

HOME CARE

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. There are also specialized agencies that provide only companion-level services – see last page.
- 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, dressing, walking, 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** are also offered by many 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 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 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 home health aides for people who need help with personal care, under a program called **PCS (Personal Care Services)**. To receive this benefit, the patient must have Medicaid, the service must be recommended by a 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. 60 hours/month), and must include help with personal care needs such as bathing. PCS cannot serve clients who only need homemaker services such as housekeeping and meal preparation.

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 872-7933. **NOTE: CAP has a wait list of approximately 6-8 months at this time.**

Private Pay: Some agencies also provide services of nurses or home health aides which can be paid for privately by the patient. These services are called **private duty services**. Private-pay rates for home health aides through agencies are in the range of \$15-20 per hour, usually with a 2-4 hour minimum per visit. Agencies that offer private duty 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 staff providing "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 does not recommend specific agencies. You are responsible for evaluating the quality of care provided and making appropriate choices for your loved one. The following list is for informational purposes only and does not imply an endorsement on the part of Resources for Seniors.

Licensure and Certification for Home Health Agencies

NC Division of Health Services Regulation.....733-1610
 1205 Umstead Drive, Raleigh, NC 27603
Home Health Complaint Hotline 800-624-3004

HOME CARE AGENCIES

~\$@	Access Home Healthcare (2 hour minimum)	790-7020 or 264-6848
*~\$@	Agape Healthcare Services (3 hour minimum)	605-6177 or 872-5999
\$	Americare Alliance (2 hour minimum)	828-3800
~\$@	Arcadia Health Care (2 hour minimum).....	881-0100
~\$	Assurance Health Services (3 hour minimum).....	571-9177
*\$+	At Home Quality Care (4 hour minimum)	846-1018
~\$@+	Bayada Nurses Home Care Specialists (4 hour minimum)	785-2900
~\$	Blessed Healthcare, Inc (1 hour minimum).....	647-4578
~\$	CNC Access (3 hour minimum)	787-2137
~\$@	Care One Nursing Service, Inc (1 hour minimum)	771-2310
\$@	Caring Senior Service (4 hour minimum)	386-0522
~\$@	ComForcare Senior Services (3 hour minimum).....	647-9150
~\$@	Comfort Home Health Care (3 hour minimum)	468-1204
\$@	Comfort Keepers (3 hour minimum)	449-0004

~\$@	Cottage Home Care (3 hour minimum).....	847-3023
~\$@	Delmax Healthcare Agency, Inc (2 hour minimum)	855-9280
~\$@	Divine Health Care Services (3 hour minimum)	881-8041
~\$@	Dove Personal Care Services (1 hour minimum)	786-4388
~\$+	Eagle Healthcare Services (2 hour minimum).....	872-7686
~\$@	Eldercare Convalescent Services (4 hour minimum)	832-7500
~\$	Eve's Home Care (4 hour minimum)	870-0903
~\$@	First Choice Home Healthcare (2 hour minimum).....	744-8125
~\$@	Good Health Services (1 hour minimum).....	800-737-0604 or 676-9796
~\$@	Grace Health Services (2 hour minimum).....	872-3848
~\$@	Grace Healthcare Services, Inc (1 hour minimum).....	217-8243
\$	Handy Hands Services	556-4181 (Live-in or minimum 30 hours weekly non-live-in aide services, private pay only)
~\$@	Healthcore Home Care (3 hour minimum).....	872-1178
*\$	Heartland Home Health Care and Hospice of Raleigh (3 hour minimum)	877-9959
~\$@	Helping Hands of America (4 hour minimum)	829-2505
\$	Home Care Assistance (1 hour minimum)	844-9898 (Specializing in 24-hour and live-in care)
~\$@	HomeChoice Companions (4 hour minimum)	847-5622
~\$@	HomeChoice Healthcare (3 hour minimum)	557-4663
~\$@	Interim Health Care (2 hour minimum).....	420-0336
*~\$+	Intrepid USA (2 hour minimum)	855-9900 or 800-420-0081
~\$@+	Joyner Healthcare Services, Inc (2 hour minimum).....	272-2357
\$@+	Kelly Home Care Services (2 hour minimum).....	783-7700
*\$	Liberty Home Care and Hospice (2 hour minimum).....	850-4303 or 800-999-9883

