

# My PCA Greenville's Home Care LLC- E-BOOK



**“Your guide for beginning Home Care Services”**



Deciding on which long term care option to choose for yourself or a loved one can be challenging. Here at My PCA Greenville's Home Care LLC we work hard to assist our communities with the needed resources to guide them through this new journey and have attached helpful resources to make your decision one that serves you best!



## **“How do I know when it is time to look for Home Care Services”?**

- Recently discharged from a hospital or rehabilitation center and need assistance
- Assistance is needed with daily living activities such as bathing & dressing, meal preparation, light housekeeping and medication reminders
- Living alone and looking for companionship
- Concerned that self or loved one may need monitoring due to health conditions
- Respite care services are needed and/or current caretaker has become burned out
- Current healthcare provider or hospice center are unable to provide extended hours requested by the family

## **“What is the difference between Home Care and Home Health Care Services”?**

- **Home Care Services:** In-home care provided by a non-medical agency that is licensed by the state and the aides are overseen by a registered nurse. Assistance is provided with a wide range of living activities from errands, bathing & dressing, feeding and medication reminders. A doctor's order is not required. Cost for services are paid privately by the client or client's POA or may be billed to Medicaid, VA Benefits or Long Term Care policies with prior approval.
- **Home Health Care Services:** A doctor's order is required. Skilled care is provided by a LPN or a RN to assist with wound care, medication administering and therapy. Medicare, Medicaid and private insurance companies may be billed for these services.

## **“Will insurance pay for Home Care Services?”**

Non-medical home care services are generally not covered by private health insurance, with the exceptions of NC Medicaid that will offer assistance with PCS Services. Veterans that receive VA benefits may also qualify for coverage of home care services. Clients usually pay privately for the services provided or the clients or client POA for the services provided. Long Term Care policies may also be used to assist with payments. A good rule of thumb is to verify with the agency of your choice that they are participants of either Medicaid or your VA Benefits before you begin the services and inquire on their hourly rate for service.



## **“What are some good questions to ask the Home Care Agency before beginning Services”?**

- Does your agency require me to sign a contract for services?
- Is your agency currently licensed by the state of NC?
- Am I able to choose the hours and days of services needed for myself or my loved one and what is the minimum or max hours offered for services?
- Are background checks performed on **ALL** in-home care aides?
- What is your agencies training process for your in-home care aides?
- How soon can I begin services once I have decided to choose your agency?
- What forms of payments does your agency accept?

\*Of course there are always other questions that may be added to your list as each client needs may vary depending on the level of care of provided, so be sure to write out your questions before you call or meet with the agency to ensure that you haven't left out any important details.

**For more information and details on services and options for yourself or loved one contact our office at 252-558-8683 or via email at: [mypcagreenville@gmail.com](mailto:mypcagreenville@gmail.com).**

**Remember “We Are Here For You” and our team is available to assist you with your home care needs.**

**Other Resources:**

<https://www.ncdhhs.gov/>

<https://www.ncdhhs.gov/divisions/dss>

<https://www.ncdhhs.gov/divisions/daas>

