

## HOME CARE SERVICES

### Types of Home Care Services:

- **Companions**, also called **homemakers**, provide assistance with meal preparation, light housekeeping, laundry, errands, and other “**hands-off**” tasks. These services are appropriate for those who are able to manage their own personal care but should not stay home alone. Some companies or organizations *only* offer these services; most home care agencies offer them in addition to other services. [See page 6.](#)
- **Home health aides** or **certified nursing assistants (CNAs)**, in addition to the services provided by companions/homemakers, assist with “**hands-on**” **personal care needs** (also called activities of daily living, or ADLs), such as bathing, walking, dressing, and toileting. CNAs can remind clients to take medications, but cannot give injections or dispense medicine. [See page 3.](#)
- **Skilled services** can include **physical therapy, occupational therapy, speech therapy, medical social services, and skilled nursing** (including wound care and administering medications). These services may be needed following a serious illness or hospitalization. [See page 5.](#)
- **Hospice services** are for people with limited life expectancy due to advanced illness. Hospice agencies provide limited home care, along with a variety of other services. [See page 6.](#)
- **Respite care** refers to services that allow a family caregiver to take a break from caregiving. Respite may be provided by a companion/homemaker, or home health aide/CNA, depending on a person’s needs.

### Paying for Home Care:

#### **Medicare –**

- Medicare provides a **home health benefit** following certain illnesses and injuries. Prior hospitalization is not always required and Medicare covers the costs of these visits, however this benefit is usually time-limited and is discontinued if/when the patient no longer needs skilled nursing or therapies. This benefit typically covers just a few hours of care per week, and only if all of the following conditions exist: **(1)** The patient needs intermittent skilled nursing or therapies; **(2)** The patient is homebound; **(3)** The care is ordered by and is under the direction of a physician; **(4)** The agency providing care is certified for Medicare visits.

#### **Medicaid –**

- Medicaid pays for up to 80 hours per month of home care under the **Medicaid Personal Care Services (Medicaid PCS)** program. To receive this benefit the Medicaid recipient’s physician must submit a referral form to request an assessment, and the assessment must show that client requires hands-on assistance with multiple activities of daily living (ADLs), that they are medically stable, and that a household member is not able to assist. The recommended number of service hours is determined via the assessment. For more information call Liberty Healthcare Corporation, at (855) 740-1400, or go to [nc-pcs.com](http://nc-pcs.com). If services are approved, the individual can choose an agency to provide services. Providers that are Medicaid-certified and provide PCS services are marked with a ‘≈’ below.
- Medicaid also offers the **Community Alternatives Program for Disabled Adults (CAP/DA)**, a Medicaid waiver program for people who have low income and assets, and who are at risk of nursing home placement because of their care needs. CAP/DA can provide home-based services including: in-

home care, nursing services, adult day services, medical supplies, and case management. To be eligible, individuals must meet Medicaid financial requirements, must be certified by a physician as needing a nursing home level of care, and the cost of providing care in the home must be determined to be less than the cost of institutional care. For more information, or to place someone on the wait list, call Resources for Seniors or fill out the “online Speed Referral Form” at [www.resourcesforseniors.com/cap.php](http://www.resourcesforseniors.com/cap.php). *The CAP/DA waitlist is currently 1-2 years.*

### Other –

- Individuals at a nursing home level of care may also consider the **Program of All-Inclusive Care for the Elderly (PACE)**, a comprehensive managed-care system for older adults who are at a nursing home level of care but wish to remain living at home. PACE participants may receive home care services as part of their overall care plan, which also covers their medical care. For more information contact Senior CommUnity Care of North Carolina, at (919) 425-3000, or go to [www.seniorcommunitycarenc.org](http://www.seniorcommunitycarenc.org).
- **Private insurance** plans and **long-term care insurance** may sometimes cover home health aide/CNA services. Policies vary; call your insurance company for more information.
- Wartime veterans and their spouses may be eligible for the **VA Aid and Attendance benefit**, which can be used for home care or facility-based care. *The application process is lengthy and the wait time can be considerable.*
- If Medicare won’t pay, and the person needing care does not qualify for Medicaid, there are limited sources of **other public funding** available for home care. For more information call Resources for Seniors. *These programs have very long waitlists.*
- If no insurance coverage or public funding for home care is available, paying out-of-pocket is the remaining option. Agencies that offer **private pay** services, sometimes called **private duty**, are marked with a ‘\$’ below.

