

Direct Invoicing Program: How to Qualify

Navigating Alberta Health Services' Direct Invoicing Program can feel overwhelming, especially when you're already managing health challenges. This guide walks you through exactly what to say when you call, helping you communicate your needs clearly and effectively. The key is honesty about your hardest days—not your best ones.

01

Call AHS at 780-496-1300

Ask to be placed on the Direct Invoicing Program and request a home care assessment. They'll ask about identifiable chronic needs like mobility challenges, chronic illness, disability, cognitive decline, frequent falls, post-hospital decline, unmanaged pain, exhaustion, or difficulty completing daily tasks safely.

02

Complete Phone Questionnaire

Answer honestly based on your worst days. A Case Manager will contact you within 72 hours, though high demand may extend this timeline. Every call is logged, so follow-up matters.

03

Await Case Manager Contact

Be prepared to describe your challenges in detail, focusing on safety risks and what happens without support. Remember: you're ensuring accurate funding for real needs.

 **The Golden Rule:** Answer EVERY question as if it's your worst possible day, you have no family or backup support, and you're already struggling to cope. Help is not optional—it is necessary.

Why Your Hardest Days Matter Most

AHS does not assess your best days. They assess risk, safety, and sustainability. If you sound capable or "managing," they may decide you don't qualify, reduce hours, or assume family can fill gaps.

Do NOT Minimize

Avoid phrases like "I'm fine most days" or "I usually manage"

Focus on Risk

Emphasize safety concerns and what could happen without support

What to Say: Scripts for Common Questions

	<p>Personal Care</p> <p>Wrong: "I usually manage, but some days are harder."</p> <p>Correct: "On bad days, I struggle to bathe safely and sometimes skip it due to fall risk or exhaustion."</p>
	<p>Meals</p> <p>Wrong: "I get by with simple meals."</p> <p>Correct: "On difficult days, I cannot prepare meals safely and often skip meals or rely on snacks."</p>
	<p>Family Help</p> <p>Wrong: "My family helps when they can."</p> <p>Correct: "I do not have reliable, daily help available."</p>
	<p>Mobility</p> <p>Wrong: "I manage with my walker."</p> <p>Correct: "Even with aids, I am unsteady and at risk of falling on bad days."</p>
	<p>Without Help</p> <p>Wrong: "I'd manage somehow."</p> <p>Correct: "Without support, my safety is at risk and I may miss medications or meals."</p>

Key Language AHS Responds To

- **Unsafe** • At risk
- **Unable on bad days** • Unpredictable
- **Exhausted** • Overwhelmed
- **Cannot manage consistently**
- **Needs regular support**

What NOT to Say

- "I don't want to be a burden"
- "Others have it worse"
- "I push through"
- "I manage most days"
- "My family helps when they can"

Final Checklist Before You Call

- Did you describe your hardest days?
- Did you remove all minimization?
- Did you assume no help exists?
- Did you clearly show risk without services?

If yes—you've done it correctly.

 **Remember:** You are not exaggerating. You are ensuring accurate funding for real needs. Advocating for yourself is not being difficult—it's being honest about what you need to stay safe at home.