

# what is home health care?

## Home health care...

- Promotes continuity of care between the client, the patient, the hospital, the physician and the agency staff.
- Provides individualized and quality home care services that are appropriate and safe.
- Helps prevent medical, psychological, and social complications.
- Assists the client and family members to meet the health care needs necessary for maintaining a quality of life.

Home health care can be either medical or non-medical in nature. The New York State Department of Health sets the regulations and standards of home care agencies.

---

## Signs That Signal a Need for Professional Home Health Care

### The person cannot manage personal care.

- Does not bathe, groom, perform oral hygiene nor dress appropriately.
- Forgets to eat, does not eat nutritious meals, or is losing weight.
- Forgets to take medication, is confused about what to take and when, or is unable to administer injections.

### The person cannot manage functional activities of daily living.

- Doesn't do laundry, or change clothing.
- Leaves stove and appliances on.
- Is unable to do grocery shopping.
- Is unable to use the telephone.
- Doesn't pay bills or manage money properly.

### There is a change in mental, physical or emotional condition.

- Difficulty understanding others, remembering names, locations and situations.
- Gets lost easily or wanders.
- Becomes angry, moody, or depressed.
- Falls often or has suffered a stroke, loss of a limb or other major physical impairment.

---

## The Benefits of Home Health Care

- It allows seniors to remain in the familiar surroundings of their home and community.
- When care is provided in a home, the patient receives the sole attention of a caregiver.
- It is often less expensive than a long-term care facility.
- The person is less apt to be exposed to drug resistant bacteria.
- Treatments that were once performed in a hospital setting are now common within the home.

---

## Questions to Ask When Finding Quality Home Health Care

- Does the home health care agency have the capabilities and expertise you need?
- Are the skilled caregivers reliable?
- Does the home health care agency offer other options?
- What does the client pay for out of pocket?
- How long will the services last?
- Who will be in charge of the service?

## Types of Home Care & Their Specifications

**Certified Home Health Agencies** – These agencies are certified and regulated by the Department of Health and by the Federal Government. The agency receives Medicare re-imburement, and should be the first of the home-care options to be explored. Many hospitals and long-term care facilities (nursing homes) are affiliated with these agencies. If you have recently been discharged from a hospital or are experiencing medical problems, you may qualify for Medicare covered services. CHHA provide nursing, aide services, (help with daily living activities, such as, dressing, walking, etc.) therapies, social work and nutritional services under their specific guidelines.

**Licensed Home Care Agencies** – These agencies have met specific requirements established by the Department of Health. The individual or a long-term insurance policy pays for these services. Many agencies do, however, offer a sliding fee schedule to their clients. All levels of nursing, therapies, and care aides (who may assist with personal care and other activities of daily living) are offered by Licensed Home Care.

**Long Term Home Health Care Program** – This program offers home health care and support services to persons medically eligible for admission to a long-term care facility (nursing home), but who prefer to remain at home. This service may be paid for privately or by Medicaid, depending on eligibility.

**Hospice** – This provides Medicare covered home care and facility services to those suffering from a terminal illness.

**Community Alternatives System Agency (CASA)** – This agency is regulated by the New York State Department of Social Services and provides home care services to those on Medicaid. The Department of Senior Services determines the need for those services. Medicaid will not pay for 24-hour service. A person requires a significant number of hours to remain safe in their home may be advised to seek other options.

**Veteran Benefits** – Veterans and spouses may be eligible for home care service through Veterans Administration. Call them at 716.862.6098.

---

## Paying for Home Health Care

**Medicare** – Medicare is a national health insurance program. Part A pays for hospitalization and limited home care. Part B pays for physicians, lab tests and outpatient hospital care. Medicare services need to be ordered by a doctor.

**Medicaid** – Both the Federal and State governments fund Medicaid. Individuals whose incomes and assets fall below a specified level can qualify for Medicaid coverage. Long-term home health care provides home care for those who are covered by Medicaid.

