



Personal Care Preferred Group
Providing support for the comforts of home.

inTouch

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CEO REPORT

By John A. Thurman, CEO

Dear Employees,

I hope all is going well for you this summer. I wanted to make a few comments about our business. Our hours of care are down right now, but we hope hours will increase in the near future.

Our personal care business continues to change. The latest change is that our clients could be covered by "Commonwealth Coordinated Care (CCC)." The plan is to combine both Medicare and Medicaid services. There are three insurance plans they could join: 1) Humana 2) Anthem or 3) Virginia Premier. We will continue to provide personal care and respite services to our clients. It is my understanding that insurance companies are in business to make a profit, I guess we will see what happens down the road.

The comment I made in the last newsletter about overtime will come to pass. I know it does not happen until January 1, 2015, but we have to start preparing for the change now.

Some of you may know that my lovely wife Barbara retired effective July 1, 2014. I told someone she is now "living the good life," I'm only joking of course. I got to thinking myself, I've been in the healthcare field for 48 years and 22 years have been with Personal Touch and Personal Care Preferred Group. I love it and don't like the word retirement, but I might not be far behind Barbara.

I appreciate all of our employees and thank you for the success we have had over the past 22 years.

Sincerely,

John A. Thurman CEO

John A. Thurman, CEO



JOHN THURMAN
CEO

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Administrator Report

By Sue A. Moore, Administrator

In March of 2014, the *Commonwealth Coordinated Care* program was introduced and made available for recipients who are over the age of 21 and who are eligible for both full Medicare and Medicaid benefits. During this phase, eligible recipients received information on the *Commonwealth Coordinated Care* program and were able to voluntarily enroll in the program, with coverage beginning on April 1, 2014. For those who meet the eligibility criteria and who did not opt out of the *Commonwealth Coordinated Care* program, in June 2014, Phase 2 was implemented where individuals are being **automatically enrolled**. Their coverage will be initiated on September 1, 2014.

Please be aware, that everyone does have a choice. They can opt in or opt out at any time.

Under the *Commonwealth Coordinated Care* (CCC) Program the Medicare Medicaid Plans (MMPs), Virginia has contracted with Anthem Healthkeepers, Humana, and Virginia Premier to coordinate the services for those who choose to participate.

Personal Touch Home Care Services, Inc., Moore Home Care Services, Inc., and Southern Touch Health Care Services, Inc. are participating providers in all of the Medicare-Medicaid Plans (MMPs) For **those who choose to enroll with the MMPs, all of their existing plans of care will be honored until the authorizations end or 180 days after their enrollment date, whichever is sooner**. After this period of time, a Case Manager from the MMP's will determine what services you will receive and how many hours you will receive.

The Department of Medical Assistance Services (DMAS) states the goals of this program are: improved quality and health outcomes, streamlined Medicare and Medicaid requirements, increased accountability, reduced burden for enrollees and providers, providing care in each individual's setting of

choice, and reduced avoidable services." At this point, it is difficult for me to give my opinion on the program. Admittedly, there have been issues with getting authorization confirmations as well as in the billing process and there remains an uncertainty of what actually will occur when current authorizations expire. However, we want everyone to know, that we remain committed to all of our clients and will continue to strive to meet your needs and to deliver the quality of care each deserves.

If you need additional information on the CCC program, you may call 1-855-889-5243 or via the internet at www.virginiacc.com.

Chief Nursing Supervisor Report

By Elaine Seymour RN, Chief Nursing Supervisor

My husband, Lee, and I want to wish Barbara Thurman all the very best in her retirement! We hope that very soon Mr. Thurman will decrease his working hours so that the two of them can experience exciting and new adventures. It's overdue!

On a work-related note: PLEASE WORK THE HOURS ASSIGNED TO YOU BY YOUR STAFFING COORDINATOR. DO NOT CHANGE WITHOUT PERMISSION.

Happy Summer to all, stay safe!

N

otes From Staffers

Personal Touch Home Care – Stony Creek & Colonial Heights Office

Hello Everyone! I hope you all are having a safe, but meaningful summer. There sure have been some sizzling days out there already. I hope you are keeping cool and drinking plenty of fluids, and please encourage our clients to do the same.

