




HOME CARE SERVICES

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TYPES OF HOME CARE SERVICES

- **COMPANION SERVICES** are appropriate for those who need some help or supervision but are able to manage their own person care. Services can include meal preparation, laundry, errands, light housekeeping, and other “*hands-off*” tasks. Companions may also assist with transportation, but not always. Look for listings marked with  starting on [page 4](#).
- **HOME CARE SERVICES** are appropriate for those who need assistance with **personal care** or other **activities of daily living (ADLs)**, which can include assistance with bathing, dressing, walking, eating, and toileting. Care is provided by **certified nursing assistants (CNAs)**, also called **home care aides** or **personal care aides**, who have received training to provide “*hands-on*” assistance. Services may also include meal preparation, light housekeeping, etc., as long as assistance with ADLs is needed. Aides can remind clients to take medications but cannot give injections or dispense medicine. Look for listings marked with  starting on [page 4](#).
- **SKILLED SERVICES**, also called **HOME HEALTH CARE**, may be needed following a serious illness, injury, or hospitalization. Services can include physical therapy, occupational therapy, speech therapy, medical social services, and skilled nursing (including wound care and administering medications). Services may also include assistance with ADLs, as long as skilled services are needed. See [page 9](#). (For private duty nursing, look for listings marked with  starting on [page 4](#)).
- **HOSPICE CARE** is for people with limited life expectancy. Hospice organizations can provide limited home care along with a variety of other services. **Palliative care** is also offered by some hospice agencies. See [page 10](#).
- **RESPITE CARE** refers to services that allow family caregivers to take a break from caregiving. Respite may be provided through companion services or home care services, through a community-based program such as an adult day program, or via a short-term facility stay, depending on an individual’s needs. The term “respite” is broad and can refer to ongoing help or a short-term break.

PAYING FOR HOME CARE

It is a common misconception that Medicare covers the cost of home care services.

In general, **home care services** are not considered a medical service, so are typically *not* covered by Medicare, and **companion services** are *never* covered by Medicare. Paying privately is the most common option for people needing these support services to stay at home. In Wake County a typical private pay rate is **\$16-\$25** per hour for companion services, **\$18-\$30** per hour for home care services, and **\$40+** per hour for private duty nursing. **Skilled services** (home health care) *may be* Medicare-eligible. **Hospice care** *is* Medicare-eligible. See the following page for more information.

MEDICARE:

- The **Medicare home health benefit** pays for *limited skilled services* following certain illnesses and injuries, only if the following criteria are met: **(1)** The patient needs intermittent skilled services; **(2)** The patient is homebound; **(3)** The care is ordered by and under the direction of a physician; **(4)** The agency providing care is certified for Medicare visits (like those on [page 9](#)). Services are usually provided only on a short-term basis. For more information contact the physician of the person needing care.
- The **Medicare hospice benefit** pays for a *small amount of home care services* for those on hospice. For more information see [page 10](#).
- One exception to Medicare typically not covering *home care services* is that *some Medicare Advantage* plans and **Supplemental (Medigap)** insurance policies include coverage of *some* home care services. For more information call your plan provider (*if* there is coverage of home care services, be sure to ask how services are authorized and what exactly is covered).

MEDICAID:

