

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, 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** 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 in-home aides for people who need help with personal care, under a program now called **In Home Care for Adults (IHCA, previously called PCS [Personal Care Services])**. 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 IHCA services (marked with a ~ below). IHCA 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 two of these activities of daily living (ADLs). **ICHA 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. IHCA is meant to supplement, not replace, help from family members or other caregivers. In order to arrange IHCA services, the client must ask their physician to put in a request for an evaluation, which can be done online at www.thecarolinascener.org/OPRS. 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.

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: Due to budget restrictions, the CAP wait list is currently frozen, meaning that the list will move very slowly if at all. At present the wait is more than two years.**

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 in-home 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 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.....733-1610
 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

- ~\$@ A Family’s Choice Home and Healthcare (2 hour minimum)809-7213 x 214
- ~\$@ Absolute Care Staffing Health Agency (3 hour minimum)784-9218
- ~\$@ Absolute Healthcare (2 hour minimum).....662-7877
- ~\$@ Access Home Healthcare (3 hour minimum)845-6830
- \$@ Accessible Home Health Care of Mid Carolina (4 hour minimum).....896-7679
- ~\$@ Affordable Family Care Services (2 hour minimum).....676-1070
- ~\$@ Agape Healthcare Services (3 hour minimum)605-6177 or 872-5999
- ~\$@ All-Care Senior Services (2 hour minimum).....556-2213

~\$@	Allied Home Health Care Services (2 hour minimum)	649-2586
~\$@	Alltime Healthcare (1 hour minimum)	872-6878
\$@	Allways Best Care Senior Services (3-hour minimum)	554-2223
\$	AmeriCare HomeCare (2 hour minimum).....	828-3800
~\$@	Arcadia Home Care and Staffing (no stated minimum).....	846-9212
~\$	Assurance Health Services (2 hour minimum).....	571-9177
~\$@	Assured Home Healthcare (2 hour minimum)	532-4322
*\$+	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
\$@	Brightstar Healthcare (3 hour minimum)	435-1235
~\$@	Care One Nursing Service, Inc (2 hour minimum)	771-2310
\$@	Caregiver Relief Services (2 hour minimum)	931-6670
\$@	Caring Hands Health Services (4 hour/visit, 12-hour/week minimum)	232-3697
\$@	Caring Senior Service (4 hour minimum)	386-0522
~\$@	CenterPeace Home Health Care and Companion Services (3 hour minimum).....	567-8200
~\$@	ComForcare Home Care (3 hour minimum)	647-9150
~\$@	Comfort Home Health Care (3 hour minimum)	468-1204
\$@	Comfort Keepers/Cary (3 hour minimum)	650-2784
\$@	Comfort Keepers/Raleigh (4 hour minimum)	449-0004
\$@	Compassion Home Care Services (3 hour minimum)	796-9092
~\$@	Cottage Home Care (2 hour minimum).....	872-1441
~\$@	Delmax Healthcare Agency, Inc (3 hour minimum)	855-9280
~\$@	Diamond Home Healthcare (2 hour minimum).....	341-7050

~\$+	Eagle Healthcare Services (2 hour minimum).....	872-7686
~\$@	Excel Home Healthcare (2 hour minimum)	800-0221 or 601-6723
~\$@	First Choice Home Healthcare (2 hour minimum).....	744-8125
~\$@	Good Health Services (2 hour minimum).....	800-737-0604 or 676-9796
~\$@	Grace Healthcare Services, Inc (2 hour minimum)	848-1630
\$	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
~\$@	Healthlinckx Care Agency (3 hour minimum).....	841-6652
~\$@	Helping Hands of America (2 hour minimum)	829-2505
\$	Home Care Assistance (4 hour minimum)	844-9898
	(Specializing in 24-hour and live-in care)	
\$@	Home Instead Senior Care (4 hour minimum)	676-2273
~\$@	HomeChoice Companions (4 hour minimum)	847-5622
~\$@	HomeChoice Healthcare (3 hour minimum)	557-4663
~\$@	Homewatch CareGivers of the Triangle (4 hour minimum)	461-3741 or 960-6038
~\$@	Inomancy Home Care (1 hour minimum)	781-0013
~\$@	Interim Health Care (2 hour minimum).....	420-0336
~\$@+	Joyner Healthcare Services, Inc (2 hour minimum).....	272-2357
~\$@	Kennedy Care (3 hour minimum).....	462-7003
\$@	Liberty Private Care Services (3 hour minimum)	850-4303
~\$@+	Maxim Healthcare Services (4 hour minimum)	676-7990
\$@	MH Nursing Service (4 hour minimum)	231-6332
~\$@	Miracle Healthcare Agency (1 hour minimum)	272-4489
~\$@	Mother's Helper Home Health (3 hour minimum).....	845-5132

