

Care Insurance Moving Cost Subsidy & Butler Umzüge GmbH

Your complete guide to navigating Pflegekasse moving subsidies and specialist relocation services across Saxony — so you or your loved ones can move with confidence.

SAXONY, GERMANY

LONG-TERM CARE · PFLEGEKASSE · RELOCATION



What We'll Cover Today

This guide walks you through every stage of the moving subsidy process — from understanding eligibility to working with a specialist relocation partner.

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CHAPTER 1

Understanding the Partnership

How SHI Saxony care insurance and Butler Umzüge GmbH collaborate to support care-related relocations across the region.

Who Is Butler Umzüge GmbH?

Specialist Relocation Experts

Butler Umzüge GmbH is a professional relocation company based in Saxony. Their core expertise lies in planning and executing moves for individuals with unique accessibility, mobility, or long-term care requirements — going well beyond a standard removal service.

What Sets Them Apart

- Deep experience with barrier-free relocations
- Personalised moving plans for each client
- Assistance setting up accessible new living spaces
- Close collaboration with Pflegekassen across Saxony
- Available for both insured and private clients



Why This Partnership Matters

Moving home is one of life's most demanding transitions — and for individuals who rely on care, the stakes are even higher. The collaboration between SHI Saxony Pflegekasse and Butler Umzüge GmbH brings together financial support and on-the-ground expertise to ensure that no one has to navigate a care-related move alone.

Whether the goal is to move closer to family, transition into an accessible flat, or relocate to a care-appropriate environment, this partnership provides a joined-up pathway from application to unpacking.

The Role of SHI Care Insurance (Pflegekasse)

Germany's statutory long-term care insurance — known as **Pflegekasse** — operates within the SHI framework and can provide financial subsidies for moving costs when a relocation is deemed medically or care-related necessary.

Financial Aid

Subsidies available for qualifying care-related moves, reducing out-of-pocket costs

Case-by-Case Basis

Each application is assessed individually based on medical need and documentation

Direct Processing

Applications submitted directly to your relevant Pflegekasse office

Where Butler Umzüge GmbH Operates

Butler Umzüge GmbH primarily serves clients throughout the state of Saxony. Their familiarity with local regulations, Pflegekasse procedures, and regional networks ensures efficient, well-coordinated service delivery wherever you are in the region.



Dresden

Saxony's capital — a key service area with strong Pflegekasse networks and established partnerships



Chemnitz

Full moving and documentation support available for clients in Saxony's third-largest city



Leipzig

Accessible relocation services and Pflegekasse liaison for clients across the Leipzig metropolitan area



CHAPTER 2

Eligibility & Requirements

Understanding who qualifies for a Pflegekasse moving cost subsidy — and what documentation you will need to build a strong application.

Who Qualifies for a Moving Cost Subsidy?

Not every move qualifies for Pflegekasse support. The key criterion is that the relocation must be **necessary** due to care or health-related reasons. Below are the three core eligibility conditions.

1

Medical or Care Necessity

The move must be essential to improve the quality or delivery of care — for example, transitioning to an accessible flat or moving nearer to family carers

2

Comprehensive Documentation

A detailed written justification accompanied by a doctor's certificate or medical attestation is required to support the application

3

Cost Estimate Included

A formal, itemised cost breakdown from the relocation company must be submitted alongside the application to the Pflegekasse

Key Documents Required

Submitting a complete, well-organised application is the single most important factor in achieving approval. Missing or unclear documents are the most common reason for rejection.

Essential Documents

- Medical certificate from a treating physician
- Detailed written justification explaining why the move is care-related
- Itemised cost estimate from Butler Umzüge GmbH
- Current care level certificate (Pflegegrad) if applicable

Butler Umzüge GmbH Can Help

Compiling this paperwork can feel overwhelming. Butler Umzüge GmbH offers hands-on support in preparing each of these documents — ensuring nothing is missing and that the justification is presented as clearly and compellingly as possible.