### Choosing an Agency:

- When contacting an agency for in-home care, obtain as much information as possible before contracting for services, and contact multiple agencies. For a list of questions to use when interviewing a home care agency, see “**Choosing a Home Care Agency**” at [resourcesforseniors.com/pdf/homecarechecklist.pdf](http://resourcesforseniors.com/pdf/homecarechecklist.pdf), or call Resources for Seniors to request a copy.
- All agencies with staff providing hands-on care must be **licensed** by the North Carolina Division of Health Services Regulation. This requires a minimum level of staff qualification, patient care, record-keeping, and agency administration. Some agencies voluntarily meet additional standards in order to be **accredited**. If services are to be covered by Medicare or Medicaid, be sure that the agency is certified and accepting new clients under those programs. If private or long-term care insurance is to be used, check to make sure the agency meets the insurance company’s requirements.
- Agencies should carry **liability insurance** to cover harm to the client or the client’s home that may occur in the course of their work, and they should have **worker’s compensation** in case the home care worker is injured. However, not all agencies carry such insurance. The ‘i’ symbol in the list below indicates that the agency has supplied proof of liability insurance to Resources for Seniors. An agency’s aides may also be **bonded**, meaning they have coverage for theft or dishonesty by their workers.

**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.

**i = Insurance verified    ≈ = Medicaid PCS-eligible    \$ = Private pay**  
**@ = Companion services    # = Hands-on    » = Medicare-approved**

## HOME CARE AGENCIES

These agencies offer aides who provide hands-on care in addition to companion/homemaker services. A typical rate for services is \$18-\$25 per hour. Agencies may require a minimum number of hours per visit.

