

Home Health Care and Private Duty Nursing Services Guide

NY Connects Niagara County

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Lockport, NY 14094

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nyconnects@niagaracounty.com

www.niagaracounty.com/nyconnects.asp

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NY Connects Niagara County offers information and assistance, education and screening to individuals, their families and/or caregivers, as well as people employed in the helping service professions. It assists Niagara County residents in making informed choices regarding their long term care needs by letting residents know who provides those services nearest to them and how to get in touch with service providers.

The goal of NY Connects Niagara County is to assist Niagara County residents in identifying available long term care options for them or their loved ones by providing accessible, coordinated, unbiased and person-centered information and assistance services. By providing information and assistance about available services, it is also our goal to enable a person to remain in their home as long as possible.

Every effort has been made to ensure the information contained in this guide is accurate and current. For the most current version of this guide, please visit the NY Connects Niagara County website at www.niagaracounty.com. Please select NY Connects under the departments listing.

You can contact NY Connects Niagara County at (716) 438-3030, Monday through Friday, from 9:00 am to 4:00 pm with any questions you have regarding long term care services in Niagara County.

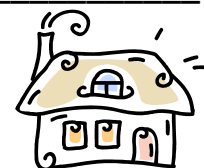


What is Long Term Care?

Traditionally, long term care only meant care provided in a nursing home. Today, long term care includes medical and non-medical services that are provided in a variety of settings. Long term care services include:

Activities of Daily Living Assessment	Insurance/Benefit Information & Counseling
Adult Care Homes	Interpreter Registries
Adult Day Care—Medical and Social	Legal Services
Advocacy	Mental Health Services
Assisted Living Facilities	Nutrition Assessment Services
Assistive Technology Equipment	Nutrition Education
Caregiver Training	Outreach Programs
Case/Care Management	Personal Care Services
Centers for Independent Living	Personal Emergency Response Systems
Child Care Provider Referrals	Personal Finances/Budget Counseling
Companionship	Private Duty Nursing
Condition Specific Rehabilitation Services	Property Tax Exemption Information
Congregate Meals/Nutrition Sites	Protective Services
Early Intervention Services for Children with Disabilities or Delays	Respite Care
Food Pantries	Senior Centers
Food Stamps	Services for People Living with Developmental Disabilities
Friendly Visiting	Skilled Nursing Facilities/Nursing Homes
Health Care Referrals	Soup Kitchens
Home Barrier Evaluation/Removal	Special Education Assessments
Home Delivered Meals	Substance Abuse Services
Home Health Care	Support Groups/Counseling
Home Maintenance & Minor Repair Services	Telephone Reassurance
Home Rehabilitation	Transportation
Hospice	Utility Bill Payment Assistance
Household Safety Education	Vocational Rehabilitation
Housing—Low Income, Subsidized and Non-Subsidized Rentals	Weatherization Programs
In-Home Attendants for People with Disabilities	Wellness Programs
	WIC
	Yard Work

Where are Long Term Care services provided?



Long Term Care services are provided in a variety of settings:

- In your home, such as home delivered meals or home health services;
- In the community where you live, such as a senior center or congregate dining site; or
- In a residential setting, such as an adult care home or skilled nursing facility.

Some agencies only perform services in one of the above settings while others may offer services in multiple settings. NY Connects Niagara County can provide you information about where various services are provided, based on your needs.

How do I determine my needs?

The type of care you need is determined by the amount of help you need with daily activities, such as:

- Bathing
- Dressing
- Eating
- Grooming
- Toileting
- Mobility/Transferring
- Housework
- Cleaning
- Preparing Meals
- Laundry
- Shopping/Errands
- Transportation



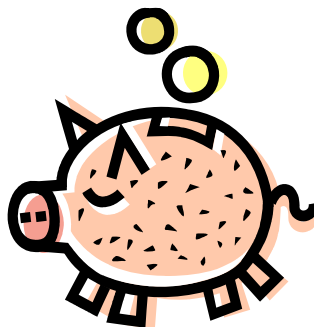
If you need help with one or more of these activities, you may need long term care services. Although it may be hard to decide what care and services you want, NY Connects Niagara County can connect you with the resources that can assist you.

How do I pay for Long Term Care services?

