




HOME CARE SERVICES INFORMATION GUIDE

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TYPES OF HOME CARE SERVICES

- **COMPANION SERVICES** are appropriate for those who need some help or supervision but are able to manage their own personal care. Services can include meal preparation, laundry, errands, light housekeeping, and other “*hands-off*” tasks. Companions may also assist with transportation, but not always. Look for listings marked with  starting on [page 4](#).
- **HOME CARE SERVICES** are appropriate for those who need assistance with **personal care** or other **activities of daily living (ADLs)**, which can include assistance with bathing, dressing, walking, eating, and toileting. Care is provided by **certified nursing assistants (CNAs)**, also called **home care aides** or **personal care aides**, who have received training to provide “*hands-on*” assistance. Services may also include meal preparation, light housekeeping, etc., as long as assistance with ADLs is needed. Aides can remind clients to take medications but cannot give injections or dispense medicine. Look for listings marked with  starting on [page 4](#).
- **SKILLED SERVICES**, also called **HOME HEALTH CARE**, may be needed following a serious illness, injury, or hospitalization. Services can include physical therapy, occupational therapy, speech therapy, medical social services, and skilled nursing (including wound care and administering medications). Services may also include assistance with ADLs, as long as skilled services are needed. [See page 9. \(For private duty nursing, look for listings](#) marked with  starting on [page 4](#)).
- **HOSPICE CARE** is for people with limited life expectancy. Hospice organizations can provide limited home care along with a variety of other services. **Palliative care** is also offered by some hospice agencies. See [page 10](#).
- **RESPITE CARE** refers to services that allow family caregivers to take a break from caregiving. Respite may be provided through companion services or home care services, through a community-based program such as an adult day program, or via a short-term facility stay, depending on an individual’s needs. The term “respite” is broad and can refer to ongoing help or a short-term break.

PAYING FOR HOME CARE

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 typically *not* covered by Medicare, and **companion services** are *never* covered by Medicare. Paying privately is the most common option for people needing these support services to stay at home. In Wake County a typical private pay rate is **\$16-\$25** per hour for companion services, **\$18-\$30** per hour for home care services, and **\$40+** per hour for private duty nursing. **Skilled services** (home health care) *may be* Medicare-eligible.

Hospice care is Medicare-eligible. See the following page for more information.

MEDICARE:

- The **Medicare home health benefit** pays for *limited skilled services* following certain illnesses and injuries, only if the following criteria are met: **(1)** The patient needs intermittent skilled services; **(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 (like those on [page 9](#)). Services are usually provided only on a short-term basis. For more information contact the physician of the person needing care.
- The **Medicare hospice benefit** pays for a *small amount of home care services* for those on hospice. For more information see [page 10](#).
- One exception to Medicare typically not covering *home care services* is that *some Medicare Advantage* plans and **Supplemental (Medigap)** insurance policies include coverage of *some* home care services. For more information call your plan provider (*if* there is coverage of home care services, be sure to ask how services are authorized and what exactly is covered).

MEDICAID:

- NC Medicaid beneficiaries may receive up to 80 hours per month of home care services under the **Medicaid Personal Care Services (Medicaid PCS)** program. To receive this benefit the Medicaid beneficiary's physician must submit a referral form to request an assessment, and the assessment must show: **(1)** The applicant requires hands-on assistance with multiple activities of daily living (ADLs); **(2)** The applicant is medically stable; and **(3)** A household member is not able to assist. The number of service hours is determined via the assessment. If approved, the applicant can choose a provider from an approved list of agencies. Providers that are certified to provide PCS services are marked with **m** in the list of agencies beginning on [page 4](#). For more information contact Liberty Healthcare Corporation: 855-740-1400, nc-pcs.com.
- The **Community Alternatives Program for Disabled Adults (CAP/DA)** is a statewide Medicaid waiver program for adults ages 18 and older who have low income and assets and who are at risk of nursing home placement. Services can include in-home care, nursing services, adult day services, medical supplies, and case management. This program does not provide 24-hour care, so in most cases the individual must have family or other supports in place to supplement the care provided. To be eligible: **(1)** Applicants must meet Medicaid financial requirements (they do *not* need to already be a NC Medicaid beneficiary to apply); **(2)** Applicants must be certified by a physician as needing a nursing home level of care; and **(3)** The cost of providing care in the home must be determined to be less than the cost of institutional care. If services are approved, the applicant can choose an agency to provide services or can designate an individual to be their caregiver. There is a waitlist for CAP/DA. Resources for Seniors is one of the lead agencies for CAP/DA in Wake County. For more information contact the Resources for Seniors Information & Intake Department (919-713-1556) or see <https://resourcesforseniors.org/capda/>

