HOME CARE SERVICES

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Types of Home Care Services

- **Companions**, also called **homemakers**, provide assistance with meal preparation, laundry, errands, light housekeeping, and other “hands-off” tasks. They may also provide transportation. These services are appropriate for those who are able to manage their own personal care but need some help or supervision. 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 (ADLs)**, such as bathing, dressing, walking, eating, and toileting. They can also perform companion/homemaker tasks, as long as personal care is needed. They can remind clients to take medications, but cannot give injections or dispense medicine. See page 4.

- **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 7.

- **Hospice care** is for people with limited life expectancy. Hospice organizations can provide limited home care along with a variety of other services. See page 8.

- **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:**

- 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 not covered by Medicare. Medicare does provide a **home health benefit** following certain illnesses and injuries, which pays for a few hours of visits per week, 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 under the direction of a physician; (4) The agency providing care is certified for Medicare visits. Prior hospitalization is not always required. Services are usually provided only a short-term basis, although recent rule changes permit some longer term services if they are needed to maintain a patient's level of health and functioning.

- **Supplemental (Medigap) insurance** policies and **Medicare Advantage plans** may include coverage of some home care services, but follow Medicare’s lead when authorizing home care (if Medicare will not cover the service, then the supplemental insurance probably will not either). Medicare also pays for a small amount of home care services for those on **hospice**.
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) A household member is not able to assist. The recommended number of service hours is determined via the assessment. If services are approved, the individual can choose an agency to provide services. Providers that are certified to provide PCS services are marked with a ‘≈’ in the list of agencies beginning on page 3. For more information call Liberty Healthcare Corporation, at (855) 740-1400, or go to nc-pcs.com.

- 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:
- Private pay: Paying privately is a common option for individuals needing support to stay in their home. Companion/homemaker services and home care services are often only available via private pay, and most home care agencies mainly offer services via private pay.
- VA Benefits: 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.
- Other insurances: Private insurance plans and long-term care insurance sometimes cover home care services. Policies vary; call your insurance company for more information.
- Program of All-Inclusive Care for the Elderly (PACE): PACE is 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 medical care and often adult day program participation. For more information contact Senior CommUnity Care of North Carolina, at (919) 425-3000, or go to www.seniorcommunitycarenc.org.
- Other public funding: If Medicare won’t pay, and the person needing care does not qualify for Medicaid, and is unable to pay privately for services, there are limited sources of other public funding for home care. These programs have very long waitlists due to limited funding. For more information call the Resources for Seniors Information Department.

Choosing an Agency
Contact multiple agencies in order to compare services and options. For a 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 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**. There is one exception to the state licensing requirement that applies to agencies acting as “registries” (they do not employ caregivers but act as a referral service, matching caregivers with clients) - such agencies are not subject to the same level of regulation and oversight.

- **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 may also inquire about whether an agency’s aides are “bonded,” meaning the agency has coverage for theft or dishonesty by their workers. On your end, confirm that the agency is Medicare-certified if services are to be covered under Medicare. If private or long-term care 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 agencies 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 available workers rather than having employees. You may ask about how the agency screens their job applicants, what kinds of background checks are performed, 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.

- **Services:** It is important to understand the scope of the services on offer - be sure to discuss the specific duties aides are able to perform. For example, an aide typically is not permitted to directly administer medications or give injections, though they can remind a patient to take medications that have been dispensed into a pillbox. Typically they will do “light housekeeping” but not heavy duty cleaning services. If transportation services are desired, be sure to ask if that is available.

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**Resources for Seniors does not recommend specific agencies.**

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

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**COMPANION SERVICES**

These resources primarily provide companion/homemaker services such as meal preparation, errands, and light housekeeping. A minimum number of hours per visit, or per week, may be required. Services are provided via private pay. A typical rate is $15-$25 per hour.

- **Companion Registry**  
  [919-872-7933](tel:919-872-7933)  
  Registry model. List of companions who are trained by Resources for Seniors but are employed and paid directly by the client. Each companion sets their own fees and the tasks they are willing to perform. Call or go online to get a copy of the Registry.

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

- **Golden Harmony Concierge (1 hr. min.)**  
  [www.goldenharmonync.com](http://www.goldenharmonync.com)  
  [919-426-7522](tel:919-426-7522)  

- **Seniors Helping Seniors of North & East Raleigh (2 hr. min.)**  
  [inhomecaren.com](http://inhomecaren.com)  
  [919-761-5346](tel:919-761-5346)

- **Sharper's Live-in Support Services**  
  [www.unconditionalcarenow.com](http://www.unconditionalcarenow.com)  
  [984-202-4625](tel:984-202-4625)

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

These agencies primarily provide assistance with hands-on personal care needs such as bathing and dressing. A minimum number of hours per visit, or per week, may be required. Services are primarily provided via private pay (Medicare typically does not cover home care services). A typical private pay rate is $18-$30 per hour. Most agencies also offer companion services, as needed. Some offer private duty nursing services (at a higher rate, typically $30-$45 per hour). All agencies listed below have submitted proof of liability insurance to Resources for Seniors.