### Private Insurance –

- **A Medigap policy** was designed to pay for many of the gaps in Medicare coverage. It may provide some extra home care coverage.
- **Employer Sponsored and Personal Health Insurance** provides home health aide coverage for limited periods.
- **Long Term Care Insurance (LTC)** may provide home health care. Some policies only pay for expenses incurred by the insured, while others simply pay a daily benefit to the insured once the ADL requirement has been met. LTC is not available to those who already require assistance with ADL's. Such insurance can be a valuable means for protecting your assets when one needs long-term home or institutional care. There is a special kind of LTC insurance program called the "Partnership Program". This provides that anyone who owns a LTC policy, which meets certain requirements, can qualify for Medicaid, regardless of their assets, as long as the policy's benefits are exhausted before Medicaid benefits are applied for.

**Private Pay or Out-of Pocket Pay** – Home health care services are not covered by Medicaid, Medicare, or private insurance (benefits may have been exhausted). Home health care workers can be hired on a per hour/visit basis. Geriatric Care managers and many specially trained nurses and social workers are able to provide such services. These services are available on an hourly basis or may agree to other terms. *Private pay Home Care is very competitive. Shop around and compare services. After careful research of this care and checking references carefully, make spot checks at the home of the client.*

---

## Services Offered by Home Health Care Agencies

**Companion / Sitter** – Provides supervision, personal care and socialization.

**Personal Care Aide (PCA)** – Assists with basic self care activities, such as: bathing, dressing, ambulating, eating/meal preparation and toileting. Other tasks, such as, light housekeeping and patient's laundry may be done.

**Home Health Aide** – Performs the same duties as the Personal Care Aide, except is allowed to apply topical medications, assist with doctor ordered oral medications, take vital signs, and do non-sterile dressing changes. May also perform passive and active range of motion exercises.

**Licensed Practical Nurse (LPN)** – Provides medically oriented care under a doctor's order. Monitors acute and unstable medical conditions, assesses care needs, supervises medications, tube and intravenous feeding, and treats conditions, such as, bedsores.

**Registered Nurse (RN)** – Performs all duties of a LPN plus administers all medications under a doctor's order, maintains IV therapy, respiratory therapy, performs intrusive procedures; (N/G feeds, enemas), and treatments which require sterile technique. Evaluates patient's environment, implements safety, supervises, and draws up care plans.

**Physical Therapist** – Helps stabilize or even maintain the eroding physical skills of a person with dementia. Will assess remaining functions and plan physical activity to maximize mobility.

**Speech Therapist** – Assists people with dementia to preserve failing language skills, as well as, teach caregivers methods for improving their communication skills. They are able to assess and assist with dysphasia (swallowing difficulties).

**Occupational Therapist** – They treat nervous, mental, or physical disabilities by means of work adapted to favor recovery and normal readjustment to external conditions.

**Social Worker** – A professional employed by a home-health care agency or department of social services who can assist an individual and their family, through counseling of the pertinent issues surrounding an illness or disability. They are also a resource for financial counseling assistance, as well as housing, health care, insurance and other services.

**Geriatric Care Manager (GMC)** – A professional trained and experienced in providing direct delivery of services to the elderly. A GCM provide comfort and quality of life for the elderly, while relieving the stress for caregivers.

# home health agencies

\*\* Denotes that the specific company is a non-medical home care services (e.g. companion, respite, and housekeeping). These companies do not provide personal care (e.g. bathing and incontinence care).

