

The Process Explained: How It All Works.

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Initial client phone call is fielded by a trained White Glove Consulting representative who will briefly assess the situation, discuss financials in regard to Medicaid eligibility, and determine client needs.

White Glove Consulting will provide Medicaid Document Checklist for client to begin gathering documentation; a face-to-face consultation will be scheduled to discuss Medicaid process in greater detail.

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White Glove Consulting representative will meet with client to discuss income and assets in full detail, compile information, gather documentation, guide client on what needs to be done and explain Surplus or Pooled Income Trust programs if necessary.

White Glove Consulting scrutinizes paperwork to ensure enrollment will not be denied; application is completed entirely, undergoes a final review, and is submitted directly to HRA for processing; application processing time will be expedited when required.

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Medicaid pending application/ paperwork is submitted to designated home care agency and White Glove Consulting works with client to obtain required services as soon as possible.

Upon acceptance of Medicaid application, Pooled Income Trust package is submitted to HRA Surplus unit for processing when applicable; client can begin utilizing Medicaid for all future purposes.

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The World Of White Glove Consulting: **An Advantageous Upper Hand... At Your Fingertips.**



Medicaid Consulting & Planning
Medicaid Applications & Renewals
Surplus Program | Pooled Income Trusts
Home Care Consulting | Home Care Arrangement
Medicare Savings Program



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The Upper Hand In Medicaid Planning™



White Glove Consulting is a Medicaid consulting firm deputized by the State of New York to guide seniors and their families through the complex process of applying for Medicaid.



The White Glove Difference

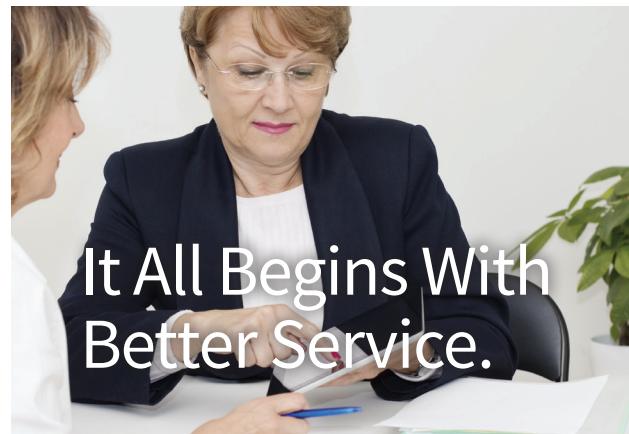
The fact is that seniors who own homes, possess assets or have monthly incomes will generally encounter numerous obstacles during the application process - and may even be denied Medicaid enrollment completely. White Glove Consulting has established a premier reputation for creating powerful strategies that circumvent potential issues, speed up acceptance timeframes and protect clients from losing their hard-earned assets.

In addition to having received intensive training and official certification from Medicaid directly, the White Glove Consulting team maintains a close working relationship with the HRA Department of Social Services and can submit applications centrally, streamline the process and resolve issues swiftly. Be sure to have the upper hand when dealing with Medicaid; have White Glove Consulting at your side.



The Services

At White Glove Consulting, customer service is always a top priority. Each case is handled as if it's the only one and extreme care is taken to ensure the client's best interests are placed first. The following services are provided to assist both clients and their families.



Medicaid Consulting & Planning:

Looking to inquire about Medicaid but don't know where to begin? Tried to apply independently but keep hitting stumbling blocks? Getting denied time and time again? The professionals at White Glove Consulting will walk clients through entire application process, review the appropriate documentation, determine what steps must be taken to allow for Medicaid eligibility, and deal with the time-consuming application process.

Home Care Consulting:

Created specifically to assist certified home health agencies (CHHA) and licensed home care service agencies (LHCSA) in obtaining services for their clients, the skilled professionals at White Glove Consulting will oversee the processing of Medicaid applications, troubleshoot issues and handle Medicaid recertifications to prevent a lapse in coverage.