$ = Private pay   @ = Companion services   # = Private duty nursing   ≈ = Medicaid PCS-eligible

S@$  1st Home Care Solutions  www.1sthomecaresolutions.com ........................................ 919-539-3489
Registry model. No stated minimum.

S@#$ A1-Omega Healthcare Services  www.omegahealthcareservices.com  .... 919-858-6618
1-hr. minimum.

S@$# AAA Healthcare Services ................................................................. 919-440-8333
No stated minimum.

S@$# Absolute Home Health NC  www.absolutehealthnc.com  ........................... 919-827-0719
2-hr. minimum.

S@$ ≈ Access Community Based Service  ihcgroup.com ........................................ 919-977-1186
No stated minimum.

S@$# Accessible Home Care of Mid Carolina  www.accessiblemidcarolina.com .... 919-896-7679
4-hr. minimum.

S@$ Affordable Family Care Services  www.afcsnc.com ................................... 919-676-1070
Specializes in 24-hr. care. 3-hr. minimum.

S@#$ Allcare Home Health Agency  www.allcarehha.com ..................................... 919-301-0236
4-hr. minimum.

S@$ ≈ All Ways Caring HomeCare  www.rescare.com ......................................... 919-873-0318
4-hr. minimum.

S@$ Always Best Care (North/West Wake & Franklin)  www.abc-rdwf.com ........ 919-554-2223
4-hr. minimum.

S@$ Always Best Care (South Wake & Johnston)  www.abc-neraleigh.com ...... 919-724-4297
Specializes in dementia care. 4-hr. minimum.

S@$ ≈ Assurance Health Services  www.assurancehealth.com ................................ 919-571-9177
3-hr. minimum.

S@#$ Atlantic Home Care Services  www.atlantichomecareservices.com .......... 919-324-6917
4-hr. minimum.

S@$ Aware Senior Care  www.awareseniorcare.com ......................................... 919-436-1871
Specializes in dementia care and chronic illness care. 4-hr. minimum.

S@#$ Bayada Home Health Care  www.bayada.com ............................................. 919-719-0960
4-hr. minimum, 3+ days/week.

S@$# BrightStar Care of Cary  www.brightstarcare.com/cary ................................ 919-535-6787
Shifts shorter than 3 hrs. are higher rate.

S@$ ≈ Broadway Home Care  broadwaync.net .................................................. 984-206-2600
2-hr. minimum.
$@ Caring Senior Service  www.caringseniorservice.com ................................................. 919-847-0010
4-hr. minimum.

$@  ≈ CEMAC Healthcare Services ................................................................. 919-272-0887 or 919-946-2855
2-hr. minimum, 2+ days/week.

$@ CenterPeace Home Healthcare & Companion Services  www.cpcompanioncare.com ................................................. 919-567-8200
3-hr. minimum. Discounted rate if 6+ hours.

$@  ≈ Coark Home Care ......................................................................................... 919-395-5202
4-hr. minimum for companion services; 2-hr. minimum for CNA services.

$@#  ≈ ComForCare Home Care  www.RaleighNC.comforcare.com ................................................. 919-647-9150
Specializes in dementia care. 3-hr. minimum.

$@ Comfort Keepers Home Care  cary-857.comfortkeepers.com ................................................. 919-650-2784
4-hr. minimum.

$@  ≈ Compassion Home Health Services  www.compassionhealthservicesinc.com 919-803-8891
2-hr. minimum.

$@  ≈ Continued Care  www.continuedcarenc.com ................................................................. 919-481-1446
4-hr. minimum.

$@  ≈ Cottage Home Health Care  www.cottagehcs.com ................................................................. 919-872-1441
No stated minimum.

$@  ≈ Divine Healthcare Services ................................................................. 919-881-8041 or 919-876-0834
4-hr. minimum.

$@#  ≈ Dynamedics Healthcare Services  www.dynamedicschs.com ................................................................. 919-665-6567
3-hr. minimum.

$@#  ≈ Eagle Healthcare Services ................................................................. 919-872-7686
2-hr. minimum.

$@  ≈ Emerald Home Care ......................................................................................... 919-758-8446 or 919-931-1029
1-hr. minimum.

$@  ≈ Excel Home Healthcare Agency ......................................................................................... 919-800-0221
No stated minimum.

$@ Extension of You Home Care  www.theextensionofyou.com ................................................................. 919-629-2044
No stated minimum.

$@  ≈ Grace Healthcare Services  www.grace-healthcare.net ................................................................. 919-848-1630
Specializes in couples care. 3-hr. minimum.