- NC Medicaid beneficiaries may receive up to 80 hours per month of home care services under the **Medicaid Personal Care Services (Medicaid PCS)** program. To receive this benefit the Medicaid beneficiary's physician must submit a referral form to request an assessment, and the assessment must show: **(1)** The applicant requires hands-on assistance with multiple activities of daily living (ADLs); **(2)** The applicant is medically stable; and **(3)** A household member is not able to assist. The number of service hours is determined via the assessment. If approved, the applicant can choose a provider from an approved list of agencies. Providers that are certified to provide PCS services are marked with **m** in the list of agencies beginning on [page 4](#). For more information contact Liberty Healthcare Corporation: 855-740-1400, nc-pcs.com.
- The **Community Alternatives Program for Disabled Adults (CAP/DA)** is a statewide Medicaid waiver program for adults ages 18 and older who have low income and assets and who are at risk of nursing home placement. Services can include in-home care, nursing services, adult day services, medical supplies, and case management. This program does not provide 24-hour care, so in most cases the individual must have family or other supports in place to supplement the care provided. To be eligible: **(1)** Applicants must meet Medicaid financial requirements (they do *not* need to already be a NC Medicaid beneficiary to apply); **(2)** Applicants must be certified by a physician as needing a nursing home level of care; and **(3)** The cost of providing care in the home must be determined to be less than the cost of institutional care. If services are approved, the applicant can choose an agency to provide services or can designate an individual to be their caregiver. There is a waitlist for CAP/DA. Resources for Seniors is one of the lead agencies for CAP/DA in Wake County. For more information contact the Resources for Seniors Information & Intake Department (919-713-1556) or see www.resourcesforseniors.com/cap.php.

OTHER:

- **VA Benefits:** Wartime veterans and their spouses may be eligible for **Aid and Attendance** or **Housebound benefits**, which can be used for home care or facility-based care. For more information contact a Veterans Services Office (VSO) or VA-accredited claims agent or attorney (Wake County VSO: 919-268-7456 or 919-212-8387).
- **Other insurances:** Some private insurance plans and long-term care insurance policies cover some home care services. Policies vary. For more information contact your insurance provider.

- **PACE:** The **Program of All-Inclusive Care for the Elderly (PACE)** is a comprehensive managed-care system for adults age 55 and older who are at a nursing home level of care. Participants may receive home care services as part of their overall care plan, which also includes medical care and often adult day program participation. For more information contact Senior Community Care of North Carolina: 919-425-3000, www.seniorcommunitycarenc.org.
- **Subsidized home care services:** Resources for Seniors administers public funding for programs that provide limited home care services at subsidized rates for Wake County residents who have no caregiver or whose caregivers need a break (respite) from caregiving. These programs have long waitlists. For more information call the Resources for Seniors Information & Intake Department (919-713-1556).

CHOOSING AN AGENCY

Contact multiple agencies in order to compare services and options. For a detailed list of questions to ask see **Choosing a Home Care Agency** at resourcesforseniors.com/pdf/homecarechecklist.pdf or call Resources for Seniors to request a copy. Here are some general things to keep in mind:

- **Licensing:** All agencies with staff providing hands-on care must be licensed by the NC 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*. Agencies that act as “registries” (that do not employ caregivers but act as a referral service, matching caregivers with clients) are not subject to the same regulation.
- **Insurance:** 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. Not all agencies carry such insurance; you can ask to see the “Certificate of Insurance” to verify coverage. You can also ask whether an agency’s aides are “bonded,” meaning the agency has coverage for theft or dishonesty by their workers. If services are to be covered by Medicare, confirm that the agency is Medicare-certified. If insurance is to be used, check to make sure the agency meets the insurance company’s requirements.
- **Staffing:** Home care agencies vary in the way they manage workers. Some act as employers and provide extensive training, supervision, and benefits to their workers. Others have “contractor” relationships with their aides or maintain a “registry” of aides rather than having employees. You may ask about how an agency screens job applicants, what kinds of background checks they perform, what kinds of training or certification are required, and what kinds of ongoing training and supervision are offered for aides. You may also ask how an agency handles substitutions (if a scheduled aide becomes sick or unable to show up) or other emergency situations.

LICENSING AND COMPLAINTS

NC Division of Health Service Regulation www.ncdhhs.gov/dhsr

Licenses and monitors home care agencies in North Carolina. Call the Complaint Intake Unit to make a complaint or to ask about recent complaints about a particular agency.

Complaint Intake Unit (Monday-Friday, 9 am to 12 pm and 1 pm to 4 pm) **919-855-4500**
 Toll-free 800-624-3004
Home Care Licensure **919-855-4620**

Resources for Seniors does not recommend specific agencies.

