HOME CARE SERVICES

Types of Home Care Services

- **Companions**, also called homemakers, provide assistance with meal preparation, laundry, errands, light housekeeping, 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 organizations only offer these services; most home care agencies offer them in addition to other services. See page 3.

- **Home care aides**, or certified nursing assistants (CNAs), assist with “hands-on” personal care needs (also called activities of daily living, or ADLs), such as bathing, walking, dressing, and toileting. They can also perform companion/homemaker tasks, as long as personal care is also needed. They 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 6.

- **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 7.

- **Respite** refers to services that allow family caregivers to take a break from providing care. Respite may be provided by a companion/homemaker, home care aide/CNA, or through a community-based program such as an Adult Day Program, depending on an individual'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: (1) The client requires hands-on assistance with multiple activities of daily living (ADLs); (2) The client is medically stable; and (3) 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. 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 ‘≈’ in the list of agencies beginning on page 3.

**The Community Alternatives Program for Disabled Adults (CAP/DA)** is 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. The CAP/DA waitlist is currently 1-2 years. 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.

Other:

- Individuals at a nursing home level of care may 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 and adult day program participation. For more information contact Senior CommUnity Care of North Carolina, at (919) 425-3000, or go to www.seniorcommunitycarenc.org.

- Private insurance plans and long-term care insurance 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, 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, make sure the agency meets the insurance company’s requirements.

- Agencies should carry liability insurance to cover harm to the client or client’s home that may occur in the course of their work. 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. Agencies should also have worker’s compensation in case the home care worker is injured, and/or an agency’s aides may be bonded, meaning they have coverage for theft or dishonesty by their workers.

Resources for Seniors does not recommend specific agencies.
The following lists are for informational purposes only and do not imply an endorsement.
COMPANION SERVICES

These programs provide **companion/homemaker services** on a private-pay basis. A typical rate is $15-$18 per hour.

**Companion Registry**  [www.resourcesforseniors.com/resourcelist.php](http://www.resourcesforseniors.com/resourcelist.php) ................................................................. 919-872-7933

Call or go online to get a copy of the Registry. Companions on this list are trained by Resources for Seniors but are hired and paid directly by the client/family, not through an agency. Each companion sets their own fees and the tasks they are willing to perform.

**Galberth Health**  [www.galberthhealth.com](http://www.galberthhealth.com) .......................................................................................... 919-917-2971

Companion care and rehab services for ages 65+ and diagnosed with dementia. Also provides dementia and first aid training for caregivers of clients.

**Seniors Helping Seniors of North and East Raleigh**  [inhomecarenc.com](http://inhomecarenc.com) ................................. 919-761-5346

**Sharper's Live-in Support Services** ................................................................. 919-225-9801 or 919-641-2966

**Unconditional Care Senior Services**  [www.unconditionalcarenow.com](http://www.unconditionalcarenow.com) ......................... 919-527-4042

HOME CARE AGENCIES

These agencies provide assistance with **hands-on personal care needs**, and may also offer companion services. A minimum number of hours per visit, or per week, may be required. Services are primarily provided on a private-pay basis. A typical private pay rate is $18-$25 per hour.

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

**i $@#** 1st Home Care Solutions ....................................................................................... 919-539-3489

Registry model.
[www.1sthomecaresolutions.com](http://www.1sthomecaresolutions.com)

**i≈$@#** A1-Omega Healthcare Services (1-hr. min.) .............................................................. 919-858-6618

[www.omegahealthcareservices.com](http://www.omegahealthcareservices.com)

**i $@#** AAA Healthcare Services ..................................................................................... 919-440-8333

**i $@#** Absolute Home Health NC (2-hr. min.) ................................................................. 919-827-0719

[www.absolutehealthnc.com](http://www.absolutehealthnc.com)

**i≈$@#** Access Community Based Service (no stated min.) ........................................ 919-977-1186

[llhgroup.com](http://llhgroup.com)

**i $@#** Accessible Home Care of Mid Carolina (4-hr. min.) ............................................... 919-896-7679

[www.accessiblemidcarolina.com](http://www.accessiblemidcarolina.com)

**i $@#** Affordable Family Care Services (3-hr. min.) ....................................................... 919-676-1070

Specializes in 24-hr. care.
[www.afcsnc.com](http://www.afcsnc.com)

**i≈$@#** Allcare Home Health Agency (4-hr. min.) ............................................................. 919-301-0236

[www.allcarehha.com](http://www.allcarehha.com)

**i≈$@#** All Ways Caring HomeCare (4-hr. min.) ................................................................. 919-873-0318

[www.rescare.com](http://www.rescare.com)

