



Your Complete CDHCI Provider Selection Checklist: A Step-by-Step Guide for Calgary Families

Finding the right [Client Directed Home Care Invoicing \(CDHCI\) provider](#) for your loved one can feel overwhelming.

This comprehensive checklist will help you make an informed decision with confidence, ensuring your family receives the compassionate, reliable care they deserve.

What is CDHCI?

The Client Directed Home Care Invoicing (CDHCI) program, provided by [Alberta Health Services](#) (AHS), offers eligible clients funding to help pay for home care services. Through this program, you can [choose an approved home care provider agency](#) to deliver services based on pre-approved hours assessed by an AHS Case Manager.

To be eligible, clients must:

- **Be approved for home care through an AHS assessment.**
- **Require a predictable level of support.**
- **Be willing to pay the difference between the funded hourly rate from AHS and the**

- hourly rate from the home care provider.
- Ensure no conflict of interest with any other AHS service agreement.



Your 10-Point Provider Selection Checklist

1. Confirm Registration with Alberta Blue Cross

Only registered providers can direct bill [Alberta Blue Cross](#) on your behalf, reducing paperwork and ensuring proper billing under AHS [guidelines](#).

Questions to ask:

- **Are you an approved CDHCI provider registered with Alberta Blue Cross?**
- **Can you provide your registration number for verification?**
- **Will you handle all direct billing to Alberta Blue Cross?**

2. Check Caregiver Expertise in Specialized Care

Caregivers with specialized training in Parkinson's, dementia, or chronic illness management provide safer, more effective care tailored to specific needs.

Questions to ask:

- **What specialized training do your caregivers have?**
- **Do you have experience with my loved one's specific condition?**

- **How do you ensure ongoing education for your care team?**

3. Compare Rates and Understand All Costs

Understanding the full cost structure helps you budget effectively and avoid unexpected expenses.

Questions to ask:

- **What is your hourly rate compared to the AHS-funded rate?**
- **Are there any additional fees (travel time, minimum hours, holidays)?**
- **What services are included vs. charged separately?**
- **How do you handle rate increases?**



4. Assess Cultural and Language Alignment

Cultural understanding and language compatibility create comfort, better communication, and more respectful care.

Questions to ask:

- **Do you have caregivers who speak our preferred language?**
- **How do you ensure cultural sensitivity in care delivery?**
- **Can you match us with caregivers who understand our cultural background?**

5. Request and Contact References

Real experiences from other families provide insight into reliability, compassion, and quality of care.

Questions to ask references:

- **How responsive is the agency to concerns or changes?**
- **Do caregivers arrive on time and stay for scheduled hours?**
- **How well does the agency communicate with families?**
- **Would you recommend them to other families?**

6. Review Backup and Emergency Protocols

Reliable backup ensures continuity of care when your regular caregiver is unavailable.

Questions to ask:

- **What happens if our regular caregiver is sick or unavailable?**
- **How quickly can you provide replacement caregivers?**
- **Do you have 24/7 emergency support?**
- **What is your process for handling urgent situations?**

7. Evaluate Communication Style and Approachability

Open, respectful communication builds trust and ensures your concerns are heard and addressed.

During your initial consultation, assess:

- **Do they listen carefully to your needs and concerns?**
- **Are they patient and thorough in answering questions?**
- **Do they explain processes clearly?**
- **Do you feel comfortable discussing sensitive topics?**



8. Look for Flexible Scheduling and Personalized Care Plans

Life changes, and your care provider should adapt to evolving needs and schedules.

Questions to ask:

- **Can you adjust care hours as needs change?**
- **How do you create personalized care plans?**
- **What is your process for updating care plans?**
- **Can you accommodate special requests or preferences?**

9. Ensure Transparency in Billing and Documentation

Clear, transparent billing reduces stress and helps you understand exactly what you're paying for.

Questions to ask:

- **How detailed are your invoices?**
- **When do you provide billing statements?**
- **How do you handle billing questions or disputes?**
- **What documentation do you provide for insurance/tax purposes?**

10. Ask How They Encourage Independence and Respect

The best care providers support dignity and independence while ensuring safety and well-being.

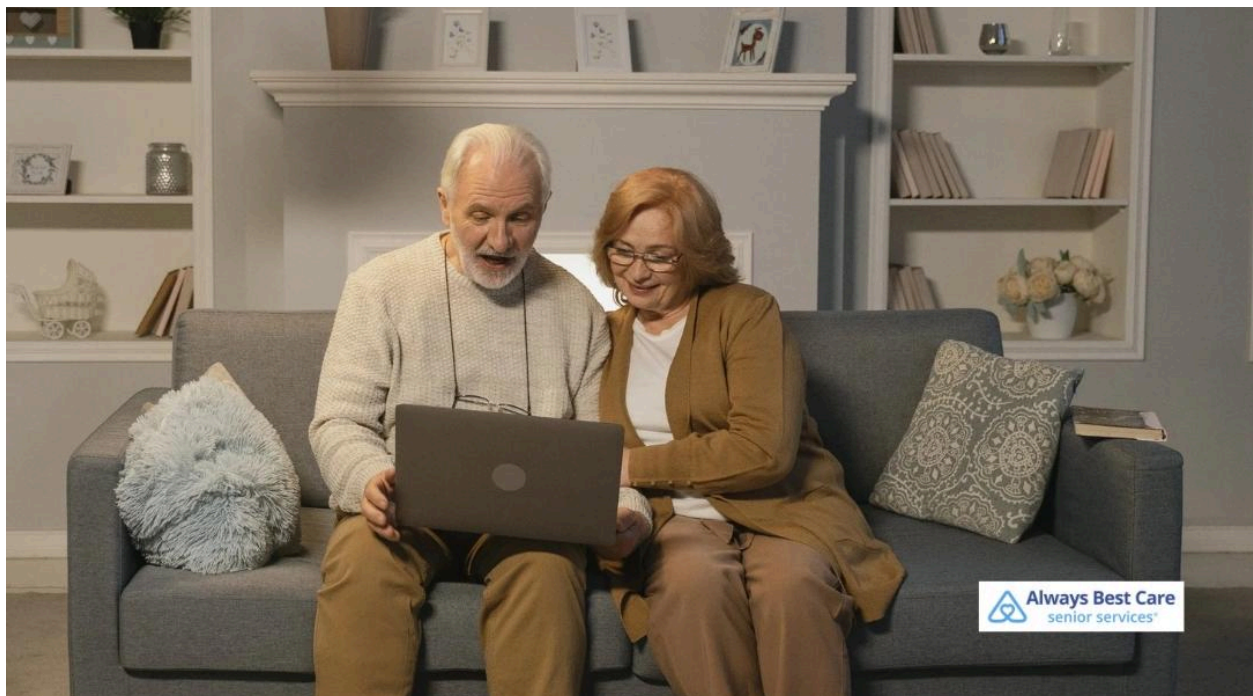
Questions to ask:

