and supporting material is not in order, feedback is given to the provider on a timely basis by a representative of the Aging at Home Board.

**REFERENCES & TOOLS:** See the *Aging At Home Website Provider Application Form*.

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