$@ Griswold Home Care of Raleigh  www.griswoldhomecare.com/raleigh ................................................................. 919-435-0823
No stated minimum.

$@#  ≈ Guardian Home Healthcare  www.guardian-homehealthcare.com ................................................................. 919-615-0225
No stated minimum.

$@ Helping Hands of America  www.hhamerica.com ................................................................. 919-829-2505
No stated minimum.

$@  ≈ Hillcrest Home Health of the Triangle  hillcrestnc.com/home-care-nc ................................................................. 919-468-1204
2-hr. minimum.

$@ Home Care Assistance of Raleigh  homecareassistance.com/raleigh ................................................................. 919-844-9898
Specializes in 24-hr. and live-in care. 4-hr. minimum.

$@  ≈ HomeChoice Healthcare  www.homechoicehealthcare.net ................................................................. 919-557-4663
4-hr. minimum per week.
$@  HomeChoice Home Care Solutions  www.homechoicehomecare.com ........919-847-5622
4-hr. minimum; 2-hr. package available at a higher rate.

$@  Home Instead Senior Care  www.homeinstead.com/226 ........................919-676-2273
4-hr. minimum.

$@  Homewatch CareGivers of Cary  www.homewatchcaregivers.com/cary ....919-461-3741
Specializes in dementia care and chronic condition care. 3- hr. minimum.

$@  HomeWerks Home Care  www.homewerks-homecare.com ..................919-810-1414
3-hr. minimum.

$@  ≈ Hope Support Services  www.hopesupportservicesllc.net ..................919-809-7976
2-hr. minimum.

$@  ≈ Inomancy Home Care  www.inomancyhomecare.com .........................919-803-2541
1-hr. minimum.

$@#  IntelliChoice Home Care  www.choosebettercare.com ......................919-480-8000
Specializes in tracheostomy and ventilator care. 3-hr. minimum.

$@# ≈ Interim Health Care  www.interimhealthcare.com/raleighnc ..............919-420-0336
4-hr. minimum.

$@# ≈ Joyner Healthcare Services .........................................................919-977-0957
4-hr. minimum.

$@  Loving Angels Home Care of RDU  www.lovingangelsrdu.com ..............919-438-1813
No stated minimum.

$@# ≈ Maxim Healthcare  www.maximhealthcare.com ...............................919-676-3118
No stated minimum.

$@# ≈ Melody Home Health Care  www.melodyhomehealth.com ....................919-324-7697
3-hr. minimum.

$@  ≈ Myriad Homecare Agency  www.mhahomecare.com ............................919-673-6910
No minimum.

$@  ≈ NuAngels Home Care  www.nuangelshomecare.com ............................984-235-7253
1-hr. minimum.

$@#  Nurse Care of North Carolina  www.nursecarenc.com ..........................919-261-5880
4-hr. minimum.

$@# ≈ One Choice Healthcare  onechoicehealthcareinc.com ...............919-901-7137 or 919-435-8413
No stated minimum.

$@  Options for Senior America  www.optionscorp.com .............................919-380-6812
Specializes in live-in care. Shifts shorter than 4 hrs. are higher rate.

$@  ≈ Pacific Staffing .............................................................................919-881-8210
3-hr. minimum.

$@  Peaceful Living Home Care  www.plhomecare.com .............................919-858-6151 or 855-658-1670
3-hr. minimum.

$@  ≈ Peak Healthcare Services  www.peakllc.org .................................919-848-0436
2-hr. minimum.

$@  Perpetual Home Care  www.perpetualhomecare.com ............................919-861-5245
4-hr. minimum.

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

$@  ≈ Southeastern Healthcare  www.sewake.com/home-care ....................919-212-8580
2-hr. minimum.
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 in the context of providing skilled care. Patients are often referred 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

» $ Bayada Home Health Care www.bayada.com .................................................. 919-785-9090
» Duke HomeCare & Hospice dhch.duhs.duke.edu .................................................. 919-620-3853
≈ Kindred at Home www.kindredhealthcare.com .................................................. 919-881-9492
≈$ Liberty HomeCare & Hospice www.libertyhomecare.com .................................. 919-850-4303
» Medi Home Health www.msa-corprem.com ................................................... 919-870-6733
≈ North Carolina Home Health lhcgroup.com .................................................. 919-662-1635
» PruittHealth @ Home www.pruitthealth.com .................................................. 919-838-2768
≈$ Transitions HomeHealth www.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
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
Home Care Licensure ..................................................................................................................919-855-4620

HOSPICE 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.

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.

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
PruittHealth Hospice  www.pruitthealth.com .................................................................252-442-9126
Transitions HospiceCare  www.transitionslifecare.org ..................................................919-828-0890
Transitions PalliativeCare  www.transitionslifecare.org ..................................................919-828-0890