



Patient & Family Guide to Home Health Care

Everything you need to know about receiving skilled, physician-coordinated home health care from our team.

28+

Years Serving
San Antonio

5,000+

Patients
Served

100+

Yrs Combined
Clinical Experience

24/7

On-Call
Support

Family-Owned · Medicare-Certified · Medicaid Participating · Licensed by the State of Texas · Se habla español

Welcome to Tricare Home Health Services Inc.

Family-Owned in San Antonio Since 1996

We are glad you are here. Whether you are a patient preparing to receive care at home, a family member helping a loved one through recovery, or a caregiver trying to understand what to expect — this guide is for you. Our goal is simple: to help you feel informed, supported, and confident every step of the way.

Tricare Home Health Services Inc. has been serving San Antonio and the surrounding communities since 1996. We are a family-owned agency, and that means something. It means you will be treated like a person, not a number. It means we take our responsibility to you seriously. And it means that the people caring for you are connected to this community — because this is our home too.

What Is Home Health Care?

Home health care is skilled medical care delivered by licensed healthcare professionals in the comfort of your own home. It is ordered by a physician and designed to help patients recover from illness or surgery, manage chronic conditions, and maintain independence at home.

Home Health IS:

- Skilled nursing care
- Physical, occupational & speech therapy
- Medical social services
- Physician-ordered and coordinated
- Covered by Medicare and many insurance plans
- RPM available for eligible Medicaid patients
- Delivered in your own home
- Focused on recovery and independence

Home Health is NOT:

- Personal care or companionship
- Housekeeping or meal prep
- 24-hour live-in care
- A substitute for a hospital
- The same as a home care aide

Tricare provides skilled home health services only — clinical care by licensed professionals.

Who Can Receive Home Health Care?

Home health may be right for you if you have recently been discharged from a hospital or skilled nursing facility, are recovering from surgery or a serious illness, are managing a chronic condition such as heart failure, COPD, or diabetes, or have a medical need that requires skilled clinical oversight but does not require an inpatient stay. Your physician will determine whether home health is appropriate for your situation.

Our Services

Skilled, Physician-Coordinated Care at Home

Every patient we serve receives an individualized plan of care developed in coordination with their physician. Below is an overview of the services our licensed clinical team provides.

RN

Skilled Nursing

Our licensed nurses provide comprehensive clinical care at home — including wound care, medication management, disease monitoring, IV therapy, post-surgical support, and ongoing coordination with your physician. Skilled nursing is the foundation of home health care.

PT

Physical Therapy

Our physical therapists help patients rebuild strength, improve balance, restore mobility, and reduce fall risk — in the real environment where recovery matters most. Every PT program is personalized to your goals and your home.

OT

Occupational Therapy

Our occupational therapists help patients regain the ability to perform everyday tasks safely — bathing, dressing, cooking, and managing daily routines. They also evaluate your home for safety risks and recommend adaptive equipment.

ST

Speech Therapy

Our speech-language pathologists address communication, cognitive function, and swallowing disorders — challenges that affect not just speech, but safety and quality of life. Speech therapy is especially valuable after a stroke or neurological event.



Medical Social Services

Our licensed medical social workers help patients and families navigate the emotional, practical, and social challenges of managing healthcare at home — connecting you with resources, supporting caregivers, and helping with long-term planning.



Remote Patient Monitoring

For eligible Medicaid patients, our RPM program provides structured blood pressure monitoring at home using a simple, easy-to-use device. No Wi-Fi required. No cost to the patient. Better visibility between visits for you and your physician.

How Home Health Works

Simple Steps to Getting Started

Getting started with home health care is straightforward. Here is what the process looks like from start to care.

1

Talk to Your Doctor

Ask your physician for a home health referral, or contact our

2

We Handle the Details

Our team verifies your coverage, coordinates with your

3

Care Begins at Home

A licensed clinician visits you at home — skilled, prepared, and

4

Ongoing Support

Your care team visits regularly, communicates with your

What to Expect From Your Care Team

Your First Visit

A Registered Nurse will conduct a thorough in-home assessment — evaluating your medical needs, home environment, safety, and recovery goals. This visit typically takes 60 to 90 minutes. From this assessment, your plan of care is developed in collaboration with your physician.

