

Frequently Asked Questions (FAQs)

QUESTION 1. WHAT IS POST-ACUTE CARE?

- It's important for many people to get post-acute care (PAC) after a health event
- Health events may include an illness, injury, surgery, or hospitalization
- PAC is the abbreviation for post-acute care
- PAC services include home health, skilled nursing care, therapy, and rehabilitation services
- PAC can support your continued recovery, improve your overall functioning, and optimize your quality of life
- PAC services can provide you with comfort care or end-of-life care

QUESTION 2. WHAT SHOULD I KNOW ABOUT POST-ACUTE CARE?

- It's important that you receive the right post-acute care (PAC), at the right time, and in the right place to meet your individual goals and needs that account for your life circumstances
- PAC can be provided at home, in an outpatient clinic, or in a facility such as a skilled nursing facility (SNF)
- PAC must be provided in a manner that is culturally competent for best outcomes
- PAC services are different in their intensity and type of care
- PAC transitions from one setting to another setting, such as from the hospital to home, are a crucial part of the process for best outcomes and to prevent a readmission to a hospital

Learn more:

PatientCareLink.org/AftertheHospital

QUESTION 3. DOES HEALTH INSURANCE COVER POST-ACUTE CARE?

- It's important to find out how your health insurance or health plan covers post-acute care (PAC)
- Most health insurance and health plans cover PAC, but coverage will vary by insurer
- Some health insurers are more flexible about paying for care at home
- Check with your health insurer and/or plan to find out what they will cover

QUESTION 4. HOW DO I LEARN MORE ABOUT QUALITY?

- It's important to find out about quality
- It can be challenging to find out about the quality of your providers
- Ask your healthcare team, your health plan, and your family/friends for information about quality. Care Compare is a resource available to the public that provides information on the quality of care, as well as other information on cost, and volume of services. Visit: <https://www.medicare.gov/care-compare/>

QUESTION 5. WHAT ARE THE DIFFERENCES IN POST-ACUTE CARE FACILITIES?

- It's important to understand the differences across post-acute care (PAC) facilities
- PAC facilities are different in what they provide to patients
- PAC facilities also specialize in certain conditions
- Depending upon your care needs and health insurance coverage, you may be able to choose between care at home or at a facility