~\$@	Myell Healthcare Staffing (<i>4 hour minimum</i>).....	851-4177
\$@	Nurse Care of North Carolina (<i>4 hour minimum</i>)	309-4333
~\$@	Omega Healthcare Services (<i>2 hour minimum</i>)	858-6618
\$@	Options for Senior America (<i>4 hour minimum</i>)	380-6812
	<i>(Specializing in live-in services, but will also provide services for shorter periods of time.)</i>	
~\$	Pacific Staffing (<i>1 hour minimum</i>).....	881-8210
\$@	Perpetual Home Care (<i>4 hour minimum</i>)	861-5245
~\$@	Providence Home Care and Staffing (<i>3 hour minimum</i>).....	647-9021
~\$@	Reliance Care Services (<i>1 hour minimum</i>)	838-4855 or 247-4179
~\$@+	ResCare Home Care (<i>4 hour minimum</i>).....	783-7700
\$+	Resources for Seniors, Inc. (<i>3 hour minimum</i>).	872-7933
\$@	Right at Home of Wake County (<i>4 hour minimum</i>).....	783-5633
~\$@	Right Choice Home Care and Staffing (<i>2 hour minimum</i>)	324-6917
~\$@	S & L Home Care Services (<i>3-hour minimum</i>).....	740-0289
~\$	St. Mary's Home Care Services (<i>2 hour minimum</i>).....	363-1462
~\$	Shipman Family Care (<i>4 hour minimum</i>).....	870-0903
~\$@	Silver Lining Healthcare (<i>1 hour minimum</i>)	755-0019
~\$@	Southeastern Healthcare (<i>2 hour minimum</i>).....	231-2245
~\$@	Star Healthcare (<i>1 hour minimum</i>).....	332-1621
\$@	Stay at Home Senior Care (<i>3-4 hour minimum</i>).....	556-3706
	<i>Serves northern Wake County and southern Franklin County</i>	
~\$@	Synergy HomeCare of the Triangle (<i>3 hour minimum</i>)	786-5052
~\$@	Trinity Staffing (<i>3 hour minimum</i>).....	271-9073
~\$@	Ultimate Healthcare (<i>3 hour minimum</i>)	550-7449
~\$@	Utopia Healthcare (<i>3 hour minimum</i>)	788-1400
~\$@	Vantage Healthcare Services (<i>3 hour minimum</i>)	212-9998

~\$@	Victory Healthcare (3 hour minimum)	846-9027
~\$	Victory Home Care (3 hour minimum)	900-8932
~\$@	Visiting Angels Living Assistance Services & Home Care (4 hour minimum).....	787-4317

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

HOME HEALTH AGENCIES PROVIDING SKILLED SERVICES

These agencies provide personal care (CNA or Medicaid IHCA) 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.....	896-7679
	<i>(Does provide private pay aides. Offers skilled services but is not Medicare-approved)</i>	
*	At Home Quality Care	846-1018
	<i>(Does provide private pay aides)</i>	
*	Bayada Nurses (Medicare).....	785-9090
*+	Duke HomeCare and Hospice.....	800-599-9339 or 620-3853
*+	Heartland Home Health Care and Hospice of Raleigh	981-6238
*+	Home Health and Hospice Care, Inc. (3HC)	800-283-4442 or 934-0664
*+	Horizons Home Care	828-0890
*	Intrepid USA	821-9299

	Kennedy Care.....	462-7003
	<i>(Does provide private pay aides. Offers skilled services but is not Medicare-approved.)</i>	
*	Liberty Home Care and Hospice.....	850-4303 or 800-999-9883
*	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
*+	WakeMed Home Health.....	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. Hospice of Wake County also has its own inpatient facility.

*	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	981-6238
*+	Hospice of Wake County (<i>nonprofit</i>).....	828-0890 or 888-900-3959
*	Liberty Home Care and Hospice.....	850-4303