



Aging Care Matters, LLC

# WELCOME PACKET

919-525-6464

[www.AgingCareMatters.com](http://www.AgingCareMatters.com)

# Our Mission

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As Geriatric Care Managers, we advocate, research, streamline paperwork, coordinate and facilitate - we do anything necessary to help relieve stress and guide you through the maze of aging issues and concerns. We work with you by assessing your unique needs and situation and create recommendations, solutions, and referrals specific to you! Many Long Term Care insurance policies do reimburse for our services and we have a proven record of saving clients' money, stress, and time.

You make one call and we take care of what needs to be done!

In this guide, you will find information about our approach to care management as well as details and instructions on how to get started with our services.

all our best,

*Carla Payne, MA, CMC  
Aging Life Care Professional™  
Care Manager Certified  
Advanced Professional Level*



@AgingCareMatters



Facebook.com/@AgingCareMatters

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# About the owner

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*Hi, I'm Carla Payne!*

Helping families navigate the complex and emotional maze of aging care is the most rewarding work I've ever done!

When my dad died on July 8, 2007, I knew I had to do something to help other families who were going through similar situations struggling to help their aging parent or loved one. I began volunteering as an advocate for seniors living in nursing homes and returned to graduate school where I earned a Certificate in Gerontology and joined the Aging Life Care Association.

Since 2010 I have assisted hundreds of families through the chaotic and stressful maze of eldercare and thereby providing the service I so wish I had while my father was still living.



@AgingCareMatters



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# Our Pledge

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Along with fair and dignified treatment, you can expect referrals and services designed to meet your needs in an affordable way, and privacy of your personal information. Additionally, we promise to be punctual and reliable providing a quick response to your questions or concerns. We receive NO referral fees - Never, Not EVER!

## **YOUR ROLE**

Your role is to provide us with accurate information about you or your loved one's financial and personal situation and to keep us updated with any changes. We ask that you let us know right away if you have concerns, and if there are any financial, health or personal situation changes.

## **PAYMENT**

Payment is expected within 15 days of receipt and can be paid by check, credit card, pay-pal or bank transfer. A credit card is kept on file in the event of an invoice past 30 days due and will only be used at that time unless previously authorized.

## **SERVING YOU**

Customer service is important to us and we value your opinion. Your care manager will call, email and visit on a regular basis, and he/she is your best source of information and immediate assistance. Our team is available Monday – Friday 8 am to 6 pm. After 6 pm and on weekends calls are answered for all active clients 24/7/365.

# Meet the Team

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Director Of Operations

*Jill Murr*

Care Manager

*Rebecca Wyatt*



Life Care Coordinator

*Wendy Strong*

Care Manager

*Anne Dennis*



## Products & Services

Assessment with Care Plan

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Care Calls Program

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Care Visits Program

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Hourly Rate During Business Hours

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After Hours and Weekend Rate

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Care Notebook

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"So blessed to have Aging Care Matters come into our life.  
Instantly an invaluable part of the family." W.P.

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**919-525-6464**  
**Jill@AgeingCareMatters.com**

# Assessment with Care Plan

Needs, values and preferences  
Family dynamics  
Current living situation  
Cognitive function  
Mental health  
Functional abilities  
Health issues and concerns  
Financial position  
Legal issues  
Current support system



stay ahead of a crisis

## What to Expect:

- You and your caregiver(s) will complete a detailed questionnaire
- Your care manager will meet with you in your residence
- Our first visit may take two hours or more
- Your care manager creates a specific care plan with detailed recommendations, service providers and contact information
- Your care manager will meet with you again and go through your care plan, answer any questions, provide guidance and support
- You, your caregiver(s) or your care manager may implement, coordinate and manage the services recommended.

# Add-On Services

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## LTC Policy Review & Summary

We'll review your LTC policy and ensure you are ready to access the full benefits as soon as eligible. Summary and Recommendations Provided.

## Home Safety Evaluation

Full home safety evaluation with recommendations and we'll provide the contact information to fulfill modifications while maximizing financial benefits.

## Accompany to Appointments

You'll have your own professional social worker with you during appointments to document and advocate for your best care.

## Serve as your Health POA

Carla Payne, Owner of Aging Care Matters will serve as the Health POA for those who need someone to be their voice for their advance directives. You'll have peace of mind knowing your wishes are being honored and followed.

\*Quarterly or Monthly visit required



# Case Study

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## Mary

86 year old Mary fell breaking her ankle. Did not press emergency pendant and waiting 6 hours on the floor until daughter arrived.

### Before

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Needed extensive surgery and rehabilitation. Unable to return home and would need around the clock care. Family at loss what to do and how to afford care for their Mom let alone the cost of an Assisted Living Community.

### Our Services

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- Set up Rehab Stay
- Handled VA ppwk
- Set up home aide
- Saved \$4,000 in community fee
- Counseled family
- On-Call 24/7

### Results

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Lived happily with daughter following rehab stay with aide support through the VA and private care agency. Moved to Assisted Living Community under VA benefits and experienced three years of active engagement and new friendships until her passing.

# Testimonials

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## *Mike, Nevada*

*"You know how to do everything. You're willing to do anything and willing to help anybody. I believe in giving credit where credit is due."*

## *Melissa, Florida*

*"Thanks for the continued expertise from Aging Care Matters. The scope of services is amazing. Even if all the kids were living in the same town as the parents, having ACM on board would be a tremendous asset"*

## *Helen, Wake Forest*

*"I'm glad you were there with me in the beginning when I started on this journey to make sure my parents were taken care of, could not have done it without you! It has been indeed a blessing to have you involved and engaged with their care and well-being."*

## *Rob, Philadelphia*

*"At the onset, our entire family was confused with the process of addressing the changing needs of my aging father. In addition to building a trusting relationship with my father, Carla helped us navigate through the various options to find solutions that were appropriate for our specific situation. I definitely recommend her services"*

## *Diyana P.*

*"I'm amazed with the way the Aging Care Matters team truly cares for their clients. They are extremely knowledgeable, compassionate, and have a plethora of trustworthy resources. They take the stress, anxiety and confusion out of caring for your loved ones."*



## Contact Information

**Email:**

Jill@AgingCareMatters.com

**Phone:**

(919) 525-6464

*Thank You!*

We are grateful to work with you! Please feel free to reach out with any questions you may have during this process.

Looking forward to our collaboration!

*Sincerely,*

Carla Payne, MA, CMC  
Aging Care Matters, llc