## **ALLEGANY COUNTY**

### **Aurora Home Care (Licensed)**

3527 Harlem Rd.  
Cheektowaga, NY 14225  
P: 716.833.9000 | F: 716.833.9037

### **Coram Health Care (Licensed)**

375 N. French Rd., Suite 108  
Amherst, NY 14228  
P: 716.691.3000 | F: 716.691.5093

### **Home Care & Hospice (Licensed/Certified)**

118 N. Main St.  
Wellsville, NY 14895  
P: 585.593.7600 / 1.800.464.7015 | F: 585.593.0941

### **Jan & Bev's Home Care (Licensed)**

102 North Main St.  
Wellsville, NY 14895  
P: 585.593.3760 | F: 585.593.6010

### **Maxim Healthcare Services (Licensed)**

392 Pearl Street Suite 400  
Buffalo, NY 14216  
P: 716.881.2800 / 866.469.5678 | F: 866.941.4302

### **PSA Health Care (Licensed)**

2250 Wehrle Drive Suite 1  
Williamsville, NY 14221  
P: 1.800.350.4585 | F: 716.276.2129

### **Southern Tier Home Health (Licensed)**

198 N. Main St.  
Wellsville, NY 14895  
P: 585.593.3240 | F: 585.593.3336

### **VNA of WNY (Certified/ Licensed)**

112 Park Ave., Suite 3  
Wellsville, NY 14895  
P: 585.593.5335 | F: 585.593.5392

## **CATTARAUGUS COUNTY**

### **Accredited Care (Licensed)**

106 W Third St., Suite 707  
Jamestown, NY 14701  
P: 716.484.7101 | F: 716.484.7104

### **Aurora Home Care (Licensed)**

3527 Harlem Rd.  
Cheektowaga, NY 14225  
P: 716.833.9000 | F: 716.833.9037

### **Cattaraugus County Health Dept. (Certified)**

1 Leo Moss Dr.  
Olean, NY 14760  
P: 716.373.8050 | F: 716.375.5994

### **Coram Health Care (Licensed)**

375 N. French Rd., Suite 108  
Amherst, NY 14228  
P: 716.691.3000 | F: 716.691.5093

### **Home Care Hospice (Licensed/ Certified)**

1225 W. State Street  
Olean, NY 14766

**Little Valley** P: 716.938.6097 | F: 716.938.6394

**Delavan** P: 716.492.0604 / 1.800.339.7012 | F: 716.492.0473

### **Maxim Healthcare Services (Licensed)**

392 Pearl Street Suite 400  
Buffalo, NY 14216  
P: 716.881.2800 / 866.469.5678 | F: 866.941.4302

### **VNA of WNY (Certified/ Licensed)**

112 Park Ave., Suite 3  
Wellsville, NY 14895  
P: 585.593.5335 | F: 585.593.5392

### **Willcare Inc. (Licensed)**

700 W. State St.  
Olean, NY 14760  
P: 716.373.9755 / 1.888.244.5885 | F: 716.373.7206  
[www.willcare.com](http://www.willcare.com)

## **CHAUTAUQUA COUNTY**

### **Accredited Care (Licensed)**

106 W Third St., Suite 705  
Jamestown, NY 14701  
P: 716.484.7101 | F: 716.484.7104

## **CHAUTAUQUA COUNTY COUNTINUED**

### **Aftercare Nursing Services (Licensed)**

500 Pine St., Suite 13  
Jamestown, NY 14710  
P: 716.487.2273 | F: 716.483.9584

### **Amedisys (Licensed/Certified)**

1170 Central Avenue Suite 9  
Dunkirk, NY 14048  
P: 716.679.7777 | F: 716.679.3115  
[www.amedisys.com](http://www.amedisys.com)

### **Aurora Home Care (Licensed)**

3527 Harlem Rd.  
Cheektowaga, NY 14225  
P: 716.833.9000 | F: 716.833.9037

### **Caregivers (Licensed)**

111 W. Second St.  
Jamestown, NY 14701  
P: 716.484.9113 | F: 716.483.5837  
[www.caregivershomecare.com](http://www.caregivershomecare.com)

### **Chautauqua Opportunities Home Care (Licensed)**

17 W. Courtney St  
Dunkirk, NY 14048  
P: 716.366.3335 | F: 716.366.7366  
[www.chatauquaopportunities.com](http://www.chatauquaopportunities.com)

### **Chautauqua Opportunities Home Care (Licensed)**

402 Chandler Street  
Jamestown, NY 14701  
P: 716.661.9462 | F: 716.664.9992  
[www.chatauquaopportunities.com](http://www.chatauquaopportunities.com)

### **Coram Health Care (Licensed)**

375 N. French Rd., Suite 108  
Amherst, NY 14228  
P: 716.691.3000 | F: 716.691.5093

### **Hospice of Chautauqua County**

20 W. Fairmount Avenue  
Lakewood, NY 14750  
P: 716.338.0033 | F: 716.338.1575

### **Johnson Home Care Agency (Licensed)**

4883 W. Main Road  
Fredonia, NY 14063  
P: 716.679.4883 | F: 716.679.4881

### **Lake Shore Health Care Campus TLC Health Network (Licensed/Certified)**

845 Routes 5 & 20  
Irving, NY 14081  
P: 716.934.2654 ext. 2274 | F: 716.951.7168

### **Maxim Healthcare Services (Licensed)**

392 Pearl Street Suite 400  
Buffalo, NY 14216  
P: 716.881.2800 / 866.469.5678 | F: 866.941.4302

### **Memory Garden's Partners in Care Specialized In-Home Alzheimer's Care**

560 Fairmount Avenue W.E.  
Jamestown, NY 14701  
P: 716.488.9434 | F: 866.941.3402  
[www.memorygarden.org](http://www.memorygarden.org)