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I would like to talk briefly about scheduling. All scheduling, whether it is for personal care or respite time, is to be determined and approved by your staffer or the corporate office only. It is ok to make suggestions, but you must allow our staffing coordinators to do their part of the job. It is not the client's, family member's or employee's responsibility to make the schedule. So please, I ask if you are in need of additional help in the home, please contact your local office so that we may help you as needed and everyone remains on the same page with no confusion.

I'd like to thank each and every one of you for your time, dedication and all your help as it is always greatly appreciated. Enjoy the rest of your summer and as you know, you can call me 24/7.

Jeanna B. Turner
Staffing Coordinator

Personal Touch Home Care – Waverly Office

To All of The Waverly CNAs and PCAs:

This is the time of the year aides request time off because of vacation or just to spend time with family. I ask that you make your request 2 weeks in advance to allow me enough time to staff your case. Continue doing a good job turning your timesheets in on Monday before 12 noon.

I thank each and every one for all that you do to cover our clients and provide excellent service.

Thanks a Bunch!

Darleen Walker
Staffing Coordinator

Personal Touch Home Care – Franklin Office

As I am writing this, I am at St. Mary's Hospital in Richmond with my Mom. She is having surgery and we are waiting for the news - good or bad. The good news will be that she is cured and will not have any additional problems. The bad will be that she has a condition that will require more medical attention and possibly, care at home. My mind begins to make a plan of who would take care of my Mom. I must work and my sister must work. It would not be the responsibility of our children to take care of our Mom. So I will have to rely on personal care aides to assist us while we attempt to maintain normal lives.

Your jobs are so important. You will be there when I can't. It is a comforting thought to know that there are people, like you, that are willing to care for our family members when it is impossible for us.

I appreciate the cooperation from all the staff of the Franklin and Lawrenceville offices in working with me during this time of transition. I sincerely hope Libbie Roberts makes a full recovery and soon!

Your improvements on the timesheets are greatly appreciated. Please remember the corrections on your sheets. They must be marked through and initialed - not written over. If you are unsure of the particulars of your client's care plan, please visit the office to receive a copy. It is very important that the activities are checked each week and are checked correctly. If there are in-services that you have not completed, please make the effort to visit the office to complete.

Should you know of anyone in your community that could use our assistance, please ask them or their family member to contact us so that we can direct them to the right people to be assessed for our services. It is our goal to keep the client in the home. It is always best to be in familiar surroundings.

I hope you are able to enjoy the rest of the summer and before you know it, we will be putting up the Christmas tree!!

Wynne Doyle
Staffing Coordinator

Moore Home Care – Emporia Office

I would like to wish everyone a safe, fun filled summer. As you make plans to spend quality time with loved ones, remember safety, especially if you will be taking children swimming.

Children love the water, but we all know many do not know how to swim. Whether you are taking them to a pool, ocean or waterpark, please remember to watch them very carefully. Also, keep an eye on other children attending as well.

So go out and enjoy your summer, but remember whatever you do, safety first!!

Zelinda Powell
Office Manager/Staffing Coordinator

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Southern Touch Health Care – Colonial Heights Office

I hope everyone is enjoying some cool Summertime activities! I've always said Summer is my favorite season, but then I catch myself complaining about the heat!

We still continue to experience some problems when there is an early payroll cutoff. Whenever there is a holiday, your timesheets must be turned in on Sunday by noon or as soon as your shift ends. We always include a notice with your pay stub or pay check. It is your responsibility to open up your mail and keep up to date with any changes that might occur. Please make sure we have your current address on file.

Don't forget...we are always looking for new clients! If you know someone that might need our services, please refer them. If they decide to utilize our services, you will be rewarded!

Please remember all time off requests must be submitted in writing. Please do not ask off if it is your scheduled weekend unless it is an emergency.

Thanks to everyone who is kind, patient, professional and takes their job seriously. We have a lot of people that depend on us and remember we do make a difference!

Susan Bishop
Office Manager/Staffing Coordinator

Southern Touch Health Care – Lawrenceville Office

All Personal Care Preferred Group employees wish Libbie a healthy and speedy recovery. She is in our thoughts and prayers.