The following are common means of paying for long term care services:

- Long Term Care Insurance
- Medicare
- Medicaid
- Private resources, such as savings, pensions, or trust funds
- Veterans Benefits
- Health Insurance
- SSI/SSD

When your insurance does not cover the care you need, you may need to find a way to pay for your expenses.



What are Home Health Care and Private Duty Nursing Services?

Home Health Care programs make necessary medical services available in the homes of people who are aged, ill, disabled or recuperating from an illness and/or surgery.

Private Duty Nursing are programs whose home health care services are provided by a licensed vocational nurse and/or registered nurses who are not members of a hospital staff but are called upon to take special care of individual patients.



Aftercare Nursing Services

1680 Walden Avenue
Cheektowaga, NY 14225
Phone: (716) 894-7777
Fax: (716) 894-0604

Also Known As:

Formerly Known As:

Mailing Address:

Po Box 714, Cheektowaga, NY 14225

Other Site Addresses:

500 Pine Street, Jamestown, NY 14701

Phone: (716) 487-2273

TDD/TYY Number:

Website Address:

www.Aftercare1.com

Email Address:

mail@Aftercare1.com

Hours of Operation:

Office: 8:00 am to 5:00 pm, Monday through Friday.

On call 24 hours a day, 7 days a week.

Services Provided:

Home health care, private duty nursing, respite, home health aide and personal care aide. Private duty nursing services include tracheotomy and ventilator care, g-tube feeds and care, seizure precautions, medication management, light housekeeping, light meal preparation and morning and evening care.

Eligibility Requirements:

Physician ordered nursing services; authorization from Medicaid for services.

Documentation Required:

Physician orders for nursing services; authorization from Medicaid for services.

Geographic Area Served:

Niagara, Erie and Chautauqua counties.

Public Transportation:

Blocks from Galleria Mall.

Application Process:

Director of Nursing reviews and verifies physician orders, verification of authorization from payment source, coordination with client for services.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Aftercare Nursing Services for more information.

Payment Methods:

Insurances, private pay (cash, check, credit card money order), Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Allcare Family Services, Inc.

625 Delaware Avenue, Suite 105

Buffalo, NY 14202

Phone: (716) 884-1001

Fax: (716) 884-1827

Also Known As:

Formerly Known As:

Mailing Address:

625 Delaware Avenue, Buffalo, NY 14202

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.allcarefamilyservices.com

Email Address:

Email agency via contact form on website.

Hours of Operation:

Office: 8:00 am to 4:00 pm, Monday through Friday.

Operates 24 hours a day, 7 days a week.

Services Provided:

Personal care aide (PCA), home health aide (HHA), licensed practical nurse (LPN), registered nurse (RN) and environmental aide services.

Eligibility Requirements:

Documentation Required:

Physician's referral.

Geographic Area Served:

Niagara and Erie Counties.

Public Transportation:

Application Process:

Please contact Allcare Family Services for more information.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Allcare Family Services for more information.

Payment Methods:

Private pay (cash, check), Medicaid.

All Metro Healthcare

170 Franklin Street
Buffalo, NY 14202
Phone: (716) 856-2702
Fax: (716) 856-8034

Also Known As:	All Metro Aides, Inc.
Formerly Known As:	Norell Health Care
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.all-metro.com
Email Address:	info@all-metro.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Personal care aide, home health aide, licensed practical nurse, registered nurse and traumatic brain injury specialists.
Eligibility Requirements:	Physician orders, approved home care environment, contingent caregiver.
Documentation Required:	Physician orders, agreement for service.
Geographic Area Served:	Niagara, Erie, Chautauqua, Cattaraugus, Genesee, Wyoming, Orleans and Allegany counties.
Public Transportation:	
Application Process:	Request service, provide physician orders, RN evaluation, sign agreement, and provide security deposit, if applicable.
Languages:	English, Spanish, Chinese.
Cost of Services:	Varies based on services. Please contact All Metro Healthcare for more information.
Payment Methods:	Long term care insurance, insurances, Workers' Compensation, private pay (check, credit card), Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Allstate Homecare of Niagara County, Inc.

