



**Welcome to the “Special Care Insurance Program,”** a program specifically created for residents in nursing home facilities. The program was designed so your residents can receive dental, vision, ear care/audiology, podiatry, and emotional /behavioral health care from inside the facility. Having the doctors coming to the facility minimizes the need to transport residents to get this care.

Some of the information below you may already know, but please take the time to read this entire document as it may give you a better understanding of this program.

**WHO WE ARE**

Senior Care Solutions, LLC (SCS) is the administrator of the *Special Care Insurance Program*.

Senior Dental Care, LLC (SDC) is the administrator of the dental providers.

SeniorWorks, LLC is the administrator of the ear care/audiology and podiatry providers as well as the Emotional @Behavioral Health Program.

Offset request will be filed through DHS for the residents who have signed up for services. Once you start receiving 704's back from DHS please send a copy to our office so that we have record of approval and so we can verify the effective date to insure billing is accurate.

Once your first monthly statement is available a representative from our office will send you a copy and contact you to go over the statement and answer any questions you may have.

When you have a resident who has transferred, discharged, expired, etc. Please send a change form to the office to notify us. We will forward this to the insurance company as well as DHS. You can download this form from our website [www.seniorworks.com](http://www.seniorworks.com) the password is **dentalvisionadmin**. We realize you are busy and may forget to send in a change form, our office will e mail you a list of the residents active on the plan once a month along with a change form that can be completed for anyone who is no longer in the facility. You can also find other forms and helpful information on the website for ear care and podiatry. The password is **podiatryearcareadmin**.

Warmest regards,

The Administrative Staff of  
Senior Care Solutions, LLC