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 homemaking 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.

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**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.

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**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.

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**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

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*Medicare     ~ Medicaid PCS     $Private Duty     @ Companion Services     # Hands-on     ‡ Insurance Verified

Updated May 2016
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 (2 hour minimum) .......................................... 919-571-9177

Assured Home Healthcare (2 hour minimum) .......................................... 919-532-4322

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

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

*Medicare ~ Medicaid PCS $Private Duty @ Companion Services # Hands-on ‡ Insurance Verified

Updated May 2016
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
Franvimag Home Care (2 hour minimum)....................................................... 919-238-7061
Good News Home Care (no stated minimum)................................................ 919-403-9700
Grace Healthcare Services, Inc (2 hour minimum).......................................... 919-848-1630
Griswold Home Care, Cary, North/West Raleigh (call for hour minimum)........ 919-415-1399
Griswold Home Care, East Raleigh, Wake Forest (no stated minimum)......... 919-229-8944
Griswold Home Care, South Raleigh, Southern Wake Cty. (no stated minimum) 919-948-7145
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

*Medicare  ~ Medicaid PCS  $Private Duty @ Companion Services  # Hands-on  ‡ Insurance Verified
Updated May 2016
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

Options for Senior America (4 hour minimum) ......................................... 919-380-6812
(Specializing in live-in services, but will also provide services for shorter periods of time.)

Pacific Staffing (1 hour minimum) .......................................................... 919-881-8210

Peak Healthcare Services (2 hour minimum) ............................................ 919-861-5245

Perpetual Home Care (4 hour minimum) .................................................. 919-754-0251

ResCare Home Care (4 hour minimum) .................................................... 919-783-5633

Resources for Seniors, Inc. (3 hour minimum) ......................................... 919-324-6917

Right at Home of Wake County (no stated minimum) .............................. 800-737-0604 or 919-676-9796

SeniorBridge (no stated minimum) ......................................................... 800-737-0604 or 919-676-9796
Senior Helpers *(Call for hour minimum)* ............................................................... 919-544-6848

Sisters Aide Health Services .................................................................................. 919-218-8914
*(No hands-on care. Companion, sitter, homemaker services only.)*

Southeastern Healthcare *(2 hour minimum)* ........................................................ 919-212-8580

Stay at Home Senior Care *(4 hour minimum)* ......................................................... 919-556-3706
*Serves Wake Forest and surrounding area*

Synergy HomeCare of the Triangle *(2 hour minimum)* ............................................ 919-786-5052

Tarheels Home Healthcare Services *(no stated minimum)* .................................... 919-741-2895

Total Care Agency *(1 hour minimum)* ..................................................................... 919-633-8202

Trinity Staffing *(3 hour minimum)* ........................................................................... 919-295-4001

Utopia Home Care, Inc. *(3 hour minimum)* ............................................................. 919-788-1400

Vantage Healthcare Services *(3 hour minimum)* ..................................................... 919-212-9998

Victory Healthcare *(3 hour minimum)* ..................................................................... 919-846-9027

Victory Home Care *(2 hour minimum)* ................................................................. 919-900-8932

Visiting Angels Living Assistance Services & Home Care *(4 hour minimum)* ... 919-787-4317

Well Care Home Health of the Triangle *(2 hour minimum)* ................................. 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

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*Medicare  ~ Medicaid PCS  $Private Duty  @ Companion Services  # Hands-on  ‡ Insurance Verified Updated May 2016*
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