i \$@#	1st Home Care Solutions ( <i>Registry model</i> ), <a href="http://www.1sthomecaresolutions.com">www.1sthomecaresolutions.com</a> .....	919-539-3489
i≈\$@#	A1-Omega Healthcare Services ( <i>1-hr. min.</i> ) <a href="http://www.omegahealthcareservices.com">www.omegahealthcareservices.com</a> ....	919-858-6618
i≈\$@#	Absolute Care Staffing Health Agency ( <i>3-hr. min.</i> ).....	919-784-9218
	<a href="http://www.absolutecarestaffing.net">www.absolutecarestaffing.net</a>	
i \$@#	Absolute Home Health ( <i>4-hr. min.</i> ) <a href="http://www.absolutehealthnc.com">www.absolutehealthnc.com</a> .....	919-827-0719
i≈\$@#	Access Community Based Service .....	919-977-1186
	<a href="http://lhcgroupp.com/locations/access-community-based-services-of-garner">lhcgroupp.com/locations/access-community-based-services-of-garner</a>	
i \$@#	Accessible Home Care of Mid Carolina <a href="http://www.accessiblemidcarolina.com">www.accessiblemidcarolina.com</a> .....	919-578-6274
i \$@#	Affordable Family Care Services ( <i>2-hr. min.; specializes in 24-hr. care</i> ) .....	919-676-1070
	<a href="http://www.afcsnc.com">www.afcsnc.com</a>	
i \$@#	Allcare Home Health Agency ( <i>3-hr. min.</i> ) <a href="http://www.allcarehha.com">www.allcarehha.com</a> .....	919-301-0236
i \$@#	Always Best Care of Raleigh ( <i>3-hr. min.; Raleigh &amp; East/South Wake Co.</i> ).....	919-724-4297
	<a href="http://www.alwaysbestcare.com/nc/raleigh">www.alwaysbestcare.com/nc/raleigh</a>	
i \$@#	Always Best Care of Wake Forest ( <i>3-hr. min.; Raleigh &amp; North Wake Co.</i> ).....	919-554-2223
	<a href="http://www.alwaysbestcare.com/nc/wake-forest">www.alwaysbestcare.com/nc/wake-forest</a>	
i≈\$@#	Assurance Health Services ( <i>3-hr. min.</i> ) <a href="http://www.assurancehealth.com">www.assurancehealth.com</a> .....	919-571-9177
i≈\$@#	Atlantic Home Care Services ( <i>4-hr. min.</i> ) <a href="http://www.atlantichomecareservices.com">www.atlantichomecareservices.com</a> .....	919-324-6917
i \$@#	Aware Senior Care ( <i>1-hr. min.</i> ) <a href="http://www.awareseniorcare.com">www.awareseniorcare.com</a> .....	919-436-1871
i≈\$@#	Bayada Home Health Care ( <i>3-hr. min.</i> ) <a href="http://www.bayada.com">www.bayada.com</a> .....	919-420-0100
i \$@#	BrightStar Care of Cary ( <i>no stated minimum</i> ) <a href="http://www.brightstar.com/cary">www.brightstar.com/cary</a> .....	919-535-6787
i \$@#	Caring Senior Service ( <i>4-hr. min.</i> ) <a href="http://www.caringseniorservice.com">www.caringseniorservice.com</a> .....	919-847-0010
i \$@#	Celestial Home Care <a href="http://www.celestialhomecare.com">www.celestialhomecare.com</a> .....	703-869-0765
i \$@#	CenterPeace Home Health Care and Companion Services ( <i>2-hr. min.</i> ).....	919-567-8200
	<a href="http://www.cpcompanioncare.com">www.cpcompanioncare.com</a>	
i \$@#	ComForCare Home Care ( <i>3-hr. min.</i> ) <a href="http://www.RaleighNC.comforcare.com">www.RaleighNC.comforcare.com</a> .....	919-647-9150
i \$@#	Comfort Keepers Home Care ( <i>3-hr. min.</i> ) <a href="http://cary-857.comfortkeepers.com">cary-857.comfortkeepers.com</a> .....	919-432-4596
i≈\$@#	Compassion Health Services ( <i>2-hr. min.</i> ).....	919-803-8891
	<a href="http://www.compassionhealthservicesinc.com">www.compassionhealthservicesinc.com</a>	
i≈\$@#	Continued Care ( <i>4-hr. min.</i> ) <a href="http://www.continuedcarenc.com">www.continuedcarenc.com</a> .....	919-481-1446
i≈\$@#	Cottage Home Health Care ( <i>2-hr. min.</i> ) <a href="http://www.cottagehcs.com">www.cottagehcs.com</a> .....	919-872-1441
i≈\$@#	Divine Healthcare Services ( <i>3-hr. min.</i> ).....	919-881-8041
i≈\$@#	Dynamedics Healthcare Services ( <i>3-hr. min.</i> ) <a href="http://www.dynamedicshcs.com">www.dynamedicshcs.com</a> .....	919-665-6567
i≈\$@#	Eagle Healthcare Services ( <i>2-hr. min.</i> ).....	919-872-7686