From Personal Care Preferred Group

Notes from PR/Marketing Director & Assistant

By Barbara Thurman, PR/Marketing Director & Diane Laine, PR/Marketing Assistant

From Barbara Thurman:

As many know by now I have retired. I will miss all of the people I have met and the things I have learned will never be forgotten. My job as Marketing/Public Relations Director helped keep our company name in magazines, newspapers and at local events in our communities. Diane Laine will now be filling my position and will do a great job.

Thanks to all the staff at the Stony Creek office for the retirement luncheon and gift. I will miss everyone. Thanks to all the Staffers for their help when asked, I will miss you. And last but not least, thanks to my husband John Thurman for taking me on this wonderful journey.

From Diane Laine:

I would like to thank Mrs. Thurman for her guidance in preparing me to fill "*a pretty big pair of shoes!*" I know she has made many contacts and friends throughout the years as the Marketing Director and I look forward to meeting and working with each of them. We wish you many happy days to come and we will miss you. **Best of luck in your retirement!**

As Summer winds down, so have a lot of the health fairs. There was lots of participation as we attended them this past quarter and we provided company brochures and information to many people throughout our service area. Our last event for the quarter kept us right here in Stony Creek. PCPG was one of the sponsors for a concert organized by Otto Wachsman called "Stony Creek Park Summer Concert," featuring one of our areas own Country Music Artist, Jimmy Parker. Jimmy was born and raised here in Sussex County and has been in Nashville recording and making music for many years. We wish him much success and hope to see him again in the near future. **Summer is heating up!** And I look forward to many more upcoming summer events.

PCPG not only assists people with in-home-care, but also keeps their families in mind. Our company partners with several different organizations in the area helping to inform the public of services and assistance available to the Caregiver. One such organization is Crater Care Givers Coalition. PCPG will be participating in a Family Caregiver Education Day at Health South Rehab Hospital of Petersburg, August 14, 4-7p.m... Please keep this date in mind throughout your travels as it could help someone in the public with information for one of our future clients. This workshop may also prove to be valuable for your client's family so always be listening out for someone in need of *answers* on receiving personal care.

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As I am focused on providing information about our company to as many people as possible, I find that this quarter I would like to target churches in our service area. Many of you may not be aware that we have a **Speakers Bureau**. We will be happy to talk to any group, organization or congregation about Personal Care Preferred Group and the services we provide. If you would like more information for your church or for a friend's, please feel free to contact me.

Have a safe and fun filled summer!



Jimmy Parker and Diane Laine at Stony Creek Concert!

A Message from HR

By Debbie Grein, HR Director

I hope everyone is having a great summer and getting a chance to have some fun! We have a PCA class we are planning to have in September, so if you know anyone that is interested, please have them contact me in our main office for more information.

A Quick Note from Payroll

By Dianne R. Edwards, Payroll Manager

Hello everyone! I hope each and every one of you is doing well. I know there are several of you that turn in your time sheets after the deadline when there is a holiday. Everyone needs to pay special attention to your envelopes as they are stamped in red memo or in-service and make sure you read what is sent so you will know when to turn your timesheets in. My goal is for everyone to be paid each week and it takes both of us to accomplish this. Also, remember it does not matter how few hours you have one week be sure to turn them in and not hold them for the following week.

If you have any questions or concerns, please call me.

Keep Your Cool in Hot Weather

Learn about heat-related illness and how to stay cool and safe in hot weather.

Getting too hot can make you sick. You can become ill from the heat if your body can't compensate for it and properly cool you off. Heat exposure can even kill you: it caused 7,233 heat-related deaths in the United States from 1999 to 2009.



Main things affecting your body's ability to cool itself during extremely hot weather:

- **High humidity.** When the humidity is high, sweat won't evaporate as quickly, which keeps your body from releasing heat as fast as it may need to.
- **Personal factors.** Age, obesity, fever, dehydration, heart disease, mental illness, poor circulation, sunburn, and prescription drug and alcohol use can play a role in whether a person can cool off enough in very hot weather.



People at greatest risk for heat-related illness can take the following protective actions to prevent illness or death:

- People who are at highest risk are **the elderly, the very young, and people with chronic diseases or mental illness.**
- **Even young and healthy people can get sick from the heat** if they participate in strenuous physical activities during hot weather.
- **Air-conditioning is the number one protective factor** against heat-related illness and death. If a home is not air-conditioned, people can reduce their risk for heat-related illness by spending time in public facilities that are air-conditioned.