Understanding the Necessity Requirement

The Pflegekasse requires clear evidence that a move is not simply desirable, but **necessary** for care or health reasons. The most common qualifying circumstances include:

→ **Moving closer to family carers**

Relocating to be near relatives who provide regular, essential care and support

→ **Transitioning to an accessible home**

Moving into a barrier-free flat or adapted property that better meets mobility needs

→ **Leaving an unsuitable environment**

Departing a home that can no longer be adapted to accommodate care requirements safely

→ **Entering or changing care setting**

Relocating to a supported living arrangement or specialist care facility



The Role of Medical Certification

A **doctor's certificate** is one of the most powerful elements of a subsidy application. A well-written medical attestation that clearly links the necessity of the move to the applicant's health or care condition significantly strengthens the case — and can be the deciding factor between approval and rejection.

- ① **Tip:** Ask your treating physician or specialist to be as specific as possible about *why* the current living situation is unsuitable and what care improvements the new location will provide.

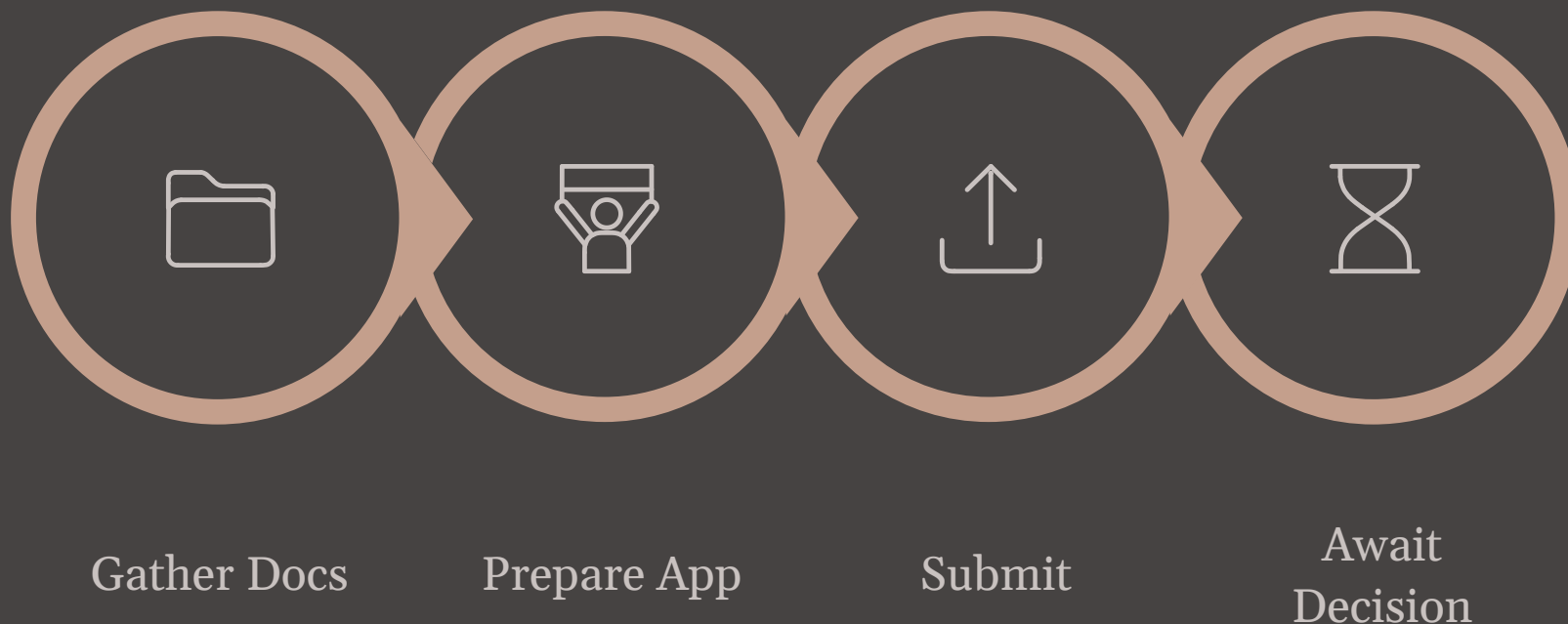
CHAPTER 3

The Application Process

A step-by-step walkthrough of how to apply for a Pflegekasse moving cost subsidy — and how Butler Umzüge GmbH supports you at every stage.



