

When a patient is ready to leave and the family is not ready at home, we are the call to make. An RN assesses every client. Care starts in 24 to 72 hours. There is no insurance authorization, so nothing waits on an approval.

Lumara Home Care (Haven Care LLC) is an owner-operated, licensed Health Care Service Firm providing non-medical home care across Bergen County, NJ. Every care plan is built from an RN Clinical Supervisor's assessment, and caregivers are W-2 employees, background checked and reference verified.

What we provide

- Personal care
- Companion care
- Post-discharge support
- Overnight and 24-hour coverage
- Memory care at home
- Respite for family caregivers

Response commitments

- **The owner answers the phone.** No call center, no callback queue.
- **RN assessment within 24 hours,** at home or at the hospital before discharge.
- **Care starts 24 to 72 hours** from the first call, often for the ride home.
- **Four-hour shift minimum.** Transitional schedules welcome; hours scale with recovery.
- **W-2 caregivers,** background checked, reference verified, RN supervised.

What a referral needs

- ① Family decision-maker's name and phone number
- ② Patient's town
- ③ Target discharge date
- ④ One-line picture of the need

No orders, authorizations, or payer paperwork. Private pay removes the approval step. We provide documentation for long-term care insurance reimbursement claims.

Coverage: all of Bergen County, including discharges from Hackensack University Medical Center, The Valley Hospital, Englewood Health, and Holy Name Medical Center, plus rehab and subacute facilities countywide.