REFERRAL PARTNER OVERVIEW

A clear path to supportive care.

Happy Heart Home Care Agency LLC provides person-centered, non-medical in-home support designed to help adults remain safe, comfortable and as independent as possible in their own homes.

AGENCY	Happy Heart Home Care Agency LLC
OWNER / REFERRAL CONTACT	Shanise Collins
SERVICE AREA	Milwaukee and Waukesha Counties
CONTACT	414-309-9999 | happyhearthomecarellc@gmail.com

Funding & Provider Status

- Wisconsin Medicaid / ForwardHealth enrolled as a Waiver Supportive Home Care Agency.
- IRIS funding accepted, including participants using GT Independence as their Fiscal Employer Agent.
- Private-pay services available.
- Program-funded services remain subject to authorization, the service plan or budget, payer requirements and the approved reimbursement rate.

Caring for your loved ones as if they were my own.

CURRENTLY ACCEPTING NEW REFERRALS

NON-MEDICAL SUPPORTIVE HOME CARE

Services we provide

Personal Care Assistance	Support with bathing, dressing, grooming, hygiene, toileting and routine activities of daily living.
Mobility Assistance	Non-medical assistance with safe movement and routine mobility needs within the caregiver's training and the client's care plan.
Companionship	Conversation, supervision, social engagement and meaningful one-on-one support.
Meal Preparation	Meal planning and preparation consistent with client preferences and documented needs.
Light Housekeeping & Laundry	Routine household tasks, linens and laundry that support a clean and comfortable home.
Transportation & Errands	Transportation to appointments and community activities, errands and grocery shopping when included in the service arrangement.
Medication Reminders	Reminders and routine non-medical assistance only. Happy Heart does not administer medications.
Respite Care	Short-term relief and support for family and unpaid caregivers.

Scope of Care

Happy Heart provides non-medical supportive home care. Skilled nursing, wound treatment, medication administration, respiratory or ventilator management and other clinical services are outside our non-medical scope. We can coordinate with the client's clinical providers when appropriate.

REFERRAL & INTAKE PROCESS

From referral to the start of care

1

Referral received

A referral may come from a professional, participant, client, family member or other authorized contact.

2

Initial contact

Happy Heart contacts the client or authorized representative to discuss needs, schedule, location, funding source and expectations.

3

Needs & fit review

We confirm that requested services fall within our non-medical scope and determine whether current availability can meet the schedule.

4

Funding / authorization verification

For program-funded care, required authorization, service plan information and payer requirements are confirmed before billable services begin.

5

Service plan & schedule

The agreed services, schedule, communication preferences and relevant safety information are documented.

6

Services begin

Care begins once required intake, authorization and scheduling steps are complete.

Helpful information to include

Client contact and location, requested schedule, primary non-medical care needs, funding source, preferred start date and referral source contact information. Use the fillable form on the next two pages.

REFERRAL SOURCE

Referral information

Referral source name

Organization

Phone

Email

CLIENT / PARTICIPANT

Full name

Date of birth

Street address

City

ZIP code

County

Client phone

Client email

Authorized representative (if applicable)

Relationship

Phone

FUNDING SOURCE

- [ ] IRIS
- [ ] Medicaid / ForwardHealth
- [ ] Private Pay
- [ ] Other / Unknown

Preferred start date

Requested days / times

REQUESTED SUPPORT

Care needs & preferences

- [ ] Companionship
- [ ] Personal Care
- [ ] Meal Preparation
- [ ] Light Housekeeping
- [ ] Laundry
- [ ] Transportation / Errands
- [ ] Medication Reminders
- [ ] Respite Care

Describe the requested non-medical support

Mobility, transfer or safety considerations

Important routines, preferences or communication needs

Additional notes

Submitted by

Date

- [ ] Happy Heart may contact the client / repres

Please avoid sending diagnoses or unnecessary sensitive health information by unsecured email. Call first when needed.

FUNDING & SERVICE AVAILABILITY

Current rates

SERVICE / FUNDING	CURRENT RATE	IMPORTANT NOTES
Supportive Home Care	$30 / hour	Subject to authorization and payer requirements.
Respite Care	$30 / hour	Subject to the authorized service plan or budget.
Private Pay Home Care	$32 / hour	Final rate and schedule are confirmed before care begins.

Program-funded care

Rates and services are subject to the participant's authorization, approved service plan or budget, payer requirements and the applicable contracted or approved reimbursement rate.

Private pay

Rates may change based on service needs and scheduling requirements. Contact Happy Heart to confirm the current rate before services begin.

Availability & coverage

- Serving Milwaukee and Waukesha Counties.
- Days, evenings, overnights, weekends and holidays may be available based on caregiver availability and the authorized or agreed schedule.
- New referrals are reviewed for service fit, location, schedule and current capacity.
- Transportation and community errands may be included when appropriate to the service arrangement.

A LOCAL, PERSON-CENTERED OPTION

Why refer to Happy Heart?

Happy Heart is built around dependable, respectful support that helps clients maintain dignity, routine, comfort and independence at home.

- Local service coverage across Milwaukee and Waukesha Counties.
- Non-medical supportive home care focused on practical daily needs.
- Personal care, companionship, mobility assistance, meal preparation, housekeeping, laundry, transportation and errands, medication reminders and respite.
- Wisconsin Medicaid / ForwardHealth enrolled as a Waiver Supportive Home Care Agency.
- IRIS funding accepted, including participants using GT Independence.
- Private-pay options available.
- Flexible scheduling based on client needs, authorization and caregiver availability.
- Professional communication with referral sources, clients, families and authorized care-team members.

MAKE A REFERRAL

CALL	414-309-9999
EMAIL	happyhearthomecarellc@gmail.com
SERVICE AREA	Milwaukee & Waukesha Counties