OTHER:

- **VA Benefits:** Wartime veterans and their spouses may be eligible for **Aid and Attendance** or **Housebound benefits**, which can be used for home care or facility-based care. For more information contact a Veterans Services Office (VSO) or VA-accredited claims agent or attorney (Wake County VSO: 919-268-7456 or 919-212-8387).
- **Other insurances:** Some private insurance plans and long-term care insurance policies cover

some home care services. Policies vary. For more information contact your insurance provider.

- **PACE:** The **Program of All-Inclusive Care for the Elderly (PACE)** is a comprehensive managed-care system for adults age 55 and older who are at a nursing home level of care. Participants may receive home care services as part of their overall care plan, which also includes medical care and often adult day program participation. For more information contact Senior Community Care of North Carolina: 919-425-3000, www.seniorcommunitycarenc.org.
- **Subsidized home care services:** Resources for Seniors administers public funding for programs that provide limited home care services at subsidized rates for Wake County residents who have no caregiver or whose caregivers need a break (respite) from caregiving. These programs have long waitlists. For more information call the Resources for Seniors Information & Intake Department: 919-713-1556.

CHOOSING AN AGENCY

Contact multiple agencies in order to compare services and options. For a detailed list of questions to ask, call Resources for Seniors to request a copy of “**Choosing a Home Care Agency**”. Here are some general things to keep in mind:

- **Licensing:** All agencies with staff providing hands-on care must be licensed by the NC 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*. Agencies that act as “registries” (that do not employ caregivers but act as a referral service, matching caregivers with clients) are not subject to the same regulation.
- **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 can also ask whether an agency’s aides are “bonded,” meaning the agency has coverage for theft or dishonesty by their workers. If services are to be covered by Medicare, confirm that the agency is Medicare-certified. If 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 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 aides rather than having employees. You may ask about how an agency screens job applicants, what kinds of background checks they perform, 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.

LICENSING AND COMPLAINTS

NC Division of Health Service Regulation

<https://info.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 a.m. to 12 p.m. and 1 p.m. to 4 p.m.)..... 919-855-4500
Toll-free 800-624-3004
Home Care Licensure (Monday-Friday, 8 a.m. to 5 p.m.)..... 919-855-4620

Resources for Seniors does not recommend specific agencies.

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

HOME CARE AND COMPANION SERVICES

Use the icon system below to find the type of care you are looking for. **Companion services** are primarily for assistance with “hands-off” tasks like meal preparation, laundry, errands, and light housekeeping. **Home care services** are primarily for assistance with “hands-on” personal care needs such as bathing, dressing, walking, eating, or toileting (but can also include meal preparation, light housekeeping, etc., as long as assistance with ADLs is needed). **Private duty nursing services** provide skilled nursing care such as wound care and administering medications. Many agencies provide multiple types of services, as needed.

Paying privately is the most common option for these services (Medicare typically does not cover home care services, and never covers companion services).




















A minimum number of hours per visit, or per week, may be required. Agencies listed that provide home care services are licensed to provide services in Wake County, North Carolina and have submitted proof of liability insurance to Resources for Seniors.