~\$@+	Maxim Healthcare Services (4 hour minimum)	676-7990
~\$@	Meridian Healthcare (3 hour minimum).....	878-9997
\$@	MH Nursing Service (4 hour minimum)	231-6332
~\$@	Miracle Healthcare Agency (1 hour minimum)	890-4030
~\$@	Mother's Helper Home Health (3 hour minimum).....	845-5132
~\$@	Myell Healthcare Staffing (4 hour minimum).....	851-4177
\$@	Options for Senior America (4 hour minimum)	380-6812
	(Specializing in live-in services, but will also provide services for shorter periods of time)	
~\$	Pacific Staffing (1 hour minimum).....	832-6002
~\$@	Personal Healthcare (1 hour minimum)	866-3310
\$@	Providence Staffing Personnel (4 hour minimum).....	880-4619 or 880-4278
~\$@	Quality Home Staffing (1 hour minimum).....	789-8229
~\$@	R & A Personal Care Services (4 hour minimum).....	787-6833
~\$@	Reliance Care Services (1 hour minimum)	838-4855 or 247-4179
\$+	Resources for Seniors, Inc (3 hour minimum).	872-7933
~\$	St. Mary's Home Care Services (2 hour minimum).....	363-1462
~\$	Serenity Home Care (2 hour minimum).....	217-6200
~\$@	STAARS (Specialized Treatment and Affiliated Resources) (1 hour minimum)	365-9096
~\$@	Support Staff (3 hour minimum)	790-1953
~\$@	Trinity Staffing (3 hour minimum).....	271-9073
~\$@	Vantage Healthcare Services (3 hour minimum)	858-8444
~\$@	Victory Healthcare (3 hour minimum).....	749-2692

COMPANION AGENCIES

These agencies specialize in the “hands-off” companion level of care, in which workers assist with tasks such as housekeeping, meal preparation, and general supervision, but do not do personal care such as bathing.

A Helping Hand (<i>2 hour minimum; may have volunteers as well as paid workers</i>).....	969-7111
Located in Chapel Hill, serves western Wake: Cary, Morrisville, Apex, RTP, Briar Creek	
Attending Angels Living Assistance Services (<i>3 hour minimum</i>)	989-7000
Located in Smithfield, serves eastern/southern Wake and Johnston County	
CenterPeace Companion Care (<i>2 hour minimum</i>).....	567-8200
<i>(Also has CNAs and accepts Medicaid for PCS services)</i>	
Home Helpers (<i>3 hour minimum</i>).....	846-9942
Home Instead Senior Care (<i>3 hour minimum</i>).....	676-2273
Ideal Healthcare Services (<i>3 hour minimum</i>).....	850-3442
Stay at Home Senior Care (<i>4 hour minimum</i>)	556-3706
Serves northern Wake County and southern Franklin County	
Synergy HomeCare (<i>3 hour minimum</i>)	786-0335
Triangle At Home Care (<i>3 hour minimum</i>)	362-6400
Serves Raleigh, Cary, Apex, Holly Springs, Fuquay-Varina	
Visiting Angels Living Assistance Services & Home Care (<i>4 hour minimum</i>).....	787-4317
<i>(Also has CNAs)</i>	

HOME HEALTH AGENCIES PROVIDING SKILLED SERVICES

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

*+	Duke HomeCare and Hospice.....	800-599-9339 or 620-3840
*+	Home Health and Hospice Care, Inc. (3HC)	800-692-4442 or 789-4241
*+	Horizons Home Care	828-0890
*	Medi Home Health.....	870-6733
*	Professional Nursing Service and Home Health	800-317-5322 or 662-1635
*+	Rex Home Services	784-4474

*+	Tar Heel Home Health	881-9492
*+	Tender Loving Care Home Health and Hospice	800-682-6670
*+	WakeMed Home Care	800-773-6440 or 350-7990

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.

*	Advantage Hospice and Home Care	788-7838
*	Community Home Care and Hospice	233-1100
*+	Duke HomeCare and Hospice (<i>nonprofit</i>)	800-599-9339 or 620-3840
*	Heartland Home Health Care and Hospice of Raleigh	877-9959
*+	Hospice of Wake County (<i>nonprofit</i>).....	828-0890 or 888-900-3959
*	Liberty Home Care and Hospice.....	850-4303
*+	Tender Loving Care Home Health and Hospice	800-682-6670