

What Happens After Your Social Worker Refers You

A plain-English handout for families. Hand this to the family at discharge.

A professional just sent your information to Reliance Care Solutions. Here's exactly what happens next, so you're not waiting in the dark.

TODAY — WITHIN 4 BUSINESS HOURS

- A coordinator from Reliance reads the referral and calls the phone number listed for your family.
- If we can't reach you on the first try, we try again the same day and leave a voicemail with a direct callback number.

FIRST 24 HOURS

- We confirm which Medicaid waiver or insurance covers your care.
- We schedule a free in-home assessment — usually within 48 hours.
- We answer any questions about what we do and what it costs (most of our families pay nothing).

DAYS 2–5

- A coordinator comes to the home and meets your loved one.
- Together we write a care plan: hours per week, which days, what the caregiver will help with.
- We match a caregiver based on personality, language, and schedule.

DAY OF FIRST VISIT

- Your caregiver arrives at the scheduled time. The coordinator is reachable by phone all day.
- After the first visit we check in to make sure the match feels right. If it doesn't, we re-match.

IF YOU DON'T HEAR FROM US

Call 419-704-0316 and ask for the intake coordinator. Mention you were referred and your loved one's first name. That's all we need.

BRING TO THE ASSESSMENT

- Medication list
- Insurance and Medicaid cards
- Hospital discharge paperwork (if any)
- Names and numbers of other doctors, case managers, or therapists