 = Companion services  = Home care services

 = Private duty nursing services  = Medicaid PCS-eligible  = Transportation services

  	1st Home Care Solutions www.1sthomecaresolutions.com Personal Care, Companion, Respite, Transportation	919-984-0966
    	A1-Omega Healthcare Services www.omegahealthcareservices.com 3-hour minimum per visit. Offers live-in services and 24/7 care.	919-858-6618
    	AAA Healthcare Services www.aaahealthcareservices.com 2-3 hour minimum per visit. Offers live-in and 24/7 services.	919-440-8333
    	A Place at Home https://aplaceathome.com/raleigh-nc/ Minimum of one 4-hr visit. Offers overnight or 24/7 services.	919-589-8922
  	A Plus Home Care https://aplushomecareagency.com Companion, Homecare, Private Duty Nursing, & Respite. 24/7 care.	919-234-0182
  	A Better Solution in Home Care www.absihc.com/raleigh 4-hour minimum/visit & 12 hr/wk; Offers 24/7 services.	919-521-8777
    	Abloom Home Care www.abloomhomecare.com Offers 24/7 care, Provides Companion and Personal Care Services.	919-457-1484
   	Absolute Home Health NC www.absolutehealthnc.com 3-hour minimum per visit. Offers live-in and 24/7 services.	919-827-0719
  	Affordable Family Care Services www.afcsnc.com 4-hour minimum/visit & 20hrs/wk. 24-hour care.	919-676-1070
  	Allcare Home Health Agency www.allcarehha.com 4-hour minimum/visit & 12 hr/wk; skilled/unskilled nursing, physical therapy, CAP/DA	919-301-0236
   	All Life Home Care www.alllifehomecare.com 5-hour minimum/visit & personal, companion, skilled, 24/7.	919-630-6396
 	All-Shift Home Health Agency, LLC www.all-shift.com No stated minimum per visit.	919-917-7775

	Always Best Care (North Wake & Johnston) www.alwaysbestcare.com/nc/wake-forest/ 4-hour minimum per visit. Offers live-in services.	919-554-2223
	Always Best Care (Central Wake, Pittsboro, Sanford & Pinehurst) www.certaintyandhope.com 6 hour minimum/visit and 30 hour minimum per week.	919-724-4297
	Amazing Care Support Services www.amazingcarenc.com 3-hour minimum per visit. Offers live-in and 24/7 services	919-900-7321
	Amazing Home Care www.amazingcareinc.com 3-hour minimum per visit. Offers respite & 24/7 services.	919-449-545 or 919-891-6925
	Amen Home Care 4-hr minimum. Offers companion, PCS, skilled services, & respite.	919-412-1813
	Arosa Care of the Triangle www.arosacare.com 4-hour minimum per visit. Offers live-in services.	919-261-5880
	Assisting Hands Home Care Cary www.assistinghands.com/cary 2-hour minimum per visit. Offers respite & 24/7 services.	919-535-9088
	Assurance Health Services www.assurancehealth.com 3-hour minimum per visit.	919-571-9177
	Assured Home Health www.assuredhomehealthcare.net 3-hour minimum per visit. Offers respite & 24/7 services.	919-322-5254 or 919-532-4322
	Atlantic Home Care Services www.atlantichomecareservices.com 3-hour minimum per visit.	919-324-6917
	Bayada Home Health Care www.brightstarcare.com/cary 4-hour minimum/visit and 3 times per week. Personal Care, Companion, 24/7	919-719-0960
	BrightStar Care of Cary www.brightstarcare.com/cary Shifts shorter than 3 hours are higher rate. Offers respite, home therapies & 24/7 services	919-535-6787
	BroadSpaces Homecare www.broadspacesms.com 4-hour minimum per visit. Medicaid PCS, Live-in care available.	919-758-4323
	Broadway Home Care www.broadwaync.net 4-hour minimum/visit and 8 hr/wk. Medicaid PCS. Live-in available.	984-206-2600
	Careyaya www.careyaya.org/ No minimum visit or contract. Offers overnight services.	919-346-4821
	Caring Senior Service of Raleigh https://caringseniorservice.com/raleigh/ Offers 24/7 care. 4-hr minimum/visit.	919-847-0010
	Carolina Bridges Home Health www.dignifiedcarenc.com No minimum per visit. Offers respite & live-in services. Medicaid.	919-791-7824
	CEMAC Healthcare Services www.cemachealthcare.com . 3-hour minimum per visit and 3+ days required per week.	919-272-0887
	Coark Home Care 4-hr. minimum/companion services. 2-hr. min/home services. Overnight, 24/7, Live-in.	919-395-5202
	ComForCare Home Care www.RaleighNC.comforcare.com Specializes in dementia care. 4-hour minimum/ visit. Respite & 24/7.	919-647-9150

