



## Home Health Care in Onondaga County Certified and Licensed, Respite and Companion Care\*

### How to Choose a Home Care Provider (The Laws of New York: Consolidated Laws Public Health Article 36: Home Care Services)

1. **Home Care Services** means one or more of the following services provided to persons at home: (a) those services provided by a home care services agency; (b) home health aide services; (c) personal care services; (d) homemaker services; (e) housekeeper or chore services.

2. **Home Care Services Agency** means an organization primarily engaged in arranging and/or providing directly or through contract arrangement one or more of the following: Nursing services, home health aide services, and other therapeutic and related services which may include, but shall not be limited to, physical, speech and occupational therapy, nutritional services, medical social services, personal care services, homemaker services, and housekeeper or chore services, which may be of a preventive, therapeutic, rehabilitative, health guidance, and/or supportive nature to persons at home.

3. **Certified Home Health Agency** means a home care services agency which possesses a valid certificate of approval issued pursuant to the provisions of this article, or a residential health care facility or hospital possessing a valid operating certificate issued under article twenty-eight of this chapter which is authorized under section thirty-six hundred ten of this article to provide a long term home health care program. Such an agency, facility, or hospital must be qualified to participate as a home health agency under the provisions of titles XVIII and XIX of the federal Social Security Act and shall provide, directly or through contract arrangement, a minimum of the following services which are of a preventive, therapeutic, rehabilitative, health guidance and/or supportive nature to persons at home: nursing services; home health aide services; medical supplies, equipment and appliances suitable for use in the home; and at least one additional service which may include, but not limited to, the provisions of physical therapy, occupational therapy, speech pathology, nutritional services and medical social services.

4. **Home Health Aide Services** means simple health care tasks, personal hygiene services, housekeeping tasks essential to the patient's health and other related supportive

services. Such services shall be prescribed by a physician in accordance with a plan of treatment for the patient and shall be under the supervision of a registered professional nurse from a certified home health agency or, when appropriate, from a provider of a long term home health care program and of the appropriate professional therapist from such agency or provider when the aide carries out simple procedures as an extension of physical, speech or occupational therapy. Such services may also be prescribed or ordered by a nurse practitioner to the extent authorized by law and consistent with subdivision three of section six thousand nine hundred two of the education law and not prohibited by federal law or regulation.

**5. Personal Care Services** means services to assist with personal hygiene, dressing, feeding and household tasks essential to the patient's health. Such services shall be prescribed by a physician in accordance with a plan of home care supervised by a registered professional nurse. Such services may also be prescribed or ordered by a nurse practitioner to the extent authorized by law and consistent with subdivision three of section six thousand nine hundred two of the education law and not prohibited by federal law or regulations.

**6. Homemaker Services** means assistance and instruction in managing and maintaining a household, dressing, feeding, and incidental household tasks for persons at home because of illness, incapacity, or the absence of a caretaker relative. Such services shall be provided by persons who meet the standards established by the department of social services.

**7. Housekeeper services** or "chore services" means the provision of light work or household tasks which do not require the services of a trained homemaker. Such services may be provided for persons at home because of illness, incapacity, or the absence of a caretaker relative by persons who meet the standards established by the department of social services

8. After April first, nineteen hundred eighty-six, no home care services agency which is engaged in providing, directly or through contract arrangement, nursing services, home health aide services, or personal care services shall be operated without a license issued by the commissioner in accordance with the standards set forth in this section; provided however, an agency which provides personal care or home care services exclusively to individuals pursuant to a program administered, operated or regulated by another state agency or an organization licensed and operating exclusively as a nurses' registry pursuant to article eleven of the general business law shall be exempt from the licensure requirements of this chapter. The licensure requirements of this chapter shall not apply to sole practitioners licensed pursuant to sections six thousand nine hundred five and six thousand nine hundred six of the education law.