The following lists are for informational purposes only and do not imply an endorsement.

HOME CARE AND COMPANION SERVICES

Use the icon system below to find the type of care you are looking for. **Companion services** are primarily for assistance with “hands-off” tasks like meal preparation, laundry, errands, and light housekeeping. **Home care services** are primarily for assistance with “hands-on” personal care needs such as bathing, dressing, walking, eating, or toileting (but can also include meal preparation, light housekeeping, etc., as long as assistance with ADLs is needed). **Private duty nursing services** provide skilled nursing care such as wound care and administering medications. Many agencies provide multiple types of services, as needed.

Paying privately is the most common option for these services (Medicare typically does not cover home care services, and never covers companion services).

A minimum number of hours per visit, or per week, may be required. Agencies listed that provide home care services are licensed to provide services in Wake County, North Carolina and have submitted proof of liability insurance to Resources for Seniors.

 = Companion services  = Home care services

 = Private duty nursing services  = Medicaid PCS-eligible

-  **1st Home Care Solutions** www.1sthomecaresolutions.com..... **919-539-3489**
No stated minimum number of hours per visit. Registry model (clients choose a private-duty aide to hire directly). Services can be short-term or long-term.
-  **A1-Omega Healthcare Services** www.omegahealthcareservices.com..... **919-858-6618**
1-hour minimum per visit. Offers live-in services and 24-hour services.
-  **AAA Healthcare Services**..... **919-440-8333**
No stated minimum number of hours per visit.
-  **Abloom Home Care** www.abloomhomecare.com..... **252-676-6129**
Offers 24/7 care, Provides Companion and Personal Care Services.
-  **Absolute Home Health NC**..... **919-827-0719**
3-hour minimum per visit. Offers live-in services.
-  **Acti-Kare** www.actikare.com/cary **561-866-0401**
8-hour minimum per visit. Offers overnight services.
-  **Affordable Family Care Services** www.afcsnc.com..... **919-676-1070**
Specializes in 24-hour care. 4-hour minimum per visit and typically a 16-hour minimum per week.
-  **Allcare Home Health Agency** www.allcarehha.com..... **919-301-0236**
4-hour minimum per visit.
-  **Always Best Care of North Wake County & Franklin County** **919-554-2223**
www.abc-rdwf.com
4-hour minimum per visit. Offers live-in services.
-  **Always Best Care of South Wake County & Johnston County**..... **919-724-4297**
www.abc-neraleigh.com
Specializes in dementia care. 4-hour minimum per visit; 20-hour minimum per week.

-  **Amazing Care Support Services**.....919-882-2023 or 919-609-0662
www.amazingcarenc.com
 2-hour minimum per visit.
-  **Amazing Home Care** www.amazingcareinc.com.....919-449-5451
 3-hour minimum per visit. Offers live-in services.
-  **Arosa** www.arosacare.com919-261-5880
 4-hour minimum per visit. Offers live-in services.
-  **Assurance Health Services** www.assurancehealth.com.....919-571-9177
 3-hour minimum per visit.
-  **Assured Home Health**919-322-5254 or 919-532-4322
www.assuredhomehealthcare.net
 3-hour minimum per visit.
-  **Atlantic Home Care Services** www.atlantichomecareservices.com919-324-6917
 4-hour minimum per visit.
-  **Aware Senior Care** www.awareseniorcare.com919-436-1871
 Specializes in dementia care and chronic illness care. No stated minimum number of hours per visit.
-  **BrightStar Care of Cary** www.brightstarcare.com/cary919-535-6787
 Shifts shorter than 3 hours are higher rate.
-  **Broadway Home Care** www.broadwaync.net984-206-2600
 Medicaid PCS, Live-in care available.
-  **Caring Senior Service of Raleigh** www.caringseniorservice.com.....919-847-0010
 4-hour minimum per visit. Offers 24/7 services.
-  **Carolina Bridges Home Health** www.dignifiedcarenc.com.....919-791-7824
 No minimum number of hours per visit. Offers live-in services. Medicaid
-  **CEMAC Healthcare Services**919-272-0887 or 919-946-2855
 2-hour minimum per visit and 2+ days required per week.
-  **Coark Home Care**919-395-5202
 4-hour minimum for companion services. 2-hour minimum for home care services.
-  **ComForCare Home Care** www.RaleighNC.comforcare.com919-647-9150
 Specializes in dementia care. 4-hour minimum per visit.
-  **Comfort & Affordable Care Agency LLC**.....919-480-1064
<http://www.cacareagency.com>
 6-hour minimum per visit. Offers Companion, Personal Care, Skilled, Overnight and Respite.
-  **Comfort Keepers Home Care of Wake County**919-650-2784
www.comfortkeepers.com
 4-hour minimum per visit; 12-hour minimum per week.
-  **Compassion Home Health Services**919-803-8891
www.compassionhealthservicesinc.com
 2-hour minimum per visit.