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i≈\$@#	Excel Home Healthcare Agency ( <i>no stated minimum</i> ).....	919-800-0221
i \$@#	Extension of You Home Care ( <i>call for min.</i> ) <a href="http://www.theextensionofyou.com">www.theextensionofyou.com</a> .....	919-629-2044
i≈\$@#	Family First Personal Care ( <i>2-hr. min.</i> ).....	919-460-2814
i≈\$@#	Franvimag Home Care ( <i>2-hr. min.</i> ) <a href="http://www.franvimaghomecare.com">www.franvimaghomecare.com</a> .....	919-238-7061
i≈\$@#	Grace Healthcare Services ( <i>2-hr. min.</i> ) <a href="http://www.grace-healthcare.net">www.grace-healthcare.net</a> .....	919-848-1630
i \$@#	Griswold Home Care ( <i>no stated minimum</i> )..... <a href="http://www.griswoldhomecare.com/raleigh">www.griswoldhomecare.com/raleigh</a>	919-229-8944
i \$@#	Helping Hands of America ( <i>4-hr. min.</i> ) <a href="http://www.hhamerica.com">www.hhamerica.com</a> .....	919-829-2505
i \$@#	Home Care Assistance ( <i>4-hr. min.; specializes is 24-hr. and live-in care</i> )..... <a href="http://www.homecareraleighnc.com">www.homecareraleighnc.com</a>	919-844-9898
i≈\$@#	HomeChoice Healthcare ( <i>2-hr. min.</i> ) <a href="http://www.homechoicehealthcare.net">www.homechoicehealthcare.net</a> .....	919-557-4663
i \$@#	HomeChoice Home Care Solutions ( <i>4-hr. min.</i> ) .....	919-847-5622
	<a href="http://www.homechoicehomecare.com">www.homechoicehomecare.com</a>	
i \$@#	Home Instead Senior Care ( <i>4-hr. min.</i> ) <a href="http://www.homeinstead.com/226">www.homeinstead.com/226</a> .....	919-676-2273
i \$@#	Homewatch CareGivers ( <i>3-4 hr. min.</i> ) <a href="http://www.homewatchcaregivers.com/cary">www.homewatchcaregivers.com/cary</a> .....	919-461-3741
i≈\$@#	Hope Support Services ( <i>2-hr. min.</i> ) <a href="http://hopesupportservicesllc.net">hopesupportservicesllc.net</a> .....	919-809-7976
i≈\$@#	Inomancy Home Care ( <i>1-hr. min.</i> ) <a href="http://www.inomancyhomecare.com">www.inomancyhomecare.com</a> .....	919-803-2541
i≈\$@#	Interim Health Care ( <i>4-hr. min.</i> ) <a href="http://www.interimhealthcare.com/raleighnc">www.interimhealthcare.com/raleighnc</a> .....	919-420-0336
i≈\$@#	Joyner Healthcare Services ( <i>4-hr. min.</i> ) .....	919-977-0957
i≈\$@#	Krystal Home Health Care Services ( <i>no stated minimum</i> )..... <a href="http://krystalhomecare.wixsite.com/krystalhomecare/home">krystalhomecare.wixsite.com/krystalhomecare/home</a>	919-327-8190
i \$@#	Loving Angels Home Care of RDU ( <i>3-hr. min.</i> ) <a href="http://www.lovingangelsrdu.com">www.lovingangelsrdu.com</a> .....	919-438-1813
i≈\$@#	Maxim Healthcare ( <i>no stated minimum</i> ) <a href="http://www.maximhealthcare.com">www.maximhealthcare.com</a> .....	919-676-3118
i≈\$@#	Melody Home Health Care Services <a href="http://www.melodyhomehealth.com">www.melodyhomehealth.com</a> .....	919-523-2005
i≈\$@#	Myriad Homecare Agency ( <i>no stated minimum</i> ) <a href="http://www.mhahomecare.com">www.mhahomecare.com</a> .....	919-673-6910
i \$@#	Nurse Care NC ( <i>4-hr. min.</i> ) <a href="http://www.nursecarenc.com">www.nursecarenc.com</a> .....	919-261-5880
i \$@#	Options for Senior America ( <i>4-hr. min.; specializes in live-in services</i> ) .....	919-380-6812
	<a href="http://www.optionscorp.com">www.optionscorp.com</a>	
i≈\$ #	Pacific Staffing ( <i>1-hr. min.</i> ).....	919-881-8210
i \$@#	Peaceful Living Home Care ( <i>2-hr. min.</i> ) <a href="http://www.plhomecare.com">www.plhomecare.com</a> .....	919-858-6151
i≈\$@#	Peak Healthcare Services ( <i>2-hr. min.</i> ) <a href="http://peakllc.org">peakllc.org</a> .....	919-848-0436
i \$@#	Perpetual Home Care ( <i>4-hr. min.</i> ) <a href="http://www.perpetualhomecare.com">www.perpetualhomecare.com</a> .....	919-861-5245
i≈\$@#	ResCare Home Care ( <i>4-hr. min.</i> ) <a href="http://www.rescare.com">www.rescare.com</a> .....	919-754-0251
i \$@#	RFS In Home Care ( <i>3-hr. min.</i> ).....	919-872-7933
i \$@#	Right at Home of Wake County ( <i>no stated minimum</i> ) <a href="http://www.wake-rah.com">www.wake-rah.com</a> .....	919-783-5633

