

## HOME CARE SERVICES

### Levels of Home Care:

- Homemakers** or **companions** can provide assistance with meal preparation, light housekeeping, laundry, errands, and other “hands-off” tasks. If the client only needs supervision or a “sitter,” this may be the appropriate level. Some home care agencies offer these services in addition to more complex services – look for the ‘@’ next to the agency name below.
- Home health aides** or **certified nursing assistants (CNAs)**, in addition to the services provided by homemakers, assist with “hands-on” personal care needs such as bathing, walking, dressing, and toileting. CNAs cannot give injections or dispense medications, though they can remind the patient to take their medication.
- Skilled nursing** and other skilled services such as **physical therapy, occupational therapy, speech therapy, and medical social services** may be offered by some home health agencies.

### Paying for Home Health Care:

**Medicare** provides a limited **Home Health Benefit** which may be available to patients following certain illnesses and injuries. It does not require prior hospitalization. Medicare usually pays for home health visits under the following circumstances:

- 1) The patient must need intermittent skilled nursing or therapies as well as personal care,
- 2) The patient must be homebound,
- 3) The care must be ordered by and is under the direction of a physician, and
- 4) The agency must be certified to provide Medicare visits.

If all these conditions are met, a home health aide approved for Medicare Home Health can assist with personal care on a limited basis (often only 1-2 hours/visit). Medicare covers the cost of this service, however this benefit is usually time-limited and is discontinued if/when the patient no longer needs skilled nursing or therapies.

**Medicaid** also pays for in-home aides for people who need help with personal care, under a program called **Consolidated Personal Care Services (Medicaid PCS)**. To receive this benefit, the patient must have Medicaid, an assessment must be requested by the client’s physician, and the agency must be Medicaid-certified and provide PCS services (marked with a ~ below). PCS covers only a small number of hours of care per week (max. 80 hours/month), and primarily provides help with personal care needs such as bathing, dressing, toileting, mobility, and eating. In order to qualify, clients must have needs for hands-on assistance in at least three of these activities of daily living (ADLs). **PCS cannot serve clients who only need homemaker services such as housekeeping and meal preparation or whose needs do not require hands-on assistance.** *For example*, if the client just needs prompting or coaching to get dressed, but can put his clothes on without hands-on assistance, dressing would not count as a qualifying ADL. PCS is meant to supplement, not replace, help from family members or other caregivers. In order to arrange PCS services, the client must ask their physician to put in a request for an evaluation, which can be done online at [www.nc-pcs.com/Medicaid-PCS-forms](http://www.nc-pcs.com/Medicaid-PCS-forms). A nurse from an independent assessment agency will then come to the patient’s home to assess what services are needed. If services are approved, the patient can choose an agency to provide the service. For more information call Liberty Healthcare Corporation at 919-322-5944.

Medicaid also offers the **CAP (Community Alternatives Program)** to help older and disabled adults remain in community settings rather than being placed in nursing homes. This program is for people who have low income and assets, and who are at risk of nursing home placement because of their care needs. For patients who qualify, CAP can provide extensive home-based services, but not 24-hour care. For more information, or to place someone on the wait list, call RFS Intake at 919-713-1556. **NOTE: Due to budget restrictions, the CAP wait list moves very slow. At present, the wait may be more than two years.**

Individuals at a nursing home level of care may also want to look at the **PACE program (Program of All-Inclusive Care for the Elderly)**, which provides comprehensive health care, including home care when needed, through community-based services. Opened in July 2013, the local PACE program **may have immediate openings for new clients** who qualify. See below for info.

**Private Pay:** Some agencies also provide services of nurses or home health aides which can be paid for privately by the patient or private insurance. These services are called **private duty services**. Private-pay rates for in-home aides through agencies are in the range of \$15-25 per hour, usually with a 2-4 hour minimum per visit. Agencies that offer private pay services are marked with a '\$' in the list below.

**Hospice** services provide pain relief, symptom management and supportive care for persons with limited life expectancy as determined by a physician. Medicare and other insurance will pay for hospice services. Nonprofit hospice agencies may commit to provide services even if the patient can't pay.

When contacting an agency for in-home services, obtain as much information as possible before contracting for services. All agencies with employees providing companion, sitter, respite care, or hands-on care must be licensed by the North Carolina Division of Health Services Regulation, and must meet requirements in the areas of staff qualifications, patient care, record-keeping and administration. Some agencies are also "accredited", meaning that they have met voluntary additional standards of special accrediting bodies. If services are to be covered by Medicare or Medicaid, be sure that the agency is certified and is accepting new clients under those programs.