**i $@#** Always Best Care of South Wake & Johnston Counties (4-hr. min.) ....................... 919-724-4297

Specializes in dementia care.
[www.abc-neraleigh.com](http://www.abc-neraleigh.com)
<table>
<thead>
<tr>
<th>Company</th>
<th>Contact Information</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>Always Best Care of North/West Wake &amp; Franklin Counties</td>
<td>919-554-2223</td>
<td><a href="http://www.abc-rdwf.com">www.abc-rdwf.com</a></td>
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<td>Assurance Health Services</td>
<td>919-571-9177</td>
<td><a href="http://www.assurancehealth.com">www.assurancehealth.com</a></td>
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<tr>
<td>Atlantic Home Care Services</td>
<td>919-324-6917</td>
<td><a href="http://www.atlantichomecareservices.com">www.atlantichomecareservices.com</a></td>
</tr>
<tr>
<td>Aware Senior Care</td>
<td>919-436-1871</td>
<td><a href="http://www.awareseniorcare.com">www.awareseniorcare.com</a></td>
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<tr>
<td>Bayada Home Health Care</td>
<td>919-719-0960</td>
<td><a href="http://www.bayada.com">www.bayada.com</a></td>
</tr>
<tr>
<td>BrightStar Care of Cary</td>
<td>919-535-6787</td>
<td><a href="http://www.brightstarcare.com/cary">www.brightstarcare.com/cary</a></td>
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<tr>
<td>Broadway Home Care</td>
<td>919-788-1400</td>
<td>broadwaync.net</td>
</tr>
<tr>
<td>Caring Senior Service</td>
<td>919-847-0010</td>
<td><a href="http://www.caringseniorservice.com">www.caringseniorservice.com</a></td>
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<tr>
<td>CenterPeace Home Healthcare and Companion Services</td>
<td>919-567-8200</td>
<td><a href="http://www.cpcompanioncare.com">www.cpcompanioncare.com</a></td>
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<tr>
<td>ComForCare Home Care</td>
<td>919-647-9150</td>
<td><a href="http://www.RaleighNC.comforcare.com">www.RaleighNC.comforcare.com</a></td>
</tr>
<tr>
<td>Comfort Keepers Home Care of Wake County</td>
<td>919-650-2784</td>
<td>cary-857.comfortkeepers.com</td>
</tr>
<tr>
<td>Compassion Home Health Services</td>
<td>919-803-8891</td>
<td><a href="http://www.compassionhealthservicesinc.com">www.compassionhealthservicesinc.com</a></td>
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<tr>
<td>Continued Care</td>
<td>919-481-1446</td>
<td><a href="http://www.continuedcarenc.com">www.continuedcarenc.com</a></td>
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<td>Cottage Home Health Care (no stated min.)</td>
<td>919-872-1441</td>
<td><a href="http://www.cottagehes.com">www.cottagehes.com</a></td>
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<tr>
<td>Divine Healthcare Services</td>
<td>919-881-8041 or 919-876-0834</td>
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<tr>
<td>Dynamedics Healthcare Services</td>
<td>919-665-6567</td>
<td><a href="http://www.dynamedicshes.com">www.dynamedicshes.com</a></td>
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<tr>
<td>Eagle Healthcare Services (2-hr. min.)</td>
<td>919-872-7686</td>
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<td>Emerald Home Care (1-hr. min.)</td>
<td>919-758-8446 or 919-931-1029</td>
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<tr>
<td>Excel Home Healthcare Agency (no stated min.)</td>
<td>919-800-0221</td>
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<tr>
<td>Extension of You Home Care (no stated min.)</td>
<td>919-629-2044</td>
<td><a href="http://www.theextensionofyou.com">www.theextensionofyou.com</a></td>
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<tr>
<td>Franvimag Home Care</td>
<td>919-238-7061</td>
<td><a href="http://www.franvimaghomecare.com">www.franvimaghomecare.com</a></td>
</tr>
<tr>
<td>Grace Healthcare Services</td>
<td>919-848-1630</td>
<td><a href="http://www.grace-healthcare.net">www.grace-healthcare.net</a></td>
</tr>
<tr>
<td>Griswold Home Care of Raleigh (no stated min.)</td>
<td>919-229-8944</td>
<td><a href="http://www.griswoldhomecare.com/raleigh">www.griswoldhomecare.com/raleigh</a></td>
</tr>
<tr>
<td>Guardian Home Healthcare</td>
<td>919-615-0225</td>
<td><a href="http://www.guardian-homehealthcare.com">www.guardian-homehealthcare.com</a></td>
</tr>
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$@# Helping Hands of America (2-hr. min.) ................................. 919-829-2505
www.hhamerica.com

$@# Home Care Assistance (4-hr. min.) .................................................. 919-844-9898
Specializes in 24-hr. and live-in care.
homecareassistance.com/raleigh

$@# HomeChoice Healthcare (4-hr. min. per week) .................................. 919-557-4663
www.homechoicehealthcare.net

$@# HomeChoice Home Care Solutions (4-hr. min.) ........................................ 919-847-5622
www.homechoicehomecare.com

$@# Home Instead Senior Care (4-hr. min.) ............................................. 919-676-2273
www.homeinstead.com/226

$@# Homewatch CareGivers of Cary (3 hr. min.) ........................................ 919-214-5112
www.homewatchcaregivers.com/cary

$@# HomeWerks Home Care (3 hr. min.) ................................................... 919-810-1414
www.homewerks-homecare.com