Step-by-Step: Applying for the Subsidy



Starting the process early is strongly recommended — Pflegekassen typically take several weeks to process applications, and submitting complete documentation from the outset avoids delays caused by requests for additional information.

Submitting Your Application

Applications are submitted **directly to your relevant Pflegekasse**. This is the office linked to your statutory health insurance provider. The submission can typically be made by post or in person, and in some cases digitally.

Before You Submit

- Confirm which Pflegekasse you belong to
- Double-check all documents are included
- Keep copies of everything you send
- Note the date of submission for your records

How Butler Umzüge GmbH Helps

The team at Butler Umzüge GmbH can review your full application package before submission, advise on any gaps, and in some cases communicate directly with the Pflegekasse on your behalf to ensure all required information is received and understood.

Processing Times: What to Expect

Once submitted, the Pflegekasse will review your application and reach a decision. Processing times are not fixed and vary between different insurance offices.

3–8

Weeks Typical Wait

Typical processing time from submission to decision for most Pflegekasse offices

1


Application Per Move

One subsidy application is submitted per relocation event — so accuracy matters

Early

Submit Early

Early submission is strongly recommended to avoid delays to your moving plans

 Do not finalise your moving date before receiving confirmation from your Pflegekasse, if possible. Last-minute applications may not be processed in time to support your move.



How Butler Umzüge GmbH Liaises with the Pflegekasse

Butler Umzüge GmbH maintains an established working relationship with Pflegekassen across Saxony. This means they understand what information each office typically requires, how to present documentation effectively, and how to follow up on outstanding decisions.

This direct communication channel helps minimise back-and-forth delays and ensures that your application progresses as efficiently as possible — reducing stress for clients and families alike.

CHAPTER 4

Common Challenges in the Application Process

Understanding why applications are rejected — and what you can do to avoid or overcome these obstacles.



Why Applications Are Rejected

The most common causes of rejection are preventable with careful preparation. Understanding these pitfalls in advance can save weeks of delay and significant stress.

Incomplete Documentation

Missing a medical certificate, cost estimate, or written justification will almost certainly result in rejection. Every required document must be included at the time of submission.