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i≈\$@#	Southeastern Wake Adult Day Center (2-hr. min.) ..... <a href="http://www.sewake.com/home-care">www.sewake.com/home-care</a>	919-212-8580
i \$@#	Stay at Home Senior Care (4-hr. min.; Wake Forest) <a href="http://www.SAHseniors.com">www.SAHseniors.com</a> .....	919-556-3706
i≈\$@#	Trinity Staffing (3-hr. min.) <a href="http://www.trinitystaffingsolutions.com">www.trinitystaffingsolutions.com</a> .....	919-271-9073
i≈\$@#	Utopia Home Care (3-hr. min.) <a href="http://www.utopiahomecare.com">www.utopiahomecare.com</a> .....	919-788-1400
i≈\$@#	Victory Healthcare (3-hr. min.) <a href="http://www.victoryhealthcareinc.com">www.victoryhealthcareinc.com</a> .....	919-846-9027
i≈\$@#	Victory Home Care (2-hr. min.) <a href="http://victoryhomecareinc.com">victoryhomecareinc.com</a> .....	919-900-8932
i \$@#	Visiting Angels Home Care (4-hr. min.) <a href="http://www.visitingangels.com/raleigh">www.visitingangels.com/raleigh</a> .....	919-787-4317
i \$@#	Well Care Home Health of the Triangle (2-hr. min.) <a href="http://www.wellcarehealth.com">www.wellcarehealth.com</a> .....	919-846-5954

### Agencies Providing Skilled Services –

Patients are typically referred to these agencies by a physician following a hospitalization or serious illness. They provide a variety of skilled nursing services, and may also provide some home health aide/CNA services (but often *only* in the context of also providing skilled care). Many do not provide services on a private-pay basis (those marked with a '\$' below are the exceptions). Hourly rates for these services may be more than for typical home health aide/CNA services.

i \$	Accessible Home Care of Mid Carolina <a href="http://www.accessiblemidcarolina.com">www.accessiblemidcarolina.com</a> .....	919-578-6274
i \$ »	Bayada Home Health Care <a href="http://www.bayada.com">www.bayada.com</a> .....	919-420-0100
i »	Duke HomeCare & Hospice <a href="http://dhch.duhs.duke.edu">dhch.duhs.duke.edu</a> .....	919-620-3853
i \$ »	Home Health and Hospice Care (3HC) <a href="http://www.3hc.org">www.3hc.org</a> .....	800-692-4442
i »	Intrepid USA <a href="http://www.intrepidusa.com">www.intrepidusa.com</a> .....	800-420-0081
i \$ »	Kindred at Home <a href="http://www.kindredhealthcare.com">www.kindredhealthcare.com</a> .....	919-881-9492
i »	Liberty HomeCare & Hospice <a href="http://www.libertyhomecare.com">www.libertyhomecare.com</a> .....	919-850-4303
i »	Medi Home Health <a href="http://www.msa-corp.com/companies/medihomehealth.aspx">www.msa-corp.com/companies/medihomehealth.aspx</a> .....	919-870-6733
i≈	» North Carolina Home Health <a href="http://lhcgroupp.com/locations/north-carolina-home-health">lhcgroupp.com/locations/north-carolina-home-health</a> .....	919-662-1635
i »	Transitions HomeHealth <a href="http://transitionslifecare.org/services/homehealth">transitionslifecare.org/services/homehealth</a> ..... <i>For patients with life-threatening illnesses who are not hospice-eligible.</i>	919-828-0890
i »	UNC Rex Home Care Services ..... <a href="http://www.rexhealth.com/rh/care-treatment/home-care/services">www.rexhealth.com/rh/care-treatment/home-care/services</a>	919-784-4474
i »	WakeMed Home Health & Skilled Nursing <a href="http://www.wakemed.org/home-health">www.wakemed.org/home-health</a> .....	919-350-7990
i≈\$ »	Well Care Home Health of the Triangle <a href="http://www.wellcarehealth.com">www.wellcarehealth.com</a> .....	919-846-1018