Regular Visits

Your care team will visit on a schedule determined by your physician's plan of care. Visit frequency depends on your medical needs. Each visit is focused, purposeful, and documented. We make every effort to keep the same clinicians assigned to your care for continuity and consistency.

Communication

Our team stays in close contact with your physician throughout your care. If your condition changes between visits, we will respond appropriately and notify your doctor. You and your family will always know who to call with questions.

After-Hours Support

As a Medicare-certified home health agency, Tricare provides 24/7 on-call clinical support. If you or a family member has an urgent need outside of office hours, call our main number at 210-342-7777 and you will be connected with our on-call clinical staff. For life-threatening emergencies, always call 911 first.

Insurance & Coverage

We Work With a Wide Range of Plans

We accept a broad range of insurance plans to help make quality home health care accessible to the patients and families we serve. Because coverage, authorization requirements, and eligibility vary by plan and individual circumstances, we always recommend calling our office to verify your specific coverage before care begins.

Medicare (Original)	Medicaid (RPM Program Only)	Medicare Advantage (PPO Plans Only)	Commercial Insurance
We accept Original Medicare for eligible home health patients. Medicare covers the full cost of skilled home health with no copay or deductible when all criteria are met.	Our Remote Patient Monitoring program is available to eligible Texas Medicaid beneficiaries through participating managed care plans. Medicaid does not apply to our standard home health services.	We accept select Medicare Advantage PPO plans. We do not accept HMO plans. Please call to verify your specific plan before care begins.	We accept a wide range of commercial PPO plans including BCBS Texas, Cigna, Aetna, Anthem, and Oscar Health. Please call us to verify your specific plan and benefits before care begins.

VA & Military Programs

We are proud to serve veterans and active military families through TriWest Healthcare Alliance VA Community Care Network (CCN), Tricare Prime, and Tricare Select. Please contact our office to verify eligibility and authorization requirements.

Our Service Area

Tricare Home Health Services Inc. proudly serves Bexar County — including all of San Antonio — and the surrounding communities of Atascosa, Bandera, Comal, Guadalupe, Kendall, Medina, and Wilson counties.

Bexar County (All of San Antonio)	Atascosa County	Bandera County	Comal County
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Guadalupe County

Kendall County

Medina County

Wilson County

Not sure if we serve your area? Call us at 210-342-7777 and we'll confirm right away.

Your Rights as a Patient

We Are Committed to Your Dignity and Safety

Be Informed

You have the right to be fully informed about your plan of care, your treatment options, and any changes to your care before they happen.

Participate in Your Care

You have the right to participate in planning your care, to ask questions, and to make decisions about your treatment.

Privacy and Confidentiality

Your personal health information is protected and will never be shared without your authorization, except as required by law.

Respectful Treatment

You have the right to be treated with dignity and respect by every member of our team, regardless of your background, language, or beliefs.

Voice Concerns

If you have a concern or complaint about your care, you have the right to voice it without fear of retaliation. We take every concern seriously.

Refuse Treatment

You have the right to refuse treatment and to be informed of the consequences of that decision.

Contact Us — We Are Here to Help

Main Phone

210-342-7777

Call anytime — 24/7 on-call for current patients

Fax

210-342-5030

Referrals, orders, and documentation

Email

General: info@tricaresa.com
Referrals: intake@tricaresa.com

Office Address: 7272 Wurzbach Rd, Suite 101, San Antonio, TX 78240

Office Hours: Monday – Friday, 9:30 AM – 3:00 PM | **After Hours:** 24/7 On-Call Support — call 210-342-7777 | [Se habla español](#)

A Message From Our Family to Yours

Thank you for trusting Tricare Home Health Services Inc. with your care. For nearly three decades, our family has been committed to doing this work the right way — with clinical excellence, genuine compassion, and deep respect for every patient we serve. We are honored to be a part of your recovery and to support your family through this journey. If you ever have a question, a concern, or simply need someone to talk to, please do not hesitate to call us. We are always here.