



ZOE KNOWLEDGE · AT A GLANCE

Apply for a care level

Six steps. A clear place to start.

The essentials

Start with your long-term care insurance fund (Pflegekasse). Then describe, using concrete everyday situations, what support is needed. The application, the assessment (Begutachtung) and the decision notice (Bescheid) belong together.

Your practical steps

01-02 · Start the application

Contact your care insurance fund (Pflegekasse). Have your insurance number and contact details ready, request confirmation of receipt and complete the forms fully.

03-04 · Describe everyday life

Keep voluntary notes on situations where help, guidance or reminders are needed. Prepare existing medical reports and ask a trusted person to join the assessment.

05-06 · Review and plan

Compare the decision and assessment report with your everyday examples. Read the instructions on appeal rights. Then plan which support you actually wish to use.

Good to know

Care benefits must be applied for. The start date depends on your application and the legal eligibility conditions. You do not need perfectly organised paperwork before making initial contact.



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Your next step

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Your checklist

- ☐ Receipt of application and contact person noted
- ☐ Concrete everyday situations collected
- ☐ Companion for the assessment appointment arranged
- ☐ Decision notice and assessment report filed for review

Questions for my appointment

Which documents does my care insurance fund still need?

What support do I need while waiting for the decision?

What I will do next

Who can support me?

By when?

My notes

Sources & full guide

§ 33 SGB XI · Medizinischer Dienst

Read the complete guide: zoe-pflegeberatung.de

General guidance. Check individual entitlements with your care insurance fund. Zoe provides additional private advice; scope and costs are agreed in advance.