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Cottage Home Health Care www.cottagehcs.com..... **919-872-1441**
 No stated minimum number of hours per visit.
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Davestel Healthcare Service LLCN davestelhealth@gmail.com **984-249-1091**
 2-hour minimum per visit.
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Divine Healthcare Services **919-881-8041**
 4-hour minimum per visit. Offers live-in services.
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Dynamedics Healthcare Services www.dynamedicsshcs.com..... **919-665-6567**
 3-hour minimum per visit.
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Eagle Healthcare Services..... **919-872-7686**
 5-hour minimum per visit.
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Excel Home Healthcare Agency **919-800-0221**
 No stated minimum number of hours per visit.
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Extension of You Home Care www.theextensionofyou.com **919-629-2044**
 No stated minimum number of hours per visit.
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EZ Care Home Health www.ezcarehomehealth.com..... **919-377-0124**
 6-hour minimum per visit.
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Golden Harmony www.goldenharmonync.com **919-426-7522**
 2-hour minimum for companion care services. 4-hour minimum for home care services.
 Offers live-in services.
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Griswold Home Care of Raleigh www.griswoldhomecare.com/raleigh... **919-435-0823**
 No stated minimum number of hours per visit.
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Guardian Home Healthcare www.guardian-homehealthcare.com..... **919-615-0225**
 No stated minimum number of hours per visit.
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Hillcrest Home Health www.hillcrestnc.com/services/home-health..... **919-468-1204**
 Typically a 4-hour minimum per visit; shorter visits are considered.
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Home Care Assistance of Raleigh homecareassistance.com/raleigh..... **919-844-9898**
 Specializes in 24-hour and live-in care. No stated minimum number of hours per visit.
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HomeChoice Healthcare **919-882-3680**
www.homechoicehealthcare.net
 No minimum number of hours. Hourly rate varies depending on number of hours per week.
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Home Helpers Home Care **919-817-8010**
www.homehelpershomecare.com/raleigh-cary-nc
 Specializes in Dementia. 4 hours/visit; 12 hours/week minimum.
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HomeChoice Home Care Solutions www.homechoicehomecare.com **919-847-5622**
 4-hour minimum per visit typically; 2-hour package available at a higher rate. Offers live-in services.
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Home Instead www.homeinstead.com/226 **919-676-2273**
 4-hour minimum per visit.
- 
Homewatch CareGivers of Cary **919-461-3741**
www.homewatchcaregivers.com/cary
 Specializes in dementia care and chronic condition care. 4- hour minimum per visit.