### **PSA Health Care (Licensed)**

2250 Wehrle Drive Suite 1  
Williamsville, NY 14221  
P: 1.800.350.4585 | F: 716.276.2129  
[www.psahealthcare.com](http://www.psahealthcare.com)

### **VNA Home Care Services (Licensed)**

560 W. Third Street  
Jamestown, NY 14701  
P: 716.484.3332 | F: 716.488.0701

### **Willcare (Licensed)**

220 Fluvanna Avenue Suite 200  
Jamestown, NY 14701  
P: 716.487.1131 / 1.800.295.9858 | F: 716.487.1138  
[www.willcare.com](http://www.willcare.com)

## **ERIE COUNTY**

### **Aftercare Nursing Services (Licensed)**

1680 Walden Ave.  
Cheektowaga, NY 14225  
P: 716.894.7777 | F: 894.0604

### **Allcare Family Services (Licensed)**

625 Delaware Ave., Suite 150  
Buffalo, NY 14202  
P: 716.884.1001 | F: 716.884.1827

### **All Metro (Licensed)**

170 Franklin St. Suite 501  
Buffalo, NY 14202  
P: 716.856.2702 | F: 716.856.8034

## **ERIE COUNTY CONTINUED**

### **AMAK Health Care (Certified)**

3258 Main St.  
Buffalo, NY 14214  
P: 716.832.0875 | F: 716.832.4836

### **\*\*Assisting Angels**

PO Box 445  
Getzville, NY 14068  
P: 716.741.1330 | F: 716.639.7815  
[www.assistingangelseniorcare.com](http://www.assistingangelseniorcare.com)

### **Aurora Home Care (Licensed)**

3527 Harlem Rd.  
Cheektowaga, NY 14225  
P: 716.833.9000 | F: 716.833.9037

### **Caregivers –Tonawanda (Licensed)**

2465 Sheridan Dr.  
Tonawanda, NY 14150  
P: 716.838.6060 | F: 716.838.1212  
[www.caregivershomecare.com](http://www.caregivershomecare.com)

### **Catholic Health System (Licensed)**

14 Appletree Business Park  
Cheektowaga, NY 14227  
P: 716.685.4870 | F: 716.685.3868  
[www.chsbuffalo.org](http://www.chsbuffalo.org)

### **\*\*Comfort Keepers**

3075 Southwestern Boulevard Suite 206  
Orchard Park, NY 14127  
P: 716.674.0061 | F: 716.712.0669  
[www.comfortkeepers.com](http://www.comfortkeepers.com)

### **Coram Health Care (Licensed)**

375 N. French Rd., Suite 108  
Amherst, NY 14228  
P: 716.691.3000 | F: 716.691.5093

### **Family Care Services (Licensed)**

2440 Sheridan Dr.  
Tonawanda, NY 14150  
P: 716.831.9412 | F: 716.831.9415

### **Goodcare (Licensed)**

1330 Niagara Falls Boulevard, Suite 202  
Tonawanda, NY 14150  
P: 716.833.3445 | F: 716.407.0625

### **Health Force (Licensed)**

3409 Genessee Street  
Cheektowaga, NY 14225  
P: 716.855.2273 | F: 716.855.3920

### **Home Care Buffalo (Licensed/Certified)**

225 Como Park Blvd.  
Cheektowaga, NY 14227  
P: 716.686.8006 | F: 716.601.3898

### **\*\*Home Instead**

4140 Sheridan Drive Suite 1  
Williamsville, NY 14221  
P: 716.630.0657 | P 2: 716.630.0659  
F: 716.888.467.4702  
[www.homeinstead.com](http://www.homeinstead.com)