## Questions to Ask

1. Is the agency licensed or certified? How long has the agency been serving the community?
2. What services does it provide?
3. What is the charge for services? Are services covered by Medicare/Medicaid or other insurances?
4. How is staff selected and trained? What are their qualifications? Are references available?
5. What precautions does the agency take to ensure its employees are honest? How is staff supervised?
6. Are services available on emergency basis, on weekends, holidays, and nights?
7. Is it a place if workers are ill or do not show up for work? Do you have guaranteed service?
8. Is there a waiting list? If so, for how long?
9. What kind of communication is there between the agency and family? Is it in the form of reports or informal updates?
10. Does the agency provide literature explaining its services, eligibility requirements, fees, and funding sources?
11. Are nurses or therapists required to evaluate the patient's home care needs? If so, what does this entail? Do they consult the patient's family and physicians?
12. Does the agency furnish written documentation of specific tasks and treatment provided? Do they provide written statements explaining the costs and payment plan options associated with home care?
13. When hiring a home health aide not represented by an agency, request a picture of the aide's identification card, driver's license or alien registration card. Obtain worker's name, birth date, and address and Social Security number. Do a police check to determine if there is a criminal record? Contact references. Set up a job description/contract and indicate job requirements, payment agreement, IRS requirements, and employee's social Security number. To learn more about your responsibilities as an employer, call the Internal Revenue Service at 1-800-829-1040. Request publication No. 937 "Employment Taxes & Information Returns."

\*The information in this document is distributed on an "as is" basis, without warranty. Neither the compilers, nor Onondaga County, shall have any liability to be caused directly, or indirectly, by the instructions or definitions or by the agencies or organizations described. Moreover, any errors, and/or omissions, are unintentional. The listings are not exhaustive; exclusion should not be construed as a statement to the quality, or service provided.

## Certified Home Health Care Agencies

A certified home health care agency, or CHHA, is a licensed home health care agency that is certified by both Medicare and Medicaid. The services offered by a certified agency are medical and include nursing care, home health aides, physical therapy, occupational therapy, speech therapy, nutrition assistance, social work and respiratory therapy. CHHA's also administer the long term home health care program (LTHHCP -- also called "nursing home without walls.")

Those who are eligible for home care under Medicare *must utilize* a certified agency. Medicare has guidelines limiting home care payments. It may help pay for home health visits only if four specific conditions are met:

1. The home health agency providing services is participating in Medicare and certified in New York State.
2. The care needed includes intermittent skilled nursing care, physical therapy, speech therapy or occupational therapy.
3. Patient/consumer is confined to home.
4. A doctor's referral is necessary. A doctor determines home health care as medically necessary and sets up a treatment plan.

A nurse will conduct an assessment of the patient's physical condition, and the agency will then be able to advise which benefits and services are available under Medicare. There may be a fee for the nursing assessment - ask in advance. **Many of these Agencies also offer Companion and Respite Care as well. Call for more information.**

**The Centers at St. Camillus Home Care Agency**  
813 Fay Rd., Syracuse, NY 13219  
(315) 488-2831

**Gentiva Home Health Services (An Affiliate of Kindred at Home)**  
200 Elwood Davis Road, Liverpool, NY 13088  
(315) 461-0209

**HCR Home Care** Serving Onondaga County  
(800) 270-4904

**Nascentia Health**  
1050 West Genesee St., Syracuse, NY 13204  
(315) 477-4663

**St. Joseph's Home Health Care**  
7246 Janus Park Drive, Liverpool, NY 13088  
(315) 458-2800

## Licensed Home Health Care Agencies

A licensed home care service agency provides nursing and home health aides for long term care. Although services may be similar to those offered by a Certified Home Health Agency, Licensed Home Care services are not reimbursed by either Medicare or Medicaid. Services are available to clients who have private insurance and those who pay privately. In some cases licensed agencies contract with local social services departments, or certified home health agencies, to provide services to persons with Medicaid coverage. Private long term care insurance policies usually limit the length of time care is allowed. Note that home care agencies generally require several days' notice to complete a home care plan and to make the necessary arrangements for in-home services. **Many of these Agencies also offer Companion and Respite Care as well. Call for more information.**