Insufficient Justification

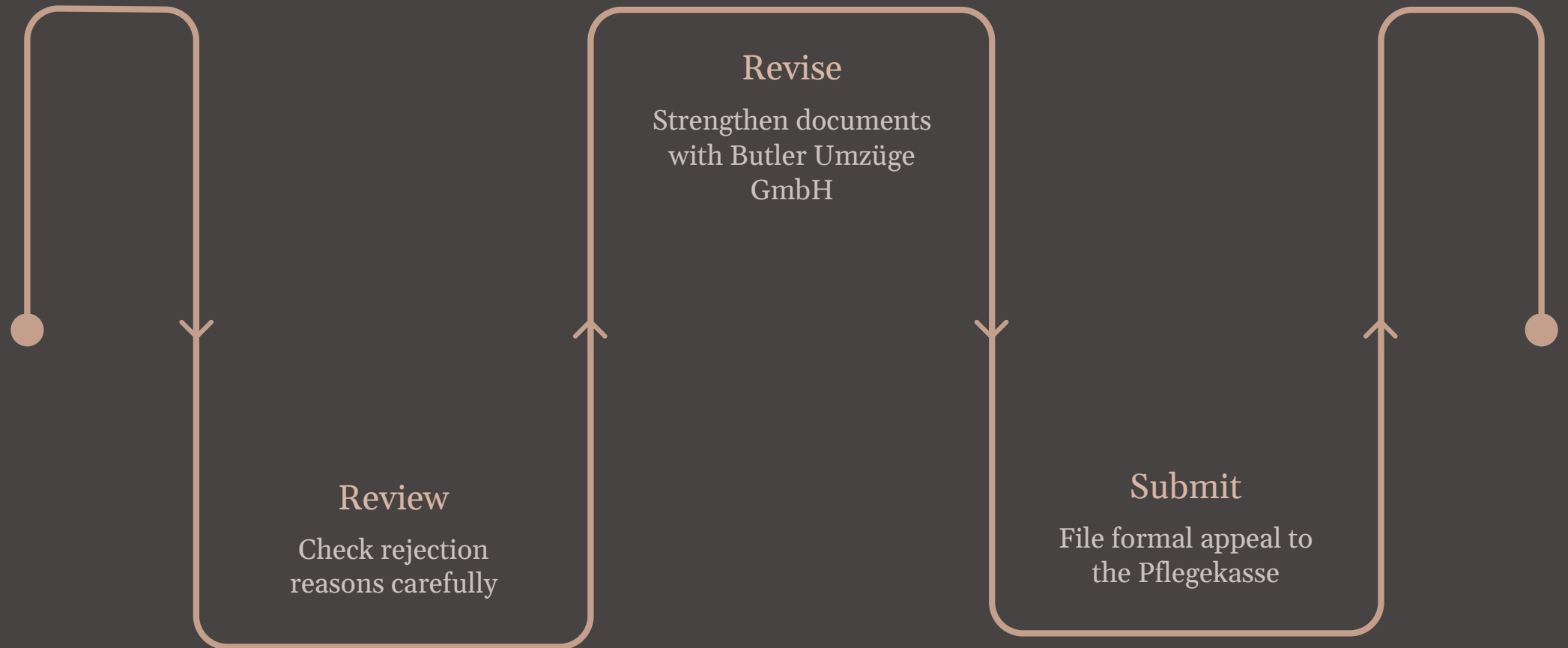
A vague or unconvincing explanation of why the move is care-related is a common reason for refusal. The Pflegekasse needs compelling, specific evidence of necessity.

Late Submission

Submitting an application after the move has already taken place significantly reduces the likelihood of success. Apply as early as possible in the process.

What to Do If Your Application Is Denied

Receiving a rejection is disappointing — but it is **not necessarily the end of the road**. You have the right to appeal, and many initially rejected applications are approved upon resubmission with improved documentation.



Butler Umzüge GmbH has experience guiding clients through the appeal process — from interpreting rejection letters to preparing a stronger resubmission that addresses every concern raised by the Pflegekasse.

Filing a Formal Appeal

Your Right to Appeal

German social law gives applicants the right to formally contest a Pflegekasse decision. The appeal (Widerspruch) must typically be filed within four weeks of receiving the rejection notice. Acting quickly is important.

What to Include

- A written statement contesting the decision
- Revised or additional medical documentation
- A clearer and more detailed justification letter
- Any new supporting evidence

Butler Umzüge GmbH's Role in Appeals

The company's team has hands-on experience with the appeal process. They can help you understand exactly why your application was rejected, strengthen the weak points in your documentation, and resubmit with confidence. Their involvement significantly improves the likelihood of a successful outcome.



CHAPTER 5

Butler Umzüge GmbH's Services in Detail

A closer look at the full range of specialist relocation services offered — from barrier-free planning to senior support and same-day flexibility.

Core Moving Services

Butler Umzüge GmbH offers a comprehensive suite of services designed to make care-related relocations as smooth and stress-free as possible — handling every detail so clients and families can focus on settling in.



Barrier-Free Relocations

Ensuring the new home is fully accessible and suited to the client's mobility and care requirements from day one



Personalised Planning

A bespoke moving plan created around each client's individual needs, timeline, and care situation



Home Setup Assistance

Helping arrange furniture and organise the new space so it is immediately functional and comfortable for the client

What Is a Barrier-Free Move?

A **barrier-free move** goes far beyond simply transporting belongings from one address to another. It ensures that every aspect of the new living environment has been thoughtfully considered for the client's physical needs.