**Resources for Seniors, Inc. does not recommend specific agencies.** You are responsible for evaluating the quality of care provided and making appropriate choices. The following list is for informational purposes only and does not imply an endorsement on the part of *Resources for Seniors, Inc.*

## Licensure and Certification for Home Health Agencies

NC Division of Health Services Regulation.....855-4620  
 1205 Umstead Drive, Raleigh, NC 27603

**Home Health Complaint Hotline..... 800-624-3004**

The complaint hotline can provide information about the complaint history of a specific agency, but does not rate or recommend agencies.

### HOME CARE AGENCIES

‡~\$@# Absolute Care Staffing Health Agency (3 hour minimum) ..... 919-784-9218

~\$@# Absolute Healthcare (2 hour minimum) ..... 919-662-7877

‡ \$@#	Accessible Home Health Care of Mid Carolina (4 hour minimum) .....	919-896-7679
‡~\$@#	Affordable Family Care Services (2 hour minimum) .....	919-676-1070
~\$@#	Agape Healthcare Services (2 hour minimum) .....	919-605-6177
‡~\$@#	Allcare Home Health Agency, Inc. (3 hour minimum).....	919-301-0236
~\$@#	Allied Home Health Care Services (2 hour minimum).....	919-649-2586
‡~\$@#	Alltime Healthcare (1 hour minimum).....	919-872-6878
‡ \$@#	Always Best Care Senior Services (3 hour minimum) N Raleigh/Wake Forest ...	919-554-2223
‡ \$@#	Always Best Care Senior Services (3 hour minimum) Central/East Raleigh.....	919-724-4297
~\$ #	American Medical Equipment and Supplies, Inc. (3 hour minimum) .....	919-741-4464
‡ \$@#	AmeriCare HomeCare (no stated minimum) .....	919-828-3800
‡~\$@#	Assurance Health Services (3 hour minimum) .....	919-571-9177
~\$@#	Assured Home Healthcare (2 hour minimum) .....	919-532-4322
‡ ~\$@#	Atlantic Homecare Services (4 hour minimum) .....	919-324-6917
‡ \$@#	Aware Senior Care (1 hour minimum).....	919-436-1871
‡~\$@#	Bayada Home Health Care (3 hour minimum) .....	919-420-0100
\$@#	Best Choice Home Care (4 hour minimum) .....	919-633-5752
~\$@#	Blessed Healthcare, Inc. (1 hour minimum) .....	919-647-4578
\$@‡	BrightStar of Cary (no stated minimum).....	919-535-6787
‡~\$@#	Care One Nursing Service, Inc (2 hour minimum) .....	919-771-2310
‡ \$@#	Caring Senior Service (4 hour minimum).....	919-847-0010
‡~\$@#	Cemac healthcare Services (2 hour minimum) .....	919-272-0887
‡~\$@#	CenterPeace Home Health Care and Companion Services (2 hour minimum) ....	919-567-8200
‡~\$@#	ComForcare Home Care (3 hour minimum).....	919-647-9150
‡~\$@#	Comfort Home Health Care, Inc. (3 hour minimum).....	919-468-1204
‡ \$@#	Comfort Keepers/Cary (3 hour minimum).....	919-650-2784
‡ \$@#	Comfort Keepers/Safety Choice/Raleigh (4 hour minimum) .....	919-449-0004

‡ \$@#	Comfort Keepers/Wake Forest (3 hour minimum) .....	919-263-9395
‡~\$@#	Compassion Health Services (2 hour minimum) .....	919-803-8891
\$@#	Compassion Home Care Services (3 hour minimum).....	919-359-9063
‡~\$@#	Continued Care, Inc. (4 hour minimum) .....	919-481-1446
‡~\$@#	Cottage Home Healthcare (2 hour minimum).....	919-872-1441
‡~\$@#	Divine Health Care Services, Inc. (3 hour minimum).....	919-881-8041
‡~\$@#	Dynamedics Healthcare Services (3 hour minimum).....	919-665-6567
‡~\$@#	Eagle Healthcare Services (2 hour minimum) .....	919-872-7686
‡ \$@#	Elite Care-One ( call for hour minimum) .....	919-986-0925
‡~\$@#	Emerald Home Care (1 hour minimum) .....	919-931-1029
‡~\$@#	Excel Home Healthcare Agency (no stated minimum).....	919-800-0221
‡ \$@	Extension of You Home Care (call for hour minimum).....	919-629-2044
‡~\$@#	Family First Personal Care, LLC (2 hour minimum).....	919-460-2814
‡~\$@#	Fidelity Healthcare Services (2 hour minimum) .....	919-316-7770
‡~\$@#	Franvimag Home Care (2 hour minimum).....	919-238-7061
\$@	Golden Harmony (1 hour minimum) N Raleigh .....	919-426-7522
	(No hands-on care. Companion, sitter, homemaker services only.)	
‡~\$@#	Good News Home Care (no stated minimum).....	919-403-9700
~\$@#	Grace Healthcare Services, Inc (2 hour minimum).....	919-848-1630
‡ \$@#	Griswold Home Care (no stated minimum).....	919-435-0823
‡*~\$@#	Guardian Home Healthcare (4 hour minimum) .....	919-615-0225
‡~\$@#	Healthlinckx Home Health Care Agency (3 hour minimum) .....	888-981-7446
‡ \$@#	Helping Hands of America (4 hour minimum).....	919-829-2505
‡ \$@#	Home Care Assistance (4 hour minimum).....	919-844-9898
	(Specializing in 24-hour and live-in care)	
‡~\$@#	HomeChoice Healthcare (2 hour minimum).....	919-369-6896
‡~\$@#	HomeChoice Home Care Solutions (4 hour minimum).....	919-847-5622