### **Homewatch Caregivers**

5500 Main St., Suite 222  
Williamsville, NY 14221  
P: 716.565.3103 | F: 716.565.3107  
[www.homewatchcaregivers.com/buffalo](http://www.homewatchcaregivers.com/buffalo)

### **Independent Nursing Care (Licensed)**

1038 Davis Rd.  
West Falls, NY 14170  
P: 716.655.8776 | F: 716.655.7877  
[www.incnursing.com](http://www.incnursing.com)

### **Interim Health Care of Buffalo (Licensed)**

360 Delaware Ave.  
Buffalo, NY 14202  
P: 716.852.5900 | F: 716.852.5913  
[www.interimhealthcare.com](http://www.interimhealthcare.com)

### **Maxim Healthcare Services (Licensed)**

392 Pearl Street Suite 400  
Buffalo, NY 14216  
P: 716.881.2800 / 866.469.5678 | F: 866.941.4302

### **People Home Health Services (Licensed/Certified)**

2128 Elmwood Ave.  
Buffalo, NY 14207  
P: 716.874.5600 | F: 716.874.0388

### **PSA Health Care (Licensed)**

2250 Wehrle Drive Suite 1  
Williamsville, NY 14221  
P: 716.276.2123 | F: 716.276.2129

## **ERIE COUNTY CONTINUED**

### **Schofield Residence Long-Term Home Health Care Program**

3333 Elmwood Avenue  
Kenmore NY 14217  
P: 716.874.1566  
[www.schofieldcare.org](http://www.schofieldcare.org)

### **Schofield Home Health Care Services (Licensed)**

3333 Elmwood Avenue  
Kenmore NY 14217  
P: 716.873.1566  
[www.schofieldcare.org](http://www.schofieldcare.org)

### **TLC Staff Builders (Licensed/Certified)**

1127 Wehrle Dr., Suite 50  
Williamsville, NY 14221  
P: 716.632.6420 | F: 716.633.7642

### **VNA Home Care (Certified/Licensed)**

2100 Wehrle Dr.  
Williamsville, NY 14221  
P: 716.630.8000 | F: 716.630.8769  
[www.vna-wny.com](http://www.vna-wny.com)

### **Willcare (Licensed/Certified)**

346 Delaware Ave.  
Buffalo, NY 14202  
P: 716.856.7500 | F: 716.856.7502  
[www.willcare.com](http://www.willcare.com)

## **GENESEE COUNTY**

### **Coram Health Care (Licensed)**

375 French Rd., Suite 108  
Amherst, NY 14228  
P: 716.691.3000 | F: 716.691.5093

### **Home Care & Hospice (Licensed/Certified)**

550 E. Main St.  
Batavia, NY 14020  
P: 585.343.7596 | F: 585.343.7629

### **Maxim Healthcare Services (Licensed)**

392 Pearl Street Suite 400  
Buffalo, NY 14216  
P: 716.881.2800 / 866.469.5678 | F: 866.941.4302

### **PSA Health Care (Licensed)**

2250 Wehrle Drive Suite 1  
Williamsville, NY 14221  
P: 1.800.350.4585 | F: 716.276.2129

### **VNA Association of WNY (Licensed & Certified)**

61 Swan St.  
Batavia, NY 14020  
P: 585.344.2894 | F: 585.344.2692

## **NIAGARA COUNTY**

### **Allstate Home Care of Niagara County (Licensed)**

9701 Niagara Falls Blvd.  
Niagara Falls, NY 14304  
P: 716.298.8680 | F: 716.298.8681

### **Amedisys (Licensed/Certified)**

6932 Williams Road Suite 1200  
Niagara Falls, NY 14304  
P: 716.297.3310 | F: 716.298.3534  
[www.amedisys.com](http://www.amedisys.com)

### **Aurora Home Care (Licensed)**

3527 Harlem Rd.  
Cheektowaga, NY 14225  
P: 716.833.9000 | F: 716.833.9037

### **Coram Health Care (Licensed)**

375 N. French Rd., Suite 108  
Amherst, NY 14228  
P: 716.691.3000 | F: 716.691.5093

### **Family Care Services (Licensed)**

2440 Sheridan Dr.  
Tonawanda, NY 14150  
P: 716.831.9412 | F: 716.831.9415

### **HART Interfaith, Inc.**

(Home Assistance Referral Team will refer you to individuals on their list)  
505 Cayuga St.  
Lewiston, NY 14092  
P: 716.754.8313 (8am-12pm) | F: 716.754.4945  
Susan McBee Program Manager  
[www.hartinterfaith.org](http://www.hartinterfaith.org)

