

HATTIE CARES CORPORATION

CLIENT SERVICE & BILLING UPDATE GUIDE

Effective June 15, 2026

At Hattie Cares Corporation, our mission is to continue providing dependable, compassionate, and high-quality non-medical home care services to every family we serve. To maintain reliable caregiver support, scheduling coverage, and operational excellence, we are implementing several service and billing updates effective June 15, 2026.

This guide is intended to help families better understand the upcoming updates and what they mean moving forward.

SERVICE RATE ADJUSTMENTS

As the healthcare industry continues to evolve, service pricing may increase based on operational costs, caregiver availability, staffing demands, and the level of care required for each client.

Factors that may impact service pricing include:

- Increased care needs
- Extended or additional service hours
- Weekend coverage
- Overnight care
- Specialized support services
- Multiple caregiver assignments
- Emergency or same-day scheduling requests
- Increased caregiver support and staffing costs

All care plans are reviewed individually to ensure clients continue receiving the appropriate level of support and coverage.

HOLIDAY COVERAGE RATES

To ensure dependable caregiver availability during major holidays, premium holiday rates will apply to services provided on observed holidays.

Observed holidays include:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

Holiday scheduling is based on caregiver availability and advanced staffing coordination. Families are encouraged to request holiday coverage as early as possible.

Additional holiday coverage requests, extended hours, or emergency scheduling during holidays may result in adjusted holiday service rates.

SCHEDULE & SERVICE CHANGES

Any increase in care hours or service needs may require updates to the current care agreement and billing structure.

Examples include:

- Additional weekly hours
- Extended daily shifts
- Live-in or overnight care
- Same-day scheduling
- Last-minute caregiver requests
- Additional client support needs
- Transportation assistance requests
- Increased supervision or mobility assistance

Our goal is to provide reliable and properly staffed care solutions while maintaining service quality and caregiver consistency.

BILLING & PAYMENT EXPECTATIONS

To ensure uninterrupted caregiver coverage and scheduling coordination, client accounts are expected to remain current.

Families may be required to:

- Maintain timely payments
- Keep a payment method on file
- Transition to updated billing procedures
- Resolve overdue balances promptly
- Establish payment arrangements when necessary

Services may be subject to scheduling review if balances become significantly overdue.

OUR CONTINUED COMMITMENT

Hattie Cares Corporation remains committed to providing compassionate, professional, and dependable support to every client and family we serve.

We sincerely appreciate your continued trust, support, and partnership.

Hattisha Rogers

Hattie Cares Corporation

www.hattiecares.com