Wide Doorways

Ensuring wheelchair and walking frame access throughout the property



Adapted Bathrooms

Confirming wet rooms, grab rails, and step-free showers are in place



Furniture Placement

Arranging rooms to maximise safe, easy movement for the individual



Building Access

Checking lift access, ramp availability, and safe entry/exit routes



Special Services for Seniors

Butler Umzüge GmbH recognises that moving home in later life carries its own unique emotional and practical challenges. Their **senior-specific services** are designed to minimise stress and maximise dignity throughout the process.

Organisational Support

Step-by-step guidance from first consultation through to final unpacking, with consistent communication throughout

Patient, Compassionate Approach

Moving at the client's pace, with staff trained to understand the emotional weight of leaving a long-term family home

New Home Setup

Fully arranging and personalising the new living space so that it feels like home from the very first day

Flexible, Short-Notice Moving

Whilst planning well in advance is always recommended, Butler Umzüge GmbH understands that care-related circumstances can change rapidly — sometimes requiring an urgent relocation at short notice.

Last-Minute Availability

Subject to team availability, Butler Umzüge GmbH can accommodate urgent relocation requests. Their flexible approach means clients are never left without support when care situations demand swift action.

How to Arrange a Short-Notice Move

- Contact Butler Umzüge GmbH as early as possible
- Explain the care-related urgency clearly
- Discuss available dates and resource requirements
- Confirm logistics and documentation in parallel



CHAPTER 6

Costs, Coverage & Financial Guidance

Understanding what the Pflegekasse may cover, how costs are calculated, and what financial options exist for those without insurance support.

How Much Does the Pflegekasse Cover?

The subsidy amount is **not fixed** — it is determined individually by the Pflegekasse based on the specific circumstances of each application. Several key factors influence how much financial support may be granted.

Necessity of the Move

The stronger and more clearly documented the care-related need, the more support is likely to be granted

Total Cost of Relocation

The Pflegekasse will review the itemised cost estimate and may cover a portion or, in some cases, all eligible expenses

Individual Circumstances

Care level (Pflegegrad), financial situation, and the nature of the new living arrangement all play a role in the decision

- ① A detailed, itemised cost estimate from Butler Umzüge GmbH is essential for determining the maximum potential coverage — and the company provides this as part of their standard service.

Using Butler Umzüge GmbH Without Care Insurance

Butler Umzüge GmbH's services are fully available to clients who do not hold SHI care insurance, or whose circumstances do not meet Pflegekasse eligibility criteria. In these cases, moving costs are borne privately.

Private Clients Welcome

All services — from barrier-free planning to senior support — are available regardless of insurance status

Transparent Pricing

A detailed cost estimate is always provided upfront before any commitment is made, with no hidden fees

Tailored Scope

Services are customised to each client's needs and budget, regardless of whether public funding is involved

Are Moving Services Tax-Deductible?

Household-Related Expenses

Under German tax law, certain moving-related services may qualify as **haushaltsnahe Dienstleistungen** (household-related expenses) and be eligible for tax deduction. This can reduce your overall financial burden even when Pflegekasse support is not available or only partially granted.

Seek Professional Advice

Tax deductibility depends on individual circumstances and is subject to German tax regulations. It is strongly recommended that you consult a qualified tax adviser (Steuerberater) to understand what you may be able to claim. Butler Umzüge GmbH can provide the invoices and service breakdowns you will need for this purpose.

CHAPTER 7

The Benefits of a Barrier-Free Move

How an accessibility-focused relocation can transform daily life — and why it is worth the investment of time and planning.



Why Accessibility Makes All the Difference

A barrier-free home is not just a physical space — it is a foundation for independence, safety, and quality of life. When a new home is properly adapted, the benefits extend far beyond convenience.