9701 Niagara Falls Boulevard, Suite 2B
Niagara Falls, NY 14304
Phone: (716) 298-8680
Fax: (716) 298-8680

Also Known As:	The Patient People
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	6490 Main Street, Suite 4, Williamsville, NY 14221 Phone: (716) 565-3626 Fax: (716) 565-3631
TDD/TYY Number:	
Website Address:	
Email Address:	
Hours of Operation:	8:30 am to 4:30 pm, Monday through Friday.
Services Provided:	Registered nurse, licensed practical nurse, personal care aide, and home health aide services, companion sitters, and consumer-directed programs.
Eligibility Requirements:	Referral or orders from physician, referral from facility, nursing assessment.
Documentation Required:	Physician orders for all private pay, insured and all nursing level cases. Care plans approved by New York State Regulatory Agencies.
Geographic Area Served:	Niagara and Erie counties.
Public Transportation:	All major bus routes.
Application Process:	Through Department of Social Services, Department of Health, or Office for the Aging. Private pay requires meeting with client or family and nursing assessment.
Languages:	English, Spanish, French, Yiddish.
Cost of Services:	Varies based on services. Please contact Allstate Homecare for more information.
Payment Methods:	Insurances, Workers' Compensation, Disability, private pay, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Amedisys Home Health Care

3784 Commerce Court, Suite 400
Wheatfield, NY 14120
Phone: (716) 807-0100
Fax: (716) 807-0108

Also Known As:	Amedisys
Formerly Known As:	TLC Staff Builders, Tender Loving Care Staff Builders, Staff Builders Home Health Care, an Amedisys Company
Mailing Address:	3784 Commerce Court, Suite 400, Wheatfield, NY 14120
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.amedisys.com
Email Address:	Email agency via contact form on website.
Hours of Operation:	Office: 8:00 am to 5:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Home health care, skilled nursing, physical therapy, occupational therapy, speech therapy, registered dietician, social worker and home health aide services.
Eligibility Requirements:	Need for skilled service.
Documentation Required:	Physician orders.
Geographic Area Served:	Niagara, Erie and Chautauqua Counties.
Public Transportation:	
Application Process:	Please contact central intake at (716) 807-0100 with questions.
Languages:	English. Interpreter available for other languages.
Cost of Services:	Please contact Staff Builders for more information.
Payment Methods:	Medicare, Medicaid, insurances.

American HomePatient

435 Lawrence Bell Drive, Suite 12
Williamsville, NY 14221
Phone: 1-800-332-0666
Fax: (716) 681-3167

Also Known As:

Formerly Known As:

Mailing Address:

435 Lawrence Bell Drive, Suite 12, Williamsville, NY 14221

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.ahom.com

Email Address:

Email agency via contact form on website.

Hours of Operation:

8:30 am to 5:00 pm, Monday through Friday.

Services Provided:

Oxygen and respiratory equipment, durable medical equipment, enteral therapy and home infusion.

Eligibility Requirements:

Most insurances accepted, including Medicare and Medicaid.

Documentation Required:

Valid New York State prescription and/or physician orders.

Geographic Area Served:

Western New York.

Public Transportation:

Located on or near bus route.

Application Process:

Referral called in by physician's office, discharge planner, hospital, rehabilitation center or patient.

Languages:

English. Literature available in Spanish.

Cost of Services:

Varies based on services. Please contact American HomePatient for more information.

Payment Methods:

Medicaid, Medicare, private pay (cash, check, credit/debit card).

Aurora Home Care

3527 Harlem Road, Suite 7
Cheektowaga, NY 14225
Phone: (716) 833-9000
Fax: (716) 833-9037

Also Known As:

Formerly Known As:

Mailing Address:

Other Site Addresses:

TDD/TYY Number:

Website Address:

aurorahomecare.net

Email Address:

info@aurorahomecare.net

Hours of Operation:

8:30 am to 4:30 pm, Monday through Friday.

Services Provided:

Licensed practical nurse (LPN) and registered nurse (RN) services.

Eligibility Requirements:

Documentation Required:

Physician's orders, prior approval.

Geographic Area Served:

Niagara, Erie, Allegany, Cattaraugus, Chautauqua, Genesee, Orleans, and Wyoming counties.

Public Transportation:

In-home services.

Application Process:

Please call (716) 833-9000 to initiate process.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Aurora Home Care for more information.

Payment Methods:

Private insurance, private pay, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Coram Healthcare

375 North French Road, Suite 108
Amherst, NY 14228
Phone: (716) 691-3000
Fax: (716) 691-5093

Also Known As:

Formerly Known As:

Mailing Address:

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.coramhc.com

Email Address:

Email agency via contact form on website.