- **How do you encourage clients to maintain independence?**
- **What is your approach to respecting client preferences and choices?**
- **How do you handle situations where clients want to do things themselves?**
- **Can you provide examples of how you've supported client dignity?**

7 Red Flags to Watch For

✗ Avoid providers who:

- **Cannot provide proof of CDHCI registration.**
- **Are vague about costs or billing practices.**
- **Have no references or won't provide them.**
- **Seem rushed or dismissive during consultations.**
- **Don't ask detailed questions about your loved one's needs.**
- **Cannot explain their backup caregiver system.**
- **Have numerous complaints with the [Better Business Bureau](#).**

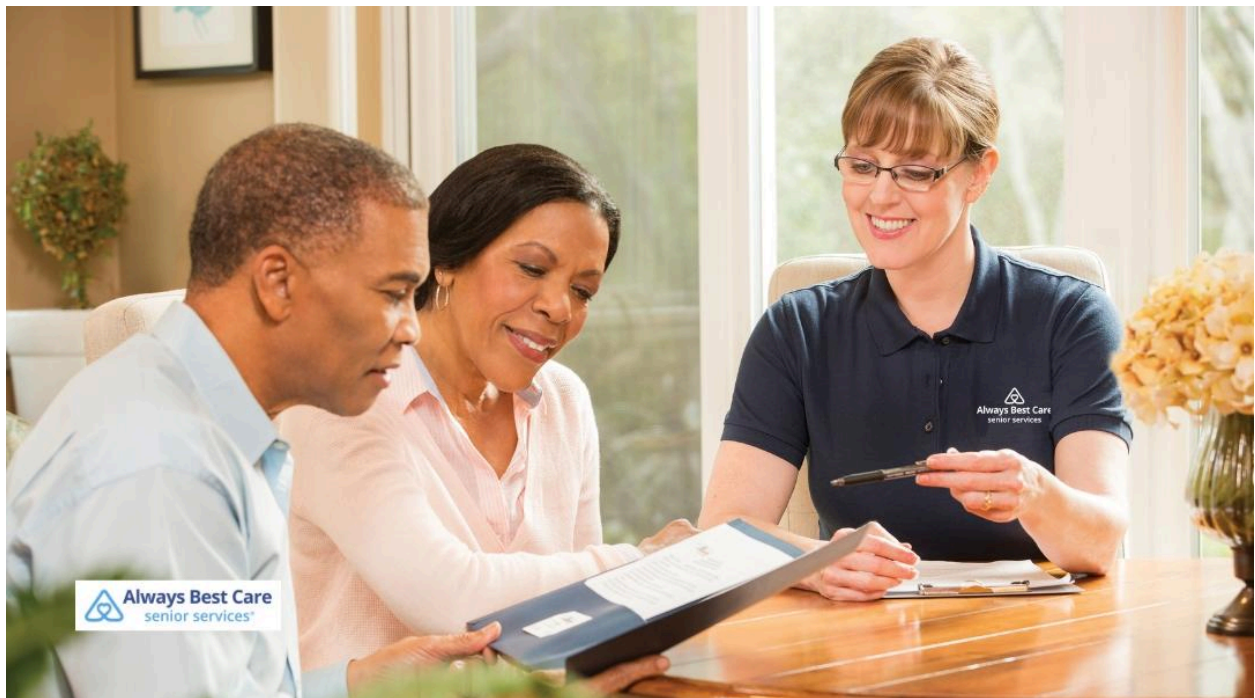


Making Your Final Decision

After completing this checklist with multiple providers, compare your options using these criteria:

- ✓ Registration and Compliance.

- ✓ Cost Transparency and Value.
- ✓ Caregiver Qualifications and Cultural Fit.
- ✓ Communication and Professionalism.
- ✓ Flexibility and Personalization.
- ✓ Backup Support and Reliability.
- ✓ References and Reputation.



Need Expert Guidance?

Navigating the CDHCI program and selecting the right provider doesn't have to be overwhelming. Always Best Care of Calgary NW is here to help every step of the way!

We provide:

- ✓ **Expert guidance through the CDHCI application process**
- ✓ **Transparent billing and direct coordination with Alberta Blue Cross**
- ✓ **Culturally sensitive, personalized care plans**
- ✓ **Experienced caregivers trained in specialized conditions**
- ✓ **24/7 support and reliable backup coverage**

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 <https://alwaysbestcarecanada.ca/calgarynw/>

 <https://maps.app.goo.gl/qXiuYQLXJqeodA6Z6>