

February 18, 2013

Dear Personal Care Recipients,

We are so privileged and thankful for you and each and every Personal Care Recipient. We currently are serving about 300 clients throughout the Northwestern part of the state of Minnesota and adding, on average two to three clients per week. In my opinion, our PCA and Homemaking Training and documentation requirements have set the standard for Personal Care Providers among Social Workers and Public Health Employees in our area. And our Christmas bonuses we give to our employees have been the envy of our competition. But the reason we do all of this is you, our Recipient. We want to serve you well! Please call me, one of our nurses or office managers if you have any problems or concerns at 866 810 9441.

Every one of our clients by now should have received the new 2013 Client Guide. I hope everyone has read it; it explains so much about our PCA and Homemaking Program. This year in the guide we tried to add language on page 20 that more fully describes why we might be forced to terminate services for recipients. I am sending out this letter today to all our PCA clients because I need your help. Over the last couple months we seem to have had a rash of terminations for fraud, both employees terminated and client's services terminated. I don't want to see that happen, and I need all of our recipients help. I want to remind all our clients and your responsible parties that your signature on your PCA's timesheet is to verify that the hours your PCA worked is accurate, honest and truthful. If a client signs a timesheet and we have documentation that the PCA was not with the client providing cares for the client, exactly at the time marked on the time sheet, we have no choice but to terminate the PCA and the Client. Allowing known fraud to continue at Home at Heart will threaten everyone's service, which is also why we fully disclose all documentation of fraud. Please help us avoid fraud by encouraging your PCA's to keep accurate timesheets.

Sincerely,



Bruce Emmel
President, CEO
Home at Heart Care, Inc.

As we tell all our employees who attend our training classes; only time physically in the presence of a client when providing cares for the client can be claimed as time worked for the client. If so needed, feel free to remind our PCA's of this. Thank You.