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Take these steps to prevent heat-related illnesses, injuries, and deaths during hot weather:

- Stay in an air-conditioned indoor location as much as possible.
- Drink plenty of fluids even if you don't feel thirsty.
- Schedule outdoor activities carefully.
 - Wear loose, lightweight, light-colored clothing and sunscreen.
 - Pace yourself.
- Take cool showers or baths to cool down.
- Check on a friend or neighbor and have someone do the same for you.
- Do not leave children or pets in cars.
- Check the local news for health and safety updates.

Source: [National Center for Environmental Health](https://www.cdc.gov), Division of Environmental Hazards and Health Effects. www.cdc.gov

CONGRATULATIONS!



The Staff at Personal Care Preferred Group would like to congratulate Mrs. Barbara Thurman on her retirement effective July 1, 2014. Mrs. Thurman served as the Public Relations/Marketing Director from 2006-2014. We would like to thank her for her dedicated service and her time spent to market the company to where it is today. Thank you again for your service and Congratulations on retirement Mrs. Thurman!

Happy Birthday PCPG Employees!!!

Brown, Arlene M.	7/1
Douglas, Kimberly	7/5
Bullock, Marylene	7/5
Jones, Alisha M	7/5
Seaborn, Kendra L.	7/6
Pierce, Tawanda	7/7
Thompson, Mary	7/9
Winfield, Shelly B	7/9
Moody, Betty J.	7/10
Chatmon, Santria L.	7/10
Pegram, Barbara F.	7/11
Smith, Otelia S	7/13
Jones, Lakesha	7/15
Brown, Teresa	7/18
Manning, Stephanie	7/18
Artis, Angela G.	7/20
Thompson, Veronica	7/20
Spates, Breanne	7/22
Cosby, Darshea	7/22
Jones, Yolanda	7/22
Turner, Sondra Y.	7/22
Maddrey, Sylvia E.	7/22
Powell, Jessica M	7/24
Whitfield, Antionette L	7/27
Weatherbe, Judy B	7/28
Woodall, Kayla	7/28
Sturm, Lori A.	7/29

Ellis, Petra N.	8/2
Jubilee, Pamela	8/5
Stewart, Maria	8/5
Cleaton, Mildred	8/5
Smith, Diana	8/5
Jones, Thelma L	8/7
Foye, Latonya D.	8/9
Coleman, Kathleen L.	8/9
Smith, Stacie	8/9
Williams, Cathy A	8/10
Tucker, Pearlene	8/10
Drake, Lemonia	8/12
Barrow, Melissa .	8/13
Sykes, Heather I	8/13
Cleaton, Destine	8/14
Powell, Queen E.	8/15
McNeil, Versie M	8/16
Brown, Chuquitta L.	8/16
Dunham, Mildred E.	8/18
Taylor, Bridget C.	8/18
Walton, Chantel	8/19
Johnson, Thelma L	8/19
Rice, Priscilla	8/20
Maurer, Teresa	8/20
Sandlain, Warna	8/21
Singleton, Sharenette	8/23
Ingram, Michelle	8/24

Seay, Erica L.	8/25
Jarrett, Delores A	8/26
Powell, Jessica	8/27
Winfield, Daphne	8/28
Walker, Darlean	8/29
Bailey, Tanisha M.	8/30
Bright, Nancy	8/30
McDonald, Nettie R	9/5
Clayborne, Tonya	9/6
Lewis, Catanya T.	9/10
Ashley, Merlene P	9/10
Edwards, Aubrey	9/12
Williams, Lisa A.	9/12
Bright, Karen	9/14
Williams, Joyce L	9/17
Harler, Lynn	9/19
Gordon, Magnolia	9/20
Robertson, Jessica R	9/20
Johnson, Zikeia	9/22
Robinson, Selester M	9/22
Meade, Dottie L	9/22
Gray, Cheryl T.	9/22
Ross, Yvette	9/25
Hill, Robin	9/26
Seymour, Elaine	9/27
Williams, Crystal	9/29
Davis, Judy	9/30