

Consumer Information

Important information about your rights and our services, as required by the State of New Jersey

A Consumer's Guide to Homemaker–Home Health Aides (State of New Jersey)

This is the official guide published by the New Jersey Division of Consumer Affairs. Every OnVerra Health client receives a copy before services begin.

[Open the State's Guide \(PDF\) →](#) [Source: njconsumeraffairs.gov](https://njconsumeraffairs.gov)

Agency Information

OnVerra Health LLC

2414 Morris Ave Suite #352, Union, NJ 07083

Phone: (908) 718-1948

Email: info@onverrahealth.com

Website: onverrahealth.com

Office Hours: Monday–Friday, 8:00 am–7:00 pm ET

Services We Provide

OnVerra Health provides home care services in New Jersey, including personal care (bathing, dressing, grooming, toileting assistance), companionship (social engagement, escort to appointments, errands), and homemaker services (light housekeeping, laundry, meal preparation). All care is provided by Certified Home Health Aides (CHHAs) under the supervision of a Registered Nurse.

Client Rights

As a client of OnVerra Health, you have the right to:

-  Be involved in developing your plan of care, and receive a copy of it.
-  Be told what services OnVerra Health provides and any limits on those services (see our [Scope of Services](#)).
-  Be free from mistreatment, neglect, and verbal, mental, sexual and physical abuse.
-  Have your person and your property treated with respect by everyone who provides services on behalf of OnVerra Health.
-  Voice a complaint to OnVerra Health, to CHAP, or to the New Jersey Division of Consumer Affairs, without fear of discrimination or reprisal.
-  Have your records kept confidential as State and Federal law require.
-  Refuse a service or a caregiver, and be told in writing before services end.

Client Responsibilities

To help us provide the best possible care, we ask that you:

-  Provide accurate and complete health information

- ✓ Follow your agreed-upon care plan to the best of your ability
- ✓ Notify us promptly of any changes in your condition or concerns about your care
- ✓ Treat our staff with courtesy and respect
- ✓ Maintain a safe environment in your home for care delivery

Complaint Procedures

If you have a concern or complaint about your care, call or write to our office. We will acknowledge it the day we receive it, look into it, and give you the outcome within 5 business days. If we need longer, we will tell you why and give you a new date, never more than 30 days after we received it.

You may also contact CHAP or the New Jersey Division of Consumer Affairs at any time, whether or not you have contacted OnVerra Health first.

OnVerra Health

Phone: (908) 718-1948

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2414 Morris Avenue, Suite #352, Union, NJ 07083

CHAP (Community Health Accreditation Partner)

The accrediting body

Phone: 800-656-9656

complaints@chapinc.org

chapinc.org

New Jersey Division of Consumer Affairs

Office of Consumer Protection

124 Halsey Street, Newark, NJ 07102

Phone: 1-800-242-5846 (in New Jersey) or (973) 504-6200

Emergency Procedures

Our caregivers are trained in basic emergency procedures. In the event of a medical emergency, your caregiver will take the following steps:

Call 911 immediately for any life-threatening emergency

Our office line, (908) 718-1948, is answered or your call is returned within 30 minutes, at any hour. We do not use an answering service. In an emergency, call 911.

Fees & Billing Information

OnVerra is not currently enrolled with New Jersey Medicaid, any managed care organization or any insurance company, and does not bill them. The charges, if any, and how they are paid are set out in each client's written service agreement before care begins.

Privacy Practices

OnVerra Health keeps client records confidential as New Jersey law and our accreditation standards require, using safeguards modelled on HIPAA. Client care records are kept in a secure electronic care-record system, and we share them only when the law requires or allows it, or with the client's written permission. We collect only the information we need to provide your care.

[View our full Privacy Policy →](#)