‡ \$@#	Home Instead Senior Care (4 hour minimum).....	919-676-2273
‡ \$@#	Homewatch CareGivers of the Triangle (3-4 hour minimum).....	919-461-3741
~\$@#	Hope Support Services (2 hour minimum).....	919-809-7976
‡~\$@#	Ideal Healthcare Services (no stated minimum).....	919-755-0019
‡~\$@#	Inomancy Home Care (1 hour minimum).....	919-803-2541
‡~\$@#	Interim Health Care (4 hour minimum).....	919-420-0336
‡~\$@#	Joyner Healthcare Services (4 hour minimum).....	919-977-0957
‡~\$@#	Kennedy Care (2 hour minimum).....	919-462-7003
~\$@#	Kingdom Healthcare Management (3-hour minimum).....	919-798-5711
~\$@#	Krystal Homecare Agency (no stated minimum).....	919-987-0542
‡~\$@#	Maxim Healthcare Services (no stated minimum).....	919-676-3118
\$@#	MH Nursing Service (4 hour minimum).....	919-231-6332
~\$@#	Miracle Healthcare Agency (2 hour minimum).....	919-272-4489
‡~\$@#	Myriad Home Care Agency (no stated minimum).....	919-673-6910
‡ \$@#	Nurse Care of North Carolina (4 hour minimum).....	919-309-4333
‡~\$@#	Omega Healthcare Services (1 hour minimum).....	919-858-6618
‡~\$@#	One Choice Healthcare (3 hour minimum).....	919-901-7137 or 919-207-7641
‡ \$@#	Options for Senior America (4 hour minimum)..... (Specializing in live-in services, but will also provide services for shorter periods of time.)	919-380-6812
~\$ #	Pacific Staffing (1 hour minimum).....	919-881-8210
\$‡@	Peaceful Living Home Care (2 hour minimum).....	919-858-6151
‡ \$@#	Peak Healthcare Services (2 hour minimum)	
‡ \$@#	Perpetual Home Care (4 hour minimum).....	919-861-5245
‡~\$@#	Pinnacle Healthcare Services (2 hour minimum).....	919-301-8169 or 919-271-7960
‡~\$@#	ResCare Home Care (4 hour minimum).....	919-754-0251
‡ \$ #	Resources for Seniors, Inc. (3 hour minimum).....	919-872-7933

‡ \$@#	Right at Home of Wake County ( <i>no stated minimum</i> ) .....	919-783-5633
‡ \$@#	SeniorBridge ( <i>no stated minimum</i> ).....	800-737-0604 or 919-676-9796
‡ \$@#	Senior Helpers ( <i>Call for hour minimum</i> ).....	919-544-6848
\$@	Sisters Aide Health Services..... ( <i>No hands-on care. Companion, sitter, homemaker services only.</i> )	919-218-8914
‡~\$@#	Southeastern Healthcare ( <i>2 hour minimum</i> ) .....	919-212-8580
‡ \$@#	Stay at Home Senior Care ( <i>4 hour minimum</i> ) Wake Forest .....	919-556-3706
‡~\$@#	Synergy HomeCare of the Triangle ( <i>2 hour minimum</i> ) .....	919-786-5052
~\$@#	Tarheels Home Healthcare Services ( <i>no stated minimum</i> ).....	919-741-2895
~\$@#	Total Care Agency ( <i>1 hour minimum</i> ).....	919-633-8202
‡~\$@#	Trinity Staffing ( <i>3 hour minimum</i> ) .....	919-295-4001
\$@	Unconditional Care Senior Services ( <i>3 hour minimum</i> ) .....	919-527-4042 ( <i>No hands-on care. Companion, sitter, homemaker services only.</i> )
‡~\$@#	Utopia Home Care, Inc. ( <i>3 hour minimum</i> ) .....	919-788-1400
~\$@#	Vantage Healthcare Services ( <i>3 hour minimum</i> ) .....	919-212-9998
‡~\$@#	Victory Healthcare ( <i>3 hour minimum</i> ).....	919-846-9027
~\$@#	Victory Home Care ( <i>2 hour minimum</i> ).....	919-900-8932
‡ \$@#	Visiting Angels Living Assistance Services & Home Care ( <i>4 hour minimum</i> ) ...	919-787-4317
‡~\$ #	Well Care Home Health of the Triangle ( <i>2 hour minimum</i> ).....	919-846-1018

