

Face to Face Interviews:

What is a face-to-face interview?

It is an interview that is conducted in person by a professional. It includes questions about a client's health, medications, and daily activities. The interviewed will ask questions pertaining to hobbies, chores, and meal preparation. Face-to-face interviews are designed to evaluate memory through a cognitive review and observation from the professional. All results are recorded and kept confidential.

How can I make this process quick and to the point?

You can contact *Resource Brokerage, LTC* and we will "hand hold" the process for you. We do this in several ways. We can conference call the client directly with the vendor. We can contact the client as an extension of you and facilitate the process through to a successful interview.

Why is an interview needed with long-term care insurance?

There are factors that determine when a telephone or in person-to-person interview is necessary. The answers on the application, the length of time between the client's last Doctor's visit, client's age, and any findings in medical records are a few items that determine whether a phone interview is needed.

Who performs the interview?

A licensed nurse or person who holds a degree in social work will conduct the interview. Most licensed people are represented by a nationwide network of professional agencies.

When will the client be called?

The hours that vendors usually try to contact clients are between 8:00am-8:00pm. Usually the application asks you what time is most convenient. The vendor will make every effort to contact your client at the time you designate.

How long with the interview take?

Clients should plan for one (1) hour.