Reduced Risk of Accidents

Step-free access, grab rails, and well-organised spaces dramatically reduce the risk of falls and injuries for individuals with limited mobility



Greater Independence

A home designed around the occupant's needs enables greater self-sufficiency and reduces reliance on constant carer intervention



Better Care Outcomes

An accessible environment makes it easier for carers — both professional and family — to provide effective, dignified support



Improved Wellbeing

Living comfortably in a space that meets your needs has a measurable positive impact on mental health and overall quality of life



The Emotional Side of Moving with Care Needs

Leaving a long-term home is one of the most emotionally significant events a person can face — particularly in older age or when health challenges are involved. Butler Umzüge GmbH's approach recognises this reality.

Their team is trained not only in the practicalities of relocation, but in the **emotional dimensions** of the process — providing patient, respectful support that gives clients and families the time and space they need to feel ready for this transition.

CHAPTER 8

Frequently Asked Questions

Answers to the questions most commonly asked by clients, families, and care coordinators about the subsidy process and Butler Umzüge GmbH's services.



FAQs: The Subsidy Process

Can I apply if my move has already happened?

In most cases, the Pflegekasse requires an application to be submitted *before* the move takes place. Retrospective applications are rarely approved. Always apply as early as possible.

How long does processing take?

Processing typically takes between three and eight weeks, depending on the Pflegekasse. Complete documentation submitted early will help avoid delays caused by requests for further information.

What if I belong to a private health insurer?

The moving cost subsidy described here applies to those with statutory (SHI) care insurance. Privately insured individuals should contact their insurer directly to understand what support — if any — is available under their policy.

FAQs: Butler Umzüge GmbH's Services

Can I book services without applying for a subsidy?

Yes. Butler Umzüge GmbH's full range of services is available to all clients regardless of insurance status. Private clients pay directly without Pflegekasse involvement.

Can Butler Umzüge GmbH handle an urgent, last-minute move?

Yes — subject to availability. The company is experienced in managing short-notice relocations and will do their best to accommodate urgent care-related needs. Early contact is always advisable.

Can I book online?

Yes. Enquiries and service bookings can be made directly through Butler Umzüge GmbH's website. Their online platform makes it straightforward to initiate the process from home.

FAQs: Costs & Tax

Is there a fixed subsidy amount?

No. The Pflegekasse determines the subsidy amount on a case-by-case basis, taking into account medical necessity, total moving costs, and the applicant's individual circumstances. There is no standard fixed sum.

Are Butler Umzüge GmbH's services tax-deductible?