-  **HomeWerks Home Care** www.homewerks-homecare.com 919-810-1414
4-hour minimum per visit. Offers live-in services.
-  **Hope Support Services** www.hopesupportservicesllc.net..... 919-809-7976
2-hour minimum per visit.
-  **Infinite Favor Home Care Services** www.infinitefavorhc.com..... 614-446-7029
-  **Inomancy Home Care** www.inomancyhomecare.com 919-803-2541
1-hour minimum per visit.
-  **IntelliChoice Home Care** www.choosebettercare.com..... 919-480-8000
Specializes in tracheostomy and ventilator care. 4-hour minimum per visit.
-  **Interim Health Care** www.interimhealthcare.com/raleighnc 919-420-0336
4-hour minimum per visit. Offers live-in services.
-  **Island Home Care** www.ihomecarenc.com..... 984-242-0224
2-hour minimum per visit. Provides home infusion services. Services can be short-term or long-term.
-  **Liberty Healthcare Agency** www.libertyhealthcareagencyllc.com 984-200-9300
2-hour minimum per visit.
-  *****Medicaid PCS Assessment** (Part of Liberty Healthcare)www.NC-PCS.com..... 855-740-1400
-  **Maxim Healthcare** www.maximhealthcare.com 919-676-3118
No stated minimum number of hours per visit. Offers live-in services.
-  **Melody Home Health Care** www.melodyhomehealth.com..... 919-324-7697
3-hour minimum per visit.
-  **MS Enhancement Home Care** www.msenhancement.com..... 919-659-5664
3-hour minimum per visit.
-  **Myriad Homecare Agency** www.mhahomecare.com.... 919-600-4033 or 888-959-5567
3-hour minimum per visit. Offers live-in services.
-  **My PCA-Triangle LLC** www.mypcagreenville.com 919-720-1570
4-hour minimum per visit. Also offers 24hr care
-  **NuAngel's Home Care** www.nuangelshomecare.com..... 984-235-7253
No stated minimum number of hours per visit.
-  **One Choice Healthcare** onechoicehealthcareinc.com ... 919-901-7137 or 919-435-8413
No stated minimum number of hours per visit. Offers some “Express Services” including upon discharge (from hospital or doctor’s appointment) and for vital signs monitoring.
-  **Options for Senior America** www.optionscorp.com..... 919-380-6812
Specializes in live-in care. Typically, a 4-hour minimum for hourly visits; shifts shorter than 4 hours are higher rate.
-  **Pacific Staffing** 919-881-8210
3-hour minimum per visit. Offers live-in services.
-  **Peaceful Living Home Care** www.plhomecare.com 919-858-6151 or 855-658-1670
3-hour minimum per visit.
-  **Peak Healthcare Services** www.peakllc.org 919-848-0436
4-hour minimum per visit. Medicaid PCS

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Perpetual Home Care www.perpetualhomecare.com..... **919-861-5245**
 No stated minimum number of hours per visit. Offers live-in services.
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PHC Home Health www.phcnc.com..... **919-230-7231**
 2-hour minimum for home care services; 3-hour minimum for companion services.
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Quality Care Partners www.qcphomecare.com **919-527-8491 or 919-522-2661**
 3-hour minimum per visit. Offers live-in services.
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Right at Home of Wake and Johnston County www.wake-rah.com **919-783-5633**
 4-hour minimum per visit; discounted rate for extended hours.
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S.A.C. Homecare www.sac-homecare.com **919-706-1388**
 3-hour minimum for companion services; 4-hour minimum for home care services. Can provide short-term services for post-operative care.
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Seniors Helping Seniors Raleigh **919-761-5346**
www.seniorcareraleighnc.com
 Specializes in dementia care and companion care. 3-hour minimum per visit.
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Southeastern Healthcare www.sewake.com/home-care **919-212-8580**
 2-hour minimum per visit.
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Stay at Home Senior Care www.SAHseniors.com **919-556-3706**
 4-hour minimum per visit. Offers live-in services.
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TarHeels Home Healthcare Services www.tarheelshomecare.com **984-269-5288**
 No stated minimum number of hours per visit. Companion and personal care services.
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Tender Care Health Services www.tchealthsnc.com.... **919-500-1475 or 919-527-3719**
 No stated minimum number of hours per visit.
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Thrive at Home Adult Care www.thriveathomeadultcare.com..... **919-230-0400, ext. 1**
 4-hour minimum per visit.
- 
Trinity Staffing www.trinitystaffingsolutions.com **919-271-9073**
 3-hour minimum per visit.
- 
Victory Healthcare www.victoryhealthcareinc.com..... **919-846-9027**
 3-hour minimum per visit.
- 
Victory Home Care www.victoryhomecareinc.com..... **919-900-8932**
 2-hour minimum per visit.
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Visiting Angels Home Care www.visitingangels.com/raleigh..... **919-787-4317**
 4-hour minimum per visit; 2-3 days requested per week. Occasional visit(s) are available at a higher rate, dependent on caregiver availability. Offers live-in services.
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Well Care Home Health of the Triangle www.wellcarehealth.com **919-846-1018**
 2-hour minimum per visit.
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Wisdom Senior Care of Wake Forest **919-263-1165**
www.wisdomseniorcare.com/101
 2-hour minimum per visit.

