

2008

*Home  
Health Care*

in Boulder County

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# Home Health Care in Boulder County

## Introduction

As an older adult or family member of an older adult looking for home health care assistance in Boulder County, you are very fortunate to have a broad range of options to consider. Making the choice that is most appropriate can be difficult and confusing. This guide is designed to help you through the process of selecting the best home care option. You can use it when planning for you or your loved one's current and future needs.

Home health care consists of a wide range of health and social services provided in a person's home when that person is recovering from an illness or injury, is disabled and/or chronically ill, or needs some assistance or supervision to remain safely in their home. Agencies who deliver these services are generally known as "home care agencies" or "home health care agencies."

**"Certified"** home health agencies have received "certification" from the federal government to participate in Medicare and Medicaid. The requirements for reimbursement from Medicare and Medicaid for home care services are very specific and situation dependent. The "certified" agencies can advise you as to whether your specific needs may meet reimbursement criteria. **"Non-certified"** agencies do not participate in Medicare and Medicaid and cannot receive reimbursement from these programs. A wide variety of services can be provided in the home by certified and non-certified home health care agencies.

We encourage you to research your options and talk with your local Resource Specialist/Community Care Coordinator listed on page 7 about selecting the right solution to meet your needs.

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## Questions to Ask When Selecting a Home Care Agency

1. How does the agency screen and monitor its staff? Are employees licensed, bonded, insured?
2. What kind of training is provided for staff?
3. What does the agency do when a staff person is unable to come?
4. Is there flexibility if my needs change?
5. Is a free initial assessment made prior to starting the services?
6. How does the agency develop the care plan? Is it available in written form?
7. What type of supervision does the agency provide? How often do supervisors visit the home?
8. Is there a 24-hour on-call service for emergencies?
9. Are there extra charges for staff travel time, management, supplies, or other services?
10. How does the agency handle billing? Will the agency bill my insurance?
11. How does the agency handle complaints? What if theft is suspected? What about other unacceptable behavior?
12. How long has the agency been providing care in this community?

<b>Home Health Care Agencies</b>	Skilled Care	Rehabilitation	Homemaking	Personal Care	Social Worker	Companionship	Hospice	Transportation	24-Hour Care Available	24 Hour On Call
<b>CERTIFIED HOME HEALTH CARE AND HOSPICE AGENCIES</b>										
Boulder Community Homecare	✓	✓		✓	✓					✓
Center for People with Disabilities	✓	✓	✓	✓						
Complete Home Health Care	✓	✓	✓	✓	✓	✓				✓
Family Hospice	✓		✓	✓	✓	✓	✓		✓	✓
Good Samaritan Connections	✓	✓		✓	✓					✓
Heartland Home Health and Hospice	✓	✓	✓	✓	✓	✓	✓			✓
HospiceCare of Boulder and Broomfield Counties	✓		✓	✓	✓	✓	✓	✓	✓	✓
Mountain Valley Health Care	✓	✓	✓	✓	✓	✓	✓	*	✓	*
Professional Home Health Care	✓	✓	✓	✓	✓	✓			✓	✓
TLC Home Health Care	✓	✓			✓					✓
Visiting Nurse Association	✓	✓	✓	✓	✓		✓		✓	✓
Front Range Hospice	✓			✓	✓		✓		✓	✓
Centura Health at Home	✓	✓		✓	✓		✓			✓
LifeCare at Home	✓	✓		✓	✓					✓

<b>NON-CERTIFIED HOME HEALTH CARE AGENCIES</b>										
Aegin Place			✓	✓		✓		✓	✓	✓
Comfort Keepers			✓	✓		✓		✓	✓	✓
Dignity Care	✓		✓	✓		✓	✓	✓	✓	✓
FamilyLinks			✓	✓		✓	✓	✓	✓	✓
Grace In Home Care, Inc.			✓	✓		✓	✓	✓	✓	✓
Happy Homes Management Services			✓	✓		✓	✓	*	✓	
ResCare Home Care			✓	✓		✓		✓	✓	✓
Home Instead Senior Care			✓	✓		✓		✓	✓	✓
Homewatch CareGivers	✓		✓	✓		✓	✓	✓	✓	✓
Maxim Healthcare	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Plan B Home Care Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Safe At Home Care	✓	✓	✓	✓	✓	✓		✓	✓	✓
Summertree Cares	✓		✓	✓		✓	✓		✓	✓
Supreme Home Care	✓	✓	✓	✓		✓	✓		✓	✓
Visiting Angels of Boulder County			✓	✓		✓		✓	✓	✓
BrightStar Health Care	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Windhorse Family and ElderCare			✓	✓	✓	✓	✓	✓	✓	✓
Caring Hands, Inc.	✓	✓	✓	✓		✓	✓	✓	✓	✓