	Comfort & Affordable Care Agency LLC http://www.cacareagency.com 6-hour minimum per visit. Offers, personal care, skilled, overnight, 24/7 and respite.	919-480-1064
	Comfort Keepers Home Care of Wake County www.comfortkeepers.com 4-hour minimum per visit; 12-hour minimum per week.	919-650-2784
	Compassion Health Services www.compassionhealthservicesinc.com 2-hour minimum per visit and 6 hr. minimum/week. Offers respite.	919-803-8891
	Davestel Healthcare Service LLCN davestelhealthcareservices.com 2-hour minimum per visit. Offers respite, live-in & 24/7 services.	984-249-1091
	Doz and Co Care LLC dozandcocare.com Personal, Skilled, & 24/7 services	919-930-5257
	Divine Grace Homecare Services LLC www.dghomecare.com 4-hour minimum per visit.	919-247-9158
	Dynamedics Healthcare Services www.dynamedicschcs.com 3-hour minimum per visit. Offers skilled nursing, occupational/speech therapy.	919-665-6567
	Eagle Healthcare Services https://www.ehcsnc.com/ 5-hour minimum per visit.	919-872-7686
	East Carolina Home Care, Inc. https://eastcarolinahomecare.com/ 4-hour minimum per visit. Respite, can accommodate live-in, 24/7, veterans, CAP/DA	919-462-7003
	Excel Home Healthcare Agency No stated minimum number of hours per visit.	919-800-0221
	Extension of You Home Care www.theextensionofyou.com 6-hr minimum hours per visit. Offers live-in, respite, 24/7 services	919-629-2044
	Eyes On Seniors www.eyesonseniors.com 15-minute & 1-hour visual eldercare check-in, surgery assistance, transportation.	252-531-3810
	EZ Care Home Health www.ezcarehomehealth.com 6-hour minimum per visit. Respite, live-in services, CAP/DA.	919-377-0124
	Golden Harmony www.goldenharmonync.com 5-hour min for companion care. Offers 24/7 and respite.	919-426-7522
	GMYND Home Care Services LLC https://www.gmyndhomecareservices.com/ Offers companion, PCS, Overnight and 24/7 care. 4-hr minimum per visit/20hrs per week. Transportation.	919-523-5783
	Grace Healthcare Services www.grace-healthcare.net 3-hour min./visit. Specializes in couples care. Respite, live in, 24/7, skilled nursing.	919-848-1630
	Griswold Home Care of Raleigh www.griswoldhomecare.com/raleigh 5 hr. minimum/visit, 1 visit/week. Live in, respite, 24/7.	919-435-0823
	Guardian Home Healthcare www.guardian-homehealthcare.com 2 hr. minimum/visit. Offers respite, 24/7 services, CAP/DA	919-615-0225
	HealthCore Home Care www.healthcorehomecare.com 3 hr. minimum/visit. Offers skilled services, PCS, 24/7 care.	919-890-5492