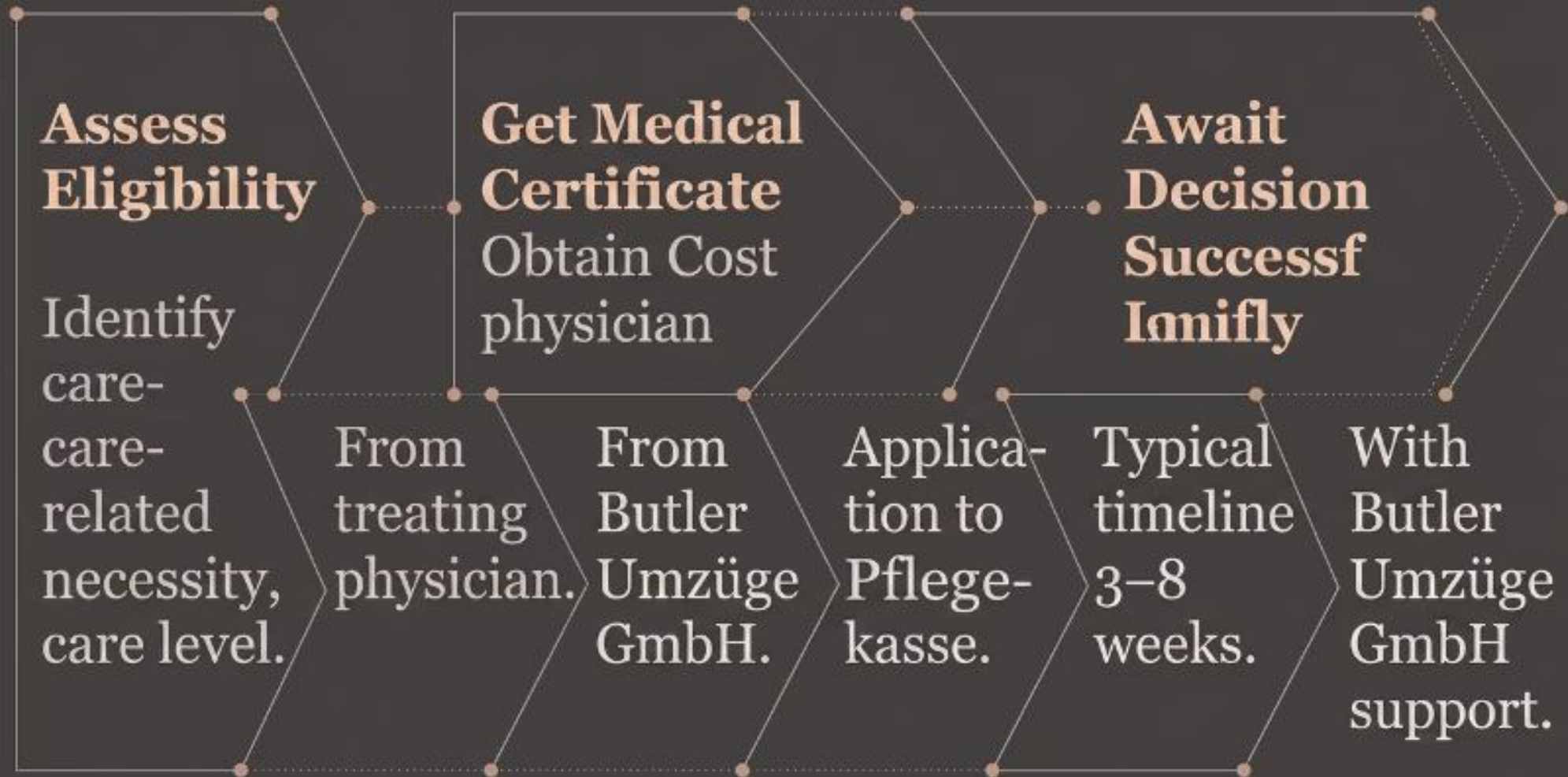
Some services may qualify as household-related expenses under German tax law. Consult a qualified tax adviser (Steuerberater) for personalised guidance. Butler Umzüge GmbH will provide all necessary invoices and documentation.

Will I receive a cost estimate before committing?

Yes. Butler Umzüge GmbH always provides a detailed, itemised cost estimate before any work begins. This estimate also forms part of the Pflegekasse application documentation.

Your Application at a Glance

A quick-reference summary of the complete process — from first steps to successful relocation.



Key Takeaways

Everything you need to remember from this guide — distilled into six essential points.

Apply Early

Submit before your move — retrospective applications are rarely approved by the Pflegekasse

Document Everything

A medical certificate, written justification, and cost estimate are all essential for a strong application

Don't Give Up If Rejected

You have the right to appeal — and Butler Umzüge GmbH will help you resubmit with a stronger case

Barrier-Free Matters

An accessible new home improves safety, independence, and quality of life significantly

Help Is Available

Butler Umzüge GmbH supports you at every stage — from paperwork to final unpacking

Services for All

Insured or not, Butler Umzüge GmbH's specialist services are available to every client

Ready to Take the Next Step?

Butler Umzüge GmbH is ready to support you — whether you are beginning the Pflegekasse application process, planning a care-related relocation, or simply exploring your options.

Visit the Website

www.butler-umzuege.de — book online, request a cost estimate, or find out more about services available across Saxony

Get Your Cost Estimate

Request a free, itemised cost estimate — a document that also forms a vital part of your Pflegekasse subsidy application

Start Your Application

Contact Butler Umzüge GmbH to begin compiling your documentation — and let their team guide you through the process from day one

✔ Moving with care needs is manageable — with the right support, the right planning, and the right partner by your side.