

Reliance Care Solutions — Provider One-Pager

For social workers, case managers, and discharge planners.

Print this. Tape it inside your referral binder. Everything you need to send a client our way is on one page.

WHO WE ARE

Reliance Care Solutions is a minority-owned, Ohio Department of Medicaid-certified home care provider headquartered in Toledo. We staff hands-on personal care, homemaker, respite, and waiver services across Northwest Ohio, and DODD services in all 88 counties.

PAYERS ACCEPTED

- PASSPORT (Area Agency on Aging waiver)
- MyCare Ohio — Aetna, Buckeye, CareSource, Molina, UnitedHealthcare
- Ohio Home Care Waiver (ODM)
- Individual Options (IO), SELF, and Level One waivers (DODD)
- VA Aid & Attendance and Veteran Directed Care
- Private pay

SERVICES WE PROVIDE

- Personal care: bathing, dressing, toileting, transfers, ambulation
- Homemaker: meal prep, light housekeeping, laundry, errands
- Respite for primary caregivers (hourly, overnight, weekend)
- Dementia and behavioral health support
- Hospital-to-home discharge stabilization (first 30 days)
- Veteran-directed care plan support

WHAT YOU CAN EXPECT FROM US

- Same business day response to every referral (under 4 hours)
- Caregiver in the home within 24–72 hours when authorization is clean
- A named coordinator on every case — same person from intake to first visit
- EVV-compliant documentation, ISP-aligned care plans
- Direct line to the coordinator, no phone tree

HOW TO REFER

Partner line: 419-704-0316

Secure email: intake@reliancecaresolutions.com

Online form: reliancecaresolutions.com/partners

Service area: Lucas, Wood, Fulton, Henry, Defiance, Williams, Paulding, Putnam, Hancock, Seneca, Sandusky, Ottawa count