 	Hillcrest Home Health www.hillcrestnc.com/services/home-health	919-468-1204
4-hour minimum per visit; shorter visits are considered.		
 	HomeChoice Healthcare www.homechoicenc.com	919-897-8512
No minimum number of hours. Hourly rate depends on number of hours per week.		
 	Home Instead www.homeinstead.com/226	919-676-2273
4-hour minimum per visit and 12 hr. minimum/week		
 	HomeWatch CareGivers of Cary	919-461-3741
www.homewatchcaregivers.com/cary		
4-hr. minimum/visit & 30hrs/wk. Specialize in dementia care.		
 	HomeWell Care Services of North Raleigh	919-378-0400
https://homewellcares.com/		
4-hour minimum per visit or 12 hr/wk. Personal, companion, skilled, and overnight.		
 	Hope Support Services	919-809-7976
2-hour minimum per visit.		
 	Infinite Favor Home Care Services www.infinitefavorhc.com	614-446-7029
24/7 care. Offers companion, nursing, and respite care. PCS.		
 	Inomancy Home Care www.inomancyhomecare.com	919-803-2541
2-hour minimum per visit and 3 days/week.		
 	IntelliChoice Home Care www.choosebettercare.com	919-480-8000
Specializes in tracheostomy and ventilator care. 4hr min/visit.		
 	Interim Health Care www.interimhealthcare.com/raleighnc	919-420-0336
4-hour minimum per visit. Offers 24/7 services.		
 	Island Home Care www.ihomencarenc.com	984-242-0224
2-hour minimum per visit. Provides home infusion services. Short-term or long-term		
 	Jaycee's Home Care	919-862-4625
No minimum hours. Offers Companion, PCS, Skilled, Private, live in & 24/7 services.		
 	Liberty Healthcare LLC www.libertyhealthcareagencyllc.com/	984-200-9300
2-Hour minimum per visit. Offers companion, PCS, respite, private duty.		
 	Lucia In Home Care Agency Inc.	919-817-6812
No minimum of hours per visit. Offers PCS, overnight or 24/7 respite services.		
 	Maxim Healthcare www.maximhealthcare.com	919-676-3118
No minimum number of hrs./visit. Respite, 24/7, Skilled nursing, CNA, IDD (all ages)		
 	Melody Home Health Care www.melodyhomehealth.com	919-324-7697
3-hour minimum per visit & 30 hrs./wk. Respite and medical supplies		
 	Mercy Home Care Services	919-298-2555
3 hour minimum or 15 hours per week. Offer short-term companion services, private duty nursing, live-in, and overnight services.		
 	MS Enhancement Home Care www.msenhancement.com	919-659-5664
3-hour minimum per visit. Offers respite.		
 	Myriad Homecare Agency www.mhahomecare.com or	919-600-4033
3-hour minimum per visit. Offers live-in & respite services.		
 	NC Family Care www.ncfamilycare.com	919-885-1189
4 hr. minimum per visit and 20 hrs./wk. Companion and personal care		