Medicare Savings Program:

White Glove Consulting offers a service called the Medicare Savings Program (MSP) where the monthly Medicare part B premium - which is deducted from the Social Security check every month - will be paid for by Medicaid directly, saving client hundreds of dollars more each year.



The Capabilities

Being that White Glove Consulting was founded on the premise of giving clients the best in solutions and services, it should come as no surprise that the capabilities offered rival that of any other such agency as evidenced by the following customized programs.

Surplus Program:

When a client's monthly income exceeds the Medicaid allowable, White Glove Consulting will enroll the client into the Surplus Program, where the excess amount of income is paid to Medicaid each month leaving you, the client, with the Medicaid allowable limit and therefore eligible for Medicaid.

Pooled Income Trust Program:

Similar in concept to the program above, this is an indirect method for a client to be deemed Medicaid eligible - without having to pay the Medicaid surplus/excess income. Excess funds are deposited into the Pooled Income Trust account every month and the trust organization will then utilize your money by paying it directly toward monthly bills/expenses.

Home Care Arrangement:

Clients looking to apply for Medicaid often do so because they're in need of long term home care services and Medicaid is generally the only insurance that will pay for it. White Glove Consulting works together with a number of prominent home care providers and can possibly arrange for services to begin immediately - even while the case is pending approval from Medicaid - to provide patients with immediate, personalized and timely care.



What They're Saying About Us.

"The professionals at White Glove Consulting have proven themselves to be intelligent, motivated and caring individuals. They always go the extra mile for both their clients and colleagues. It's obvious how they're among the best at what they do and that they never leave room for failure. Their outstanding talent really makes a difference and the enthusiasm displayed while striving to please every client clearly sets them apart."

- John Hepworth
Executive Administrator, Personal Touch Home Care

"I want to express my gratitude and sincere appreciation for all the assistance provided by White Glove Consulting with the placement of my sister, Della, back into her residence. We encountered some challenging days, but with the perseverance and assistance from your company, Della's placement into her residence became a reality. We are ecstatic for her to be home again and I will certainly recommend White Glove Consulting to others. Again, a special thanks to each of you for a job well done."

- Joe A. Hill
Satisfied Client

"As the administrator of United Community Services Pooled Income Trust Fund, I highly recommend White Glove Consulting as a Medicaid Facilitator. They provide an excellent service to the health care industry by assisting individuals who require Medicaid services. Over the past several years, White Glove Consulting has submitted many Pooled Income Trusts to our organization. All their applications have been detailed and thorough, and we have never found the need to reject or delay a trust due to incomplete paperwork. White Glove has always followed through to insure their client's applications are sped through the system with remarkable efficiency."

- Shlomo Torn, Executive Director
United Community Services



Required Medicaid Document Checklist

When applying for Medicaid, the following documentation will be required to accompany the application during the submission process.

Identity:

(One form of proof required)

- ☐ Birth Certificate
- ☐ Passport
- ☐ Driver's License
- ☐ Green Card

Social Security:

- ☐ Social Security card

Health Insurance:

- ☐ Medicare Card
- ☐ Any Third Party Insurance Card
- ☐ Proof of Payment (if applicant is paying for the health insurance)

Marital Status:

- ☐ Marriage License
- ☐ Clergy Letter
- ☐ Divorce Decree
- ☐ Death Certificate

Income:

(Whichever may apply)

- ☐ Social Security
- ☐ Pension Statement/Stub
- ☐ Pay Stubs
- ☐ IRA Distribution Statements

Resources:

(Whichever may apply)

- ☐ Checking/Savings Account(s)
- ☐ IRA Statement
- ☐ CD
- ☐ Life Insurance Policy
- ☐ Stocks

New York State Residency:

(One form of proof required)

- ☐ Rent Receipt
- ☐ Rent Lease
- ☐ Deed
- ☐ Utility Bill
- ☐ Landlord Letter