$@# Hope Support Services (2-hr. min.) .................................................... 919-809-7976

$@# Inomancy Home Care (1-hr. min.) ..................................................... 919-803-2541
www.inomancyhomecare.com

$@# Interim Health Care (4-hr. min.) .......................................................... 919-420-0336
www.interimhealthcare.com/raleighnc

$@# Joyner Healthcare Services (4-hr. min.) ............................................... 919-977-0957

$@# Krystal Home Health Care Services (no stated min.) ......................... 919-327-8190
www.krystalhomecare.com

$@# Loving Angels Home Care of RDU (no stated min.) .......................... 919-438-1813
www.lovingangelsrdu.com

$@# Maxim Healthcare (no stated min.) ..................................................... 919-676-3118
www.maximhealthcare.com

$@# Melody Home Health Care (3-hr. min.) .............................................. 919-324-7697
www.melodyhomehealth.com

$@# Myriad Homecare Agency (no stated min.) ....................................... 919-673-6910
www.mhahomecare.com

$@# NuAngels Home Care (1-hr. min.) ..................................................... 984-235-7253
www.nuangelshomecare.com

$@# Nurse Care of North Carolina (3-hr. min.) ........................................ 919-261-5880
www.nursecarenc.com

# Pacific Staffing (3-hr. min.) ................................................................. 919-881-8210

$@# Peaceful Living Home Care (3-hr. min.) ............................................ 919-858-6151
www.plhomecare.com

$@# Peak Healthcare Services (2-hr. min.) ................................................ 919-848-0436
peakllc.org

$@# Perpetual Home Care (4-hr. min.) ..................................................... 919-861-5245
www.perpetualhomecare.com

$@# RFS In Home Care (3-hr. min.) ......................................................... 919-872-7933

$@# Right at Home (shifts shorter than 3 hrs. are higher rate) .................... 919-783-5633
www.wake-rah.com

$@# Southeastern Wake ADC (2-hr. min.) .................................................. 919-212-8580
www.sewake.com/home-care
Agencies Providing Skilled Services

These agencies primarily provide skilled services such as physical therapy, occupational therapy, or nursing care. They may also provide home care services, but often only in the context of providing skilled care. Typically, patients are referred to these agencies by a physician following a hospitalization or serious illness. These agencies are generally Medicare-certified. To see quality ratings for Medicare-certified agencies, go to: www.medicare.gov/homehealthcompare.

» = Medicare-certified  ≈ = Medicaid-certified  $ = Private pay

$ Accessible Home Care of Mid Carolina  www.accessilemidcarolina.com .......... 919-578-6274
» $ Bayada Home Health Care  www.bayada.com ........................................ 919-785-9090
» Duke HomeCare & Hospice  dhch.duhs.duke.edu ........................................ 919-620-3853
»≈ Intrepid USA  www.intrepidusa.com ......................................................... 919-821-9299
» Kindred at Home  www.kindredhealthcare.com ......................................... 919-881-9492
»≡$ Liberty HomeCare & Hospice  www.libertyhomecare.com ....................... 919-850-4303
» Medi Home Health  www.msa-corp.com ...................................................... 919-870-6733
»≈ North Carolina Home Health  lhcgroup.com ........................................ 919-662-1635
»≡$ Transitions HomeHealth  transitionslifecare.org ..................................... 919-828-0890
»≈ UNC Rex Home Services  www.rexhealth.com ......................................... 919-784-4474
»≈ WakeMed Home Health & Skilled Nursing  www.wakemed.org ............... 919-350-7990
»≡$ Well Care Home Health of the Triangle  www.wellcarehealth.com ........... 919-778-8212
HOME CARE LICENSING AND COMPLAINTS

Division of Health Service Regulation, NC DHHS  www.ncdhhs.gov/dhsr ....................... 919-855-4620
Complaint Hotline (Monday-Friday, 9 am to 12 pm and 1 pm to 4 pm) ....................... 800-624-3004
Administers 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.

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 curative treatment. Hospice care involves a team of professionals, who work with the patient and family to provide holistic care. Care can be provided in a private home, in a specialized hospice facility, or in long-term care facilities or hospitals. Services are covered by Medicare and most private insurances; some agencies also provide services to people without insurance who are unable to pay privately.

Medicare Hospice Compare (www.medicare.gov/hospicecompare) is an online, searchable database of hospice providers that allows for comparison by ratings on quality of care issues like pain control and symptom relief. The listings also show nonprofit/for-profit status.

Amedisys Hospice  www.amedisys.com .......................................................................................... 919-773-4865
Community Home Care & Hospice  www.communityhch.com ............................................ 919-233-1100
Duke HomeCare & Hospice  dhch.duhs.duke.edu ........................................................................... 919-620-3853
Heartland Hospice  www.heartlandhospice.com ................................................................. 919-877-9959
Liberty HomeCare & Hospice  www.libertyhomecare.com ........................................................ 919-277-2244
Transitions HospiceCare  transitionslifecare.org ................................................................. 919-828-0890