### **Health Assn. of Niagara Co. (Licensed)**

1302 Main St.  
Niagara Falls, NY 14301  
P: 716.285.8224 | F: 716.285.8232  
[www.hanci.com](http://www.hanci.com)

### **Homewatch Caregivers**

5500 Main St., Suite 222  
Williamsville, NY 14221  
P: 716.565.3103 | F: 716.565.3107

## **NIAGARA COUNTY CONTINUED**

### **Interim Health Care of Niagara (Licensed)**

7703 Niagara Falls Blvd.  
Niagara Falls, NY 14304  
P: 716.283.3828 | F: 716.283.3848  
[lianadedario@ihcne.com](mailto:lianadedario@ihcne.com)

### **Maxim Healthcare Services (Licensed)**

392 Pearl Street Suite 400  
Buffalo, NY 14216  
P: 716.881.2800 / 866.469.5678 | F: 866.941.4302

### **Niagara Hospice (Certified/Licensed)**

4675 Sunset Dr.  
Lockport, NY 14094  
P: 716.439.4417 | F: 716.439.6035  
[www.niagarahospice.org](http://www.niagarahospice.org)

### **PSA Health Care (Licensed)**

2250 Wehrle Drive Suite 1  
Williamsville, NY 14221  
P: 1.800.350.4585 | F: 716.276.2129

## **ORLEANS COUNTY**

### **Aurora Home Care (Licensed)**

3527 Harlem Rd.  
Cheektowaga, NY 14225  
P: 716.833.9000 | F: 716.833.9037

### **Cloverhill Adult Residence (Licensed)**

355 South Main St.  
Albion, NY 14411  
P: 585.589.7832 | F: 585.589.7832

### **Coram Health Care (Licensed)**

375 N. French Rd., Suite 108  
Amherst, NY 14228  
P: 716.691.3000 | F: 716.691.5093

### **Gentiva Health Services (Licensed)**

1526 Walden Avenue  
Cheektowaga, NY 14225  
P: 716.897.9670 / 1.800.716.6330 | F: 716.897.0893

### **Hospice of Orleans (Certified/Licensed)**

14080 W. Ave. Rt. 31 W.  
PO Box 489  
Albion, NY 14411  
P: 585.589.0809 | F: 585.589.5304

### **Orleans County Health Dept. (Certified)**

14012 Route 31 West  
Albion, NY 14411  
P: 585.589.3271 | F: 585.589.6647  
[www.orleansny.com](http://www.orleansny.com)

### **PSA Health Care (Licensed)**

2250 Wehrle Drive Suite 1  
Williamsville, NY 14221  
P: 1.800.350.4585 | F: 716.276.2129

## **WYOMING COUNTY**

### **Coram Health Care (Licensed)**

375 French Rd., Suite 108  
Amherst, NY 14228  
P: 716.691.3000 | F: 716.691.5093

### **Home Care & Hospice (Licensed/Certified)**

450 N. Main St  
Warsaw, NY 14569  
P: 585.786.7879 / 1.877.628.8047 | F: 585.786.7888

### **Maxim Healthcare Services (Licensed)**

392 Pearl Street Suite 400  
Buffalo, NY 14216  
P: 716.881.2800 / 866.469.5678 | F: 866.941.4302

### **PSA Health Care (Licensed)**

2250 Wehrle Drive Suite 1  
Williamsville, NY 14221  
P: 1.800.350.4585 | F: 716.276.2129

### **Wyoming County Health Dept. (Certified)**

5362 Mungers Mill Rd.  
Silver Springs, NY 14550  
P: 585.786.8838 | F: 585.786.8840  
[www.wyomingco.net](http://www.wyomingco.net)

*This list by the Alzheimer's Association, WNY Chapter intended for informational purposes only and is not an endorsement of any of the sources listed. There may be other providers of such services in the eight counties of WNY. 12/10*