### **All Metro Health Care**

526 Old Liverpool Road, Suite 1, Liverpool, NY 13088  
(315) 453-5537

### **CareGivers**

4205 Long Branch Road, Liverpool, 13090  
(315) 451-6886

### **Comfort Keepers**

6834 E. Genesee Street, Fayetteville, NY 13066  
(315) 474-0444

### **Dignity Plus, Inc.**

675 South Main Street, Central Square, 13036  
(315) 668-9381

### **Franciscan Health Support (A Division of St. Joseph's Home Care)**

7246 Janus Park Drive, Liverpool, 13088  
(315) 458-5600

### **Home Aides of CNY, Inc. (A Division of Nascentia Health)**

1050 West Genesee Street, Syracuse 13204  
1-888-477-HOME (4663)

### **Integrity Home Care Service (A Division of the Centers at St. Camillus)**

813 Fay Road, Syracuse, 13219  
(315) 468-1484

**Interim Healthcare**

3300 James Street, Suite 201, Syracuse 13206  
(315) 437-4500

**Maxim Healthcare Services**

224 Harrison Street Suite 680, Syracuse, NY 13202  
(315) 476-0600

**Menorah Park Home Health Services**

4101 E. Genesee Street, Syracuse, NY 13214  
(315) 446-9111

**Nursecore of Syracuse**

2301 Teall Avenue, Syracuse, NY 13206  
(315) 433-9100

**Self-Direct, Inc.**

12 Oswego Street, Baldwinsville, NY 13027  
(315) 635-5374

**StaffKings**

417 Electronics Pkwy, Liverpool, NY 13088  
(315) 432-5636

**VA Hospital Based Home Care Program (Veterans Only)****Must be in Veterans Hospital System**

800 Irving Avenue, Syracuse 13210  
(315) 425-4669

**Winds of Agape**

1414 Grant Boulevard , Syracuse, N.Y. 13208  
(315) 425-0547

## Respite Care

Respite care provides relief to family members from their caregiving responsibilities. It may involve a person coming into the home on a regular basis for a few hours or an arrangement to allow the caregiver a break for a weekend or vacation. Some of the home health care agencies listed above offer respite. **Some hospitals, assisted living facilities and skilled nursing facilities (nursing homes) have beds available for respite purposes on a limited basis as well.** Call for more information.

### **Caregiver Respite Program**

Onondaga County Office for Aging

Civic Center, 421 Montgomery St., 10<sup>th</sup> Floor, Syracuse, NY 13202

315-435-2362

For full-time caregivers of seniors, age 60 or older. In-Home Respite and Social Adult Day Services.

### **Exceptional Family Resources (Serves the Disabled Community)**

1065 James Street, Suite 220, Syracuse 13203

(315) 478-1462 (Ext. 334 or 329)

### **Home Aides of CNY, Inc. (A Division of Nascentia Health)**

1050 West Genesee Street, Syracuse 13204

1-888-477-HOME (4663)

### **Veteran's Administration Respite Program (Veterans Only)**

**Must be in Veterans Hospital System**

800 Irving Avenue, Syracuse 13210, (315) 425-4669

Planned limited stay in the VA Hospital in Syracuse.

## Companion Care (Non-Medical)

Companion care offers social interaction and companionship. Services are non-medical. Aides are there for safety and supportive care. They do not give baths (just reminders) and they do not give medications (point out what to take.)

### **Alzheimer's Solutions**

PO Box 412, Jamesville, NY 13078  
315-469-1000

### **At Home Independent Living**

4464 Milton Avenue, Camillus, NY 13031  
(315) 579-4663

### **Comfort Keepers**

6834 E. Genesee Street, Fayetteville, NY 13066  
(315) 474-0444

### **Griswold Home Care**

110 Buchman Cl. Circle, Fayetteville, NY 13066  
(315) 636-5191

### **Home Instead Senior Care**

6443 Ridings Road, Suite 123, Syracuse NY 13206  
(315) 438-3168

### **Seniors Helping Seniors**

(315) 280-0739 or (315) 720-4441  
Onondaga County with the exception of Baldwinsville.

### **Syracuse Home Care**

126 South Terry Road, Syracuse, NY 13219  
(315) 430-7481

### **Senior Home Care Solutions**

Grace Court, 4583 North Street, Jamesville, NY 13078  
Mailing Address: PO Box 412, Jamesville, NY 13078  
315-469-1000  
315- 247-6741

### **Touching Hearts at Home**

290 Elwood Davis Road, Suite 290, Liverpool, NY 13088  
Phone: 315-503-4896