SKILLED SERVICES

These agencies primarily provide **skilled services** (sometimes called **home health care**) such as physical therapy, occupational therapy, speech therapy, and nursing care. They may also provide home care services, but often *only* when skilled services are also needed.

These agencies are generally Medicare-certified. Patients are often referred by a physician following a hospitalization or serious illness.

To see quality ratings, go to: www.medicare.gov/care-compare and select “Home health Services.”

M = Medicare-certified **m** = Medicaid-certified **\$** = Private pay accepted

M \$	Bayada Home Health Care www.bayada.com	919-785-9090
M	Duke HomeCare & Hospice dhch.duhs.duke.edu	919-620-3853
M m	Intrepid USA www.intrepidusa.com	919-821-9299
M m	Kindred at Home www.kindredhealthcare.com	919-881-9492
M	Medi Home Health www.msa-corp.com	919-870-6733
M m \$	PruittHealth @ Home www.pruitthealth.com	919-838-2768
M m \$	Transitions HomeHealth www.transitionslifecare.org	919-828-0890
M m	UNC Home Health, Raleigh www.rexhealth.com	919-784-4474
M m	WakeMed Home Health & Skilled Nursing www.wakemed.org	919-350-7990
M m \$	Well Care Home Health of the Triangle www.wellcarehealth.com	919-778-8212

HOSPICE AND PALLIATIVE CARE

Hospice care is for people who have life-limiting illnesses, often determined as a life expectancy of six months or less, and who have chosen not to pursue curative treatment. It involves a team of professionals, including doctors, nurses, home health aides, social workers, counselors, and volunteers, who work with the patient and family to provide holistic care aimed at relieving symptoms such as pain and anxiety. Care can be provided in a private home, hospice facility, long-term care facility, or hospital. **Hospice services are covered by Medicare Part A, Medicaid, and most private insurances.** Some hospice providers accept patients regardless of their ability to pay. The Medicare hospice benefit can include medical care, home nursing visits, prescriptions related to the life-limiting illness, medical equipment and supplies, some in-home aide services, patient and family support, and more.

Palliative care is similar to hospice in that it focuses on the comfort of the patient, but it does not require a limited life expectancy, and patients can still pursue curative treatments if desired.

Palliative services are covered by Medicare Part B, Medicaid, and most private insurances. Not all hospice providers offer palliative care, but it is a growing field.

To see quality ratings, go to: www.medicare.gov/care-compare and select “Hospice care.”

Amedisys Hospice www.amedisys.com **919-773-4865**
 Hospice care.

Duke Homecare & Hospice dhch.duhs.duke.edu
Hospice care **919-620-3853**
Palliative Care **919-668-7215**
 Hospice care (inpatient facilities available) and palliative care.

Heartland Hospice www.heartlandhospice.com **919-877-9959**
 Hospice care.

Liberty HomeCare & Hospice www.libertyhomecare.com **919-277-2244**
 Hospice care.

Transitions LifeCare www.transitionslifecare.org **919-828-0890**
 Hospice care (inpatient facility available) and palliative care.