### COMPANION PLUS REGISTRY

An alternative to hiring an agency is to hire an individual person directly to provide needed services. In this case, you are the employer and may select and negotiate wages directly with the individual providing services. *Resources for Seniors, Inc.* has offered a companion training class a number of times, and people who have passed that course are listed on our Companion Plus registry. Please call our Information Department for a copy of that list, or check our website at [www.resourcesforseniors.com/pdf/c+list.pdf](http://www.resourcesforseniors.com/pdf/c+list.pdf)

## PACE (Program of All-Inclusive Care for the Elderly)

PACE programs utilize Medicare and Medicaid funding to provide comprehensive health care for eligible older adults. Once enrolled in a PACE program, the individual receives all of their healthcare through the program, including routine and specialist care, skilled therapies (physical, occupational, speech), adult day services, home care, and even nursing home or hospital care, if those become necessary. The goal of the program is to maintain the individual in a home-based setting if possible. To be eligible, an individual must be over 55, have Medicare and/or Medicaid, and be at a nursing-home level of care but be able to live safely at home with PACE supports.

Senior Community Care of North Carolina..... 919-425-3050

## HOME HEALTH AGENCIES PROVIDING SKILLED SERVICES

These agencies provide personal care (CNA or Medicaid PCS) services ONLY in the context of also providing skilled services such as nursing or physical therapy. Most of them do not provide aide services alone, and do not do private duty care except as noted. Typically, patients are referred by a physician following a hospitalization.

- ‡ \$ Accessible Home Health Care of Mid Carolina..... 919-896-7679  
*(Does provide private pay aides. Offers skilled services but is not Medicare-approved)*
- ‡\* Bayada Nurses (Medicare) ..... 919-785-9090
- ‡\* Duke HomeCare and Hospice ..... 800-599-9339 or 919-620-3853
- ‡\* Gentiva Health Services ..... 877-397-3410
- ‡\* Home Health and Hospice Care, Inc. (3HC) ..... 800-692-4442 or 919-934-0664
- ‡\* Intrepid USA ..... 800-420-0081 or 919-821-9299
- ‡ ~\$ Kennedy Care ..... 919-462-7003  
*(Does provide private pay aides. Offers skilled services but is not Medicare-approved.)*
- ‡\* Liberty Home Care and Hospice ..... 919-850-4303 or 800-999-9883
- ‡\* Medi Home Health..... 919-870-6733
- ‡\* North Carolina Home Health ..... 919-662-1635
- ‡\* Rex Home Services ..... 919-784-4474
- ‡\* Transitions HomeHealth ..... 919-828-0890
- ‡\* WakeMed Home Health..... 919-350-7990
- ‡\*~\$ Well Care of the Triangle..... 919-846-1018  
*(Does provide private pay aides)*

## HOSPICE AGENCIES

Hospice agencies provide comprehensive patient care and family support for individuals with life-limiting illnesses. Many hospice services are covered by Medicare. Some hospice agencies are nonprofit agencies, while others are for-profit companies. Nonprofit agencies often have a commitment to provide care even if the patient is uninsured or unable to pay. Because volunteers are an important part of the services offered by hospices, agencies with a long-term presence in a community may be preferable. Hospice services can be provided in the patient's home, in long-term care facilities, or in hospitals. If you need to use a hospice service in a facility, check with the facility to see if they will work with all hospice providers. Transitions LifeCare also has its own inpatient facility.

- \* Amedisys Hospice..... 919-773-4865
- \* Community Home Care and Hospice..... 919-233-1100
- \* Duke HomeCare and Hospice (*nonprofit*) ..... 800-599-9339 or 919-620-3853
- \* Heartland Hospice ..... 919-877-9959
- \* Home Health and Hospice Care, Inc. (3HC)..... 800-692-4442
- \* Liberty Home Care and Hospice ..... 919-277-2244 or 919-850-4303
- \* Transitions LifeCare (formerly Hospice of Wake County (*nonprofit*)) ..... 919-828-0890  
..... or 888-900-3959

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