		NuAngel's Home Care www.nuangelshomecare.com	984-235-7253
		2 hr. minimum per visit and 6 hrs./wk. Offers respite and 24/7 services.	
		Nu Look Home Care www.nulookhomecare.com	984-283-2273
		3-hour minimum number per visit.	
		One Choice Healthcare onechoicehealthcareinc.com	919-435-8413
		No stated minimum number of hours per visit. Offers some "Express Services" including upon discharge (from hospital or doctor's appointment) and for vital signs monitoring.	or 919-901-7137
		Options for Senior America www.optionscorp.com	919-380-6812
		Specializes in live-in care. 6-hour minimum; shifts less than 6 hours are at higher rate.	or 919-306-2406
		Pacific Staffing	919-881-8210
		3-hour minimum per visit. Offers live-in services.	
		Peaceful Living Home Care www.plhomecare.com	855-658-1670
		3-hour min./visit. Personal care, respite, 24/7, overnight services.	or 919-858-6151
		Perpetual Home Care www.perpetualhomecare.com	919-861-5245
		4-hour minimum per visit. Live-in, 24/7, personal care. Non-medical.	
		PHC Home Health www.phcnc.com	919-230-7231
		2-hr. minimum/home care; 3-hr. min./companion. Physical/occupational/speech therapy	
		Preminent Home and Senior Care Services	919-608-3921
		Minimum of 15 hours/week. Offers companion, PCS, skilled services, live-in and overnight 24/7 services.	
		Rejuvenating Souls LLC https://www.rejuvenatingsoulsllc.com/	919-441-3545
		No minimum hours required. Offers companion, PCS, short-term respite.	
		Right at Home of the Triangle www.wake-rah.com	919-783-5633
		4-hour minimum per visit. Accredited home care agency. Respite, overnight, 24/7.	
		Royale Senior Home Care	984-325-9250
		4-hr minimum. 20 hrs/week. PCS, Live-in, overnight and 24/7 services.	
		S.A.C. Homecare www.sac-homecare.com	919-706-1388
		3-hour minimum for companion services; 4-hour minimum for home care services. Can provide short-term services for post-operative care. Skilled nursing and physical therapy.	
		Seniors Helpers www.seniorhelpers.com/nc/triangle-area	984-299-6590
		Specializes in dementia/Parkinson's, companion, personal, and 24/7.	
		Seniors Helping Seniors Raleigh	919-761-5346
		www.seniorcareraleighnc.com	
		Specializes in dementia care and companion care.	
		Southeastern Healthcare www.sewake.com/home-care	919-212-8580
		2-hour minimum per visit. Offers respite, overnight, 24/7 services	
		Springmoor Home Care https://springmoor.org/	919-848-7164
		4-hour minimum per visit. Companion or PCS.	
		Stay at Home Senior Care www.SAHseniors.com	919-556-3706
		4-hour minimum per visit. Offers live-in services.	
		Synergy HomeCare of North Raleigh www.synergyhomecare.com	984-263-3606
		Offers live-in, companion, and personal care services	

		TarHeels Home Healthcare Services www.tarheelshomecare.com	984-269-5288
		3-hour minimum/visit. Companion and personal care services.	
		Tender Care Health Services www.tchealthsnc.com	919-500-1475 or 919-527-3719
		4-hr. minimum/visit and 8 hr./week. Occupational therapy, psychotherapy, drum circle	
		TheKey www.thekey.com/raleigh	919-436-1871
		Specializes in home care, dementia care, chronic illness care, 24-hour and live-in care. No stated minimum number of hours per visit.	
		Tumaville www.tumaville.com	919-436-1871
		3-hours minimum/visit. Companion, PCS, skilled/private duty, live-in, and overnight.	
		Trinity Staffing www.trinitystaffingsolutions.com	919-271-9073
		3-hour minimum per visit. Respite, transportation, live-in, shopping assistant services	
		Victory Healthcare www.victoryhealthcareinc.com	919-846-9027
		3-hour minimum per visit and 3 day minimum/week.	
		Victory Home Care www.victoryhomecareinc.com	919-900-8932
		2-hour minimum per visit.	
		Visiting Angels Home Care www.visitingangels.com/raleigh	919-787-4317
		4-hour minimum per visit; 2 days/week to start. Occasional visit(s) are available at a higher rate, Live-in, skilled nursing, transportation.	
		Vital Health Services, LLC www.vitalhealthservices.net	919-679-3022
		No min. hrs./visit. Overnight/live-in negotiable. Skilled nursing and medical supplies.	
		Well Care Health www.wellcarehealth.com	919-846-1018
		2-hour minimum per visit.	
		Wisdom Senior Care of Wake Forest www.wisdomseniorcare.com/101	919-263-1165
		4-hour minimum per visit. All caregivers trained in dementia/Alzheimer's services.	

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* when skilled services are also needed.

These agencies are generally Medicare-certified. Patients are often referred by a physician following a hospitalization or serious illness.

To see quality ratings, go to: www.medicare.gov/care-compare and select “Home health Services.”

