



**SENIOR SERVICES**  
*Helping Our Elderly Live With Dignity*

ELIZABETH AND TAB  
 WILLIAMS ADULT  
 DAY CENTER

MEALS-ON-WHEELS

**HELP LINE**

HOME CARE

LIVING-AT-HOME

SENIOR LUNCH

ELDER CARE CHOICES

Senior Services, Inc.

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**336-724-2040**

## MEDICAID PCS AGENCY LIST

Personal care services (PCS) are defined as tasks provided to assist patients who, due to a medical condition, need help with such activities as bathing, dressing, toileting, moving about and keeping track of vital signs. Housekeeping and home management tasks that are essential for maintaining the client’s health and well-being are provided in conjunction with the above services.

Personal Care Services are available to fully covered Medicaid recipients (blue card) who qualify for care under this program in the home. Individuals who are applying for this service should notify their physician of this need and select a home care agency from the list below. For information on how to choose a PCS provider, please see the back of this fact sheet. The selected home care agency will provide an assessment of the client’s ability to perform tasks related to personal care and notify the physician for his/her approval to begin services.

### Agencies Providing Medicaid PCS:

A Touch of Care-----	723-6280
Angel Hands Home Care-----	375-8288
Arcadia Health Care-----	659-0090 or 4990037
Bayada Nurses-----	723-1000
Genesis Family Health Care, Inc.-----	725-0340
Interim HealthCare-----	768-6997
Maxim Healthcare Services-----	760-8884
Meriweather Home Nursing-----	784-3243
Reynolds Home Care-----	397-0091
Right at Home In Home Care and Assistance-----	760-7131
Senior Services Home Care-----	725-0907
Springboard Care Services-----	724-1565
Tender Care, Inc.-----	765-2273
Touched by Angels Home Care-----	768-1003
Upper Level Home Care & Personal Care Services, LLC-----	659-1901

## **CHOOSING A PCS PROVIDER**

There are many agencies that provide personal care services (PCS) to individuals living at home, but how does one choose the “right one”? Below are some questions that may help you pick the agency that suites your needs or the needs of your relative.

### **Agency Questions**

How long has the agency been in business? Is the agency located in a business office or in a home? How long has the agency been at this location? Was there a previous location? Is the agency a member of the Chamber of Commerce or Better Business Bureau?

Is the agency a part of a national chain or is it privately owned or a service offered through a local hospital? What services does the agency provide? Does the agency provide on-going education and training for its’ employees?

Is the agency licensed, bonded and insured? Is it accredited by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO)? If they have a license to operate, check with the state’s Department of Health and Human Services and inquire about any violations.

### **Employment Questions**

Does the agency perform background checks, reference checks and drug tests on the employees when they are hired? Are the nurses and nurse aids given a skills competency test? What other hiring procedures are followed?

### **Client Care Questions**

Does the nurse meet with the potential client and do an assessment of the client’s needs? Does the agency develop a care plan based on the assessment of need? Does the nurse supervise the client care provided by nursing assistants and/or licensed practical nurses on a regularly scheduled basis?

What method is used to select a caregiver/employee to care for the client? What does the agency do if the employee selected is not a good match for the client? What plans are in place with the agency should there be an accusation of unprofessional behavior or theft on the part of the employee?

Does the agency comply with HIPPA guidelines for confidentiality?  
Does the agency have coverage 24 hours a day and seven days a week?  
How can you reach the employee or on-call nurse after business hours?