\* - call for more information

Minimum Hours Per Visit	Bilingual Staff	Services in Assisted Living	Services in Nursing Home	Medicare	Medicaid	HCBS	Private Insurance	Long Term Care Insurance	Private Payment	Low-Income Assistance	Background Checks Done	Will Serve Mountain Areas	NOTES:
N/A	✓	✓	✓	✓	✓		✓		✓		✓		
2	✓	✓		✓	✓	✓	✓		✓	✓	✓		
2	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓		
N/A	✓	✓	✓	✓	✓		✓		✓	✓	✓		
N/A		✓	✓	✓	✓		✓		✓		✓		
N/A	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓		THERAPIES OFFERED TO ALL HOSPICE PATIENTS
N/A	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	
1	✓	✓	✓	✓	✓		✓		✓		✓		
N/A	✓	✓		✓	✓	✓	✓	✓	✓		✓		
N/A	✓	✓		✓	✓	✓					✓		
N/A	✓	✓	✓	✓	✓		✓		✓	✓	✓		
N/A		✓	✓	✓	✓				✓	✓	✓	*	
N/A	✓	✓	✓	✓	✓		✓		✓		✓	✓	
N/A		✓		✓	✓		✓		✓		✓		

12	*	*	*						✓		✓		
3	✓	✓	✓				✓		✓		✓		
2	✓	✓	✓				✓		✓		✓		HAIR DRESSER & BARBER AVAILABLE
1	✓	✓	✓				✓	✓	✓		✓	*	
3		✓	✓						✓		✓	✓	
1	✓	✓	✓					✓	✓		✓		WORLD WIDE TRAVEL ASSISTANCE
1	✓	✓	✓				✓		✓		✓		
3	✓	✓	✓				*	✓	✓		✓		
2	✓	✓	✓				✓		✓		✓		
N/A	✓	✓	✓			✓	✓		✓		✓		
2	✓	✓	✓				✓	✓	✓		✓		
1	✓	✓	✓				✓	✓	✓		✓	✓	
N/A		✓	✓				✓		✓		✓		LICENSED COSMETOLOGIST
2	✓	✓	✓						✓		✓		
3		✓	✓				✓	✓	✓		✓		
4	✓	✓	✓				✓	*	✓		✓		
2		✓	✓				✓		✓		✓	*	
2	✓	✓	✓				✓		✓	*	✓	✓	



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## Definition of Services

**Skilled Care** - nursing services prescribed by a physician that may include dressing changes, irrigations, I.V. therapy, wound care, and catheter insertions. These services are provided by an **RN** (registered nurse) or an **LPN** (licensed practical nurse) and require a physician's order.

**Rehabilitation** - physical, occupational, or speech therapy services prescribed by a physician. **Physical therapists** provide evaluation and treatment of injury, pain, or disability. **Occupational therapists** provide adaptation to a disability so that an individual may reach a maximum level of functioning in the home. **Speech therapists** provide evaluation and treatment of speech, language, perceptual, swallowing, and hearing disabilities. All of these services provide patient and family education as well. A physician's order is needed for these services.

**Homemaking** - assistance in the home to provide a safe and clean environment which may include meal preparation, laundry, light cleaning, vacuuming, errands, other household duties, and companionship.

**Personal Care** - assistance with activities of daily living (ADLs) such as bathing, oral care, skin care, hair care, dressing, grooming, and transfers. These services are provided by a **HHA** (home health aide), **CNA** (certified nursing assistant), or **PCP** (personal care provider).

**Social Work** - assistance in long term planning and short term counseling for individuals and their families who are adjusting to an illness, disability, or other life transition.

**Companionship** - services include conversation, encouragement, sorting and review of mail, errands, and assistance with activities and outings.

**Hospice Care Services** - a wide range of medical and social services to assist individuals and their loved ones as they deal with life-threatening illnesses. Services include pain management, grief counseling, home health services, bereavement, and respite care.

**Transportation** - rides to appointments, shopping, and other outings - generally provided in association with other services through the agency.