M = Medicare-certified **m** = Medicaid-certified **\$** = Private pay accepted

\$	Bayada Home Health Care www.bayada.com	919-719-0960
Mm	CenterWell Home Health www.centerwellhomehealth.com	919-881-9492
Mm	Duke HomeCare & Hospice dhch.duhs.duke.edu	919-620-3853
M	Intrepid USA www.intrepidusa.com	919-821-9299
M	Medi Home Health www.msa-corp.com	919-870-6733
M	PruittHealth @ Home www.pruitthealth.com	919-838-2768
Mm	UNC Home Health, Raleigh www.rexhealth.com	919-784-4474
Mm	WakeMed Home Health & Skilled Nursing www.wakemed.org	919-350-7990
Mm \$	Well Care Home Health of the Triangle www.wellcarehealth.com	919-846-1018

HOSPICE AND PALLIATIVE 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.

To see quality ratings, go to: www.medicare.gov/care-compare and select “Hospice care.”

Amedisys Hospice www.amedisys.com	919-773-4865
Duke Homecare & Hospice dhch.duhs.duke.edu	
Hospice care (inpatient facilities available)	919-620-3853
Palliative Care	919-668-7215
Liberty HomeCare & Hospice www.libertyhomecare.com	919-277-2244
Gentiva Heartland Hospice www.heartlandhospice.com	919-877-9959
Transitions HospiceCare www.transitionslifecare.org/patients/hospice	919-828-0890

CHOOSING A HOME CARE AGENCY

Use these first sections to write out what you need and want from a potential home care service. Being clear about these basics during your first contact with an agency may save time and prevent disappointment in future. Then use the “Gathering Information” pages to take notes while talking with each potential agency, to help you better remember what is said and be able to compare services.

Funding

How does she/he plan to pay for the service? *Keep in mind that 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.* Have I talked to the doctor about a referral? Have I checked to see if insurance will cover this?

Level and Type of Care

What does she/he want or need help with? (Bathing, dressing, housekeeping, meal preparation, grocery shopping, transportation, companionship, supervision, etc.? Does the person require “hands-on” care? What about skilled services such as physical therapy or nursing?)

It is important to understand the limitations of the services you are requesting. 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; some agencies allow aides to provide transportation, while others do not; typically aides can help with “light housekeeping” but not heavy-duty housecleaning.

Working Hours

When does she/he want an aide to come? (How often, what days, for how many hours per visit, etc.; Is this a short-term or a long-term need? How flexible can they be about scheduling? How soon does service need to start?)

Gathering Information

If you will be inquiring of more than one agency, which is strongly recommended, **make copies of this page so that you may take notes about each agency.**

Name of company: _____

- Do they accept Medicare? Medicaid? Private insurance? Will they file insurance claims, or require the client/family to? _____

- If she/he will be paying privately, do they offer “private duty” services? _____
- What are their basic hourly charges? _____
- Are there overtime charges, or higher charges for evening or weekend coverage? _____

- What is the minimum number of hours per visit? _____
- Do they charge for the initial assessment? If yes, how much? _____

- Do they offer the kinds of services that are needed? _____

- What hours of the day are they available? _____

- When would they be able to start? _____
- Can they provide services on holidays if needed? _____
- Can they meet her/his special needs or requests? _____

- Will the same person provide service at each visit? _____

- What happens if the aide is sick or goes on vacation? _____

- How many years have they been in business? _____

- Are they licensed by the Division of Health Services Regulation? _____
- If Medicare is to be used for services, are they Medicare-certified? _____
- Are they accredited? _____
- How do they screen their job applicants (what kind of training or certification is required)? _____

- Do they perform staff background checks? _____
- Do they provide ongoing training and supervision of staff? _____
- Are workers employees or independent contractors of the agency? _____
- What kind of training do they provide to their workers? _____

- Do they have liability insurance (covers damage to the home or injury to the patient)? _____
- Are their workers bonded (covers employee theft or dishonesty)? _____
- Do they have workers compensation insurance (covers injury to the worker on the job)? _____
- Can they provide references? _____

OTHER NOTES
