

# Elder Care Financial Oversight & Quality Review

Protecting families from financial fraud and compromised care

Families paying for private elder care often face enormous monthly costs, sometimes totaling hundreds of thousands of dollars per year. Yet too few families have visibility into whether these costs align with the care delivered.

Overbilling, hidden fees, and misrepresented services are becoming increasingly common. This can include incomplete service delivery, inflated

charges, or services billed at a higher level of care than actually provided.

Without independent oversight, these issues can be difficult to detect. RCM Health provides expert review of both care quality and financial practices, helping families identify risks, prevent financial abuse, and ensure their loved one receives appropriate, safe care.

## The Risk is Real

The Canadian government identifies financial abuse as the most common form of elder abuse, yet many cases go unreported. Unscrupulous care providers often conceal abuse through complex billing or insist that inflated charges reflect “premium” care, putting families striving to provide the best for their loved ones at financial and emotional risk.

Independent oversight is recommended as a best practice, especially when monthly care fees are high.

## How RCM Health Protects Your Family

For over 30 years, RCM Health has provided independent oversight of elder care services and quality reviews. Our team has deep expertise in care costs, best medical practices, and service standards for all geriatric conditions and needs. We know what families should demand — and ensure it is delivered.

As long-standing advocates for the elderly and their families, we have a proven track record of uncovering financial irregularities and safeguarding care quality.

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## Our Three-Step Process

### Step 1: Initial Assessment

We begin with a focused consultation and review of documentation, including billing, staffing, and care records. This step identifies potential red flags, determines if charges may be inflated or misrepresented, and clarifies whether a deeper review is required.

### Step 2: Financial & Care Review

Our team conducts a detailed analysis of billing, staffing, documentation, and care delivery. We assess whether care plans are executed, whether charges are overbilled or misrepresented, and the overall quality and safety of daily care. Families gain full transparency into both financial integrity and care quality.

### Step 3: Findings & Recommendations

Families receive a comprehensive report detailing any discrepancies, potential financial abuse, care gaps, or suboptimal care. We provide personalized guidance, including a meeting to review findings and discuss actionable next steps, ensuring accountability, high-quality care, and appropriate costs.

The RCM Health team includes expert elder care specialists, including geriatricians, nurse practitioners, occupational therapists, and medically trained case managers.

RCM Health is an independent advocacy firm. We do not provide direct care and have no financial ties to service providers. Our sole focus is protecting your family and your loved one in private care.

## About RCM Health

RCM Health is a specialized healthcare management and advocacy consultancy dedicated to your family's wellbeing. For over 30 years, we have supported families navigating complex medical and elder care situations.

We provide high-touch case management, expert second opinion navigation, and independent oversight. When a serious diagnosis arises, when care feels uncertain, or when you need clarity and direction, we ensure access to the right expertise and a clearly guided path forward.

**Concerned about the quality or cost of your loved one's care?**

**Contact RCM Health. Your peace of mind starts here.**

Email: [info@rcmhealth.ca](mailto:info@rcmhealth.ca)  
or call: (647) 350-5500 ext 225  
[www.rcmhealth.ca](http://www.rcmhealth.ca)