## HOME CARE LICENSING AND COMPLAINTS

Division of Health Service Regulation, NC DHHS <a href="http://www.ncdhhs.gov/dhsr">www.ncdhhs.gov/dhsr</a> .....	919-855-4620
<b>Complaint Hotline</b> (hours: Mon. through Fri., 9 a.m. to 12 p.m. and 1 p.m. to 4 p.m.).....	800-624-3004
<i>Licensure and certification for home health agencies. Call the Complaint Hotline to report problems with local home care agencies or to inquire about complaint history.</i>	

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## COMPANION / HOMEMAKER SERVICES

Companion/homemaker services are provided on a private-pay basis (Medicare, Medicaid, and private insurances do not cover companion/homemaker services *except* when assistance with hands-on personal care is also needed). A typical rate for services is \$15-\$18 per hour.

Companion Registry, Resources for Seniors .....	919-872-7933
<a href="http://www.resourcesforseniors.com/resourcelist.php">www.resourcesforseniors.com/resourcelist.php</a> , or request a copy by calling Resources for Seniors.	
<i>Companions on this list are trained by Resources for Seniors but are hired and paid directly by the client/family, not through an agency, and set their own fees and the tasks they are willing to perform.</i>	
The Good Neighbor Network .....	919-355-8534
Seniors Helping Seniors of North and East Raleigh <a href="http://inhomecarenc.com">inhomecarenc.com</a> .....	919-761-5346
Unconditional Care Senior Services <a href="http://www.unconditionalcarenow.com">www.unconditionalcarenow.com</a> .....	919-527-4042

## HOSPICE AGENCIES

Hospice services provide care for people who have life-limiting illnesses, often determined as a life expectancy of six months or less, and who have chosen to request palliative (comfort) care rather than aggressive or curative treatment for their illness. Many hospice services are covered by Medicare. Some hospice agencies are nonprofits, while others are for-profit companies. Nonprofit hospice agencies often have a commitment to provide care even if the patient is uninsured or unable to pay. Hospice care can be provided in private homes, in a specialized hospice facility, or in long-term care facilities or hospitals.

Medicare Hospice Compare [www.medicare.gov/hospicecompare](http://www.medicare.gov/hospicecompare)

*Online, searchable database of hospice providers. Allows for comparison by ratings on quality of care issues like pain control and symptom relief. Also identifies nonprofit/for-profit status.*

Amedisys Hospice <a href="http://www.amedisys.com/services/hospice-care">www.amedisys.com/services/hospice-care</a> .....	919-773-4865
Community Home Care & Hospice <a href="http://www.communityhch.com">www.communityhch.com</a> .....	919-233-1100
Duke HomeCare & Hospice <a href="http://dhch.duhs.duke.edu">dhch.duhs.duke.edu</a> .....	919-620-3853
Heartland Hospice <a href="http://www.heartlandhospice.com">www.heartlandhospice.com</a> .....	866-901-9297
Home Health and Hospice Care, Inc. (3HC) <a href="http://www.3HC.org">www.3HC.org</a> .....	800-692-4442
Liberty HomeCare & Hospice <a href="http://www.libertyhomecare.com">www.libertyhomecare.com</a> .....	919-850-4303
Transitions LifeCare <a href="http://transitionslifecare.org">transitionslifecare.org</a> .....	919-828-0890
<i>Founded as Hospice of Wake County. Provides hospice services and palliative care (assistance with pain and/or symptom management for those not otherwise eligible for hospice).</i>	