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## Funding

**Medicare** - A federal health insurance program that reimburses physician ordered, intermittent skilled and rehabilitation services to beneficiaries confined to their homes. Individuals who qualify for skilled and/or rehabilitation services may also qualify for some personal care provided by a home health aide.

**Medicaid and HCBS** - A joint federal and state funded program that reimburses home care services for individuals meeting age, income, and need guidelines. Eligibility is determined by the Boulder County Department of Social Services (303-441-1200).

**Insurance** - Some private medical insurance policies as well as long-term care policies will reimburse for home care services. The insurance company often contracts with specific home care agencies. Check with the insurance carrier for covered services and any agency or provider restrictions.

**Private Pay** - These agencies accept direct payment from an individual for services.

**Low-Income Assistance** - These agencies may offer a sliding fee scale for payment of services or have grant funding or scholarships available to pay for homemaking and personal care.

### **Additional Services not discussed in this guide**

**Care Management** - short term or ongoing service that coordinates aspects of the older adult's care with the older adult, family, doctor and service providers. It includes an in-home assessment, development of a plan of care, and initiating and regular monitoring of services. Also called case management or care coordination.

**Chore Services** - heavy cleaning, packing and moving of items within the home, minor home adaptation, and yard work.

**Hiring a private caregiver** - some individuals prefer to not use an agency and hire someone directly to assist them. It is important to specifically define duties you wish to have done and also what type of person you are comfortable with coming into your home. There are resources to assist you with this process should you choose to hire someone privately.

**For more information about any of these services, call your local resource specialist/community care coordinator.**

# Agency Listings

## CERTIFIED HOME HEALTH CARE AGENCIES

NAME	LOCATION	PHONE
Boulder Community Homecare	Boulder	303-441-0444
Center for People with Disabilities	Boulder	303-442-8662
Centura Health at Home	Denver	303-561-5006
Complete Home Health Care	Boulder/Longmont	303-441-5272
Family Hospice	Boulder	303-440-0205
Front Range Hospice	Erie	303-957-3101
Good Samaritan Society/Colorado Home Care	Longmont	303-702-0410
Heartland Home Health and Hospice	Broomfield	303-926-1001
HospiceCare of Broomfield and Boulder Counties	Lafayette	303-449-7740
LifeCare at Home	Lafayette	303-666-7712
Mountain Valley Health Care	Louisville	800-368-7137
Professional Home Health Care	Longmont/Boulder	720-494-0190
TLC Home Health Care	Lafayette	303-759-2999
Visiting Nurse Association	Denver	303-744-6363

## NON-CERTIFIED HOME HEALTH CARE AGENCIES

NAME	LOCATION	PHONE
Aegin Place	Greeley/Longmont	970-313-3291
BrightStar Health Care	Louisville	303-665-5254
Caring Hands, Inc.	Estes Park	970-586-3118
Comfort Keepers	Longmont/Niwot	877-674-0800
Dignity Care	Boulder	303-444-4040
FamilyLinks	Boulder	303-527-0717
Grace In Home Care, Inc.	Boulder	303-449-2121
Happy Homes Management Services	Boulder	303-938-1086
ResCare Home Care	Boulder	303-772-7650
Home Instead Senior Care	Lafayette	720-890-0184
HomeWatch CareGivers	Boulder/Longmont	303-684-0164
Maxim Healthcare	Westminster	303-487-7143
Plan B Home Care Services	Longmont	720-652-9078
Safe At Home Care	Lafayette	303-444-7112
Summertree Cares	Longmont	303-651-5224
Supreme Home Care	Boulder/Longmont	303-229-9234
Visiting Angels of Boulder County	Longmont	303-828-2664
Windhorse Family/ElderCare	Boulder	303-786-9313

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## Where to Turn

Choosing the right solution to meet your home care needs is an important decision. For assistance in exploring options and finding solutions there are experienced Resource Specialists or Community Care Coordinators

located throughout Boulder County. In addition to using the information in this guide, we recommend you contact the resource specialist closest to you and ask for a consultation.

<b>Resource Specialists and Care Coordinators in Boulder County</b>	
<b>Community</b>	<b>Phone Number</b>
Allenspark	303-747-2592
Boulder	303-441-4388
Erie	303-828-6588
Lafayette	303-665-9052
Longmont	303-651-8716
Louisville	303-335-4919
Lyons	303-823-9016
Nederland	303-258-3068
Niwot	303-652-3850



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