Hours of Operation:

Office: 8:30 am to 5:00 pm, Monday through Friday.

On call 24 hours a day, 7 days a week.

Services Provided:

Infusion therapy and enteral therapy.

Eligibility Requirements:

Insurance coverage for the above therapies.

Documentation Required:

Name, address, date of birth, social security number, physician orders, prescription for therapy, and insurance documentation.

Geographic Area Served:

Western New York.

Public Transportation:

Application Process:

Please contact Coram Healthcare.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Coram Healthcare for more information.

Payment Methods:

Insurance, private pay, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

GoodCare Home Health Services, Inc.

1330 Niagara Falls Boulevard, Suite 202
Tonawanda, NY 14150
Phone: (716) 833-3445
Fax (716) 407-0625

Also Known As:	GoodCare Senior Services, Inc.
Formerly Known As:	
Mailing Address:	1330 Niagara Falls Boulevard, Suite 202, Tonawanda, NY 14150
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	
Email Address:	
Hours of Operation:	Office hours: 8:30 am to 4:30 pm, Monday through Friday. Answering service after hours.
Services Provided:	Home health aides and personal care aids that provide personal care, cooking, laundry, light housekeeping, medication reminders and errands for clients in their homes, nursing home and other facilities. Registered nurses and licensed practical nurses provide care to meet client's needs in the comfort of their own home. Companionship offers assistance with daily activities such as housekeeping, laundry and errands. Hospital sitters and respite care available from 2 to 24 hours a day.
Eligibility Requirements:	Please contact GoodCare Home Health Services, Inc. for more information.
Documentation Required:	
Geographic Area Served:	Niagara and Erie Counties.
Public Transportation:	
Application Process:	Please call the office to set up an appointment for transportation or to speak to the R.N. or Office Manager to discuss home care needs.
Languages:	English.
Cost of Services:	Varies according to services. Please contact GoodCare Home Health Services, Inc. for more information.
Payment Methods:	Private pay (cash, check, credit card, money order).

HART Interfaith, Inc.

505 Cayuga Street
Lewiston, NY 14092
Phone: (716) 754-8313
Fax: (716) 754-8783

Also Known As:

Formerly Known As:

Mailing Address: 505 Cayuga Street, Lewiston, NY 14092

Other Site Addresses:

TDD/TYY Number:

Website Address: www.hartinterfaith.org

Email Address: hartinterfaith@verizon.net

Hours of Operation: 8:00 am to 12:00 pm, Monday through Friday.

Services Provided: Referral service that puts clients in touch with individuals that provide skilled nursing care, health and personal care, companionship, transportation, shopping, housekeeping, respite service, home maintenance, yard work, and housecleaning services.

Eligibility Requirements: HART assists especially elderly and infirm persons who require some form of personal care, home assistance, or companionship in order to remain in their own homes.

Documentation Required:

Geographic Area Served: Mainly Niagara County and some adjacent counties.

Public Transportation:

Application Process: Contact the office at (716) 754-8313.

Languages: English.

Cost of Services: HART does not impose charges for its referral services. However, users of the referral service are invited to make voluntary contributions. HART suggests appropriate remuneration for various levels of work performed. Payment for work is made by the employer directly to the employee.

Payment Methods: Private pay (check or cash directly to the caregiver).

Health Association of Niagara County, Inc.

Home Care

1302 Main Street
Niagara Falls, NY 14301
Phone: (716) 285-8224
Fax: (716) 285-8232

Also Known As:	HANCI, Home Care
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	Bewley Building, Suite 419, Lockport, NY 14094 1465 Payne Avenue, North Tonawanda, NY 14120
TDD/TYY Number:	
Website Address:	www.hanci.com
Email Address:	paasch@hanci.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Licensed home health agency that offers registered nurse (RN), licensed practical nurse (LPN), home health aide (HHA), and personal care aide (PCA) services.
Eligibility Requirements:	Services all age groups from infants to elderly. Requirements are based on individual needs and resources.
Documentation Required:	Please contact the Home Care Program for more information.
Geographic Area Served:	Niagara County.
Public Transportation:	Located on or near bus route and Metro-Link.
Application Process:	Please contact the Home Care Director or any registered nurse in the Home Care Program.
Languages:	English. Referral services for translation services.
Cost of Services:	Please contact the Home Care Program for more information.
Payment Methods:	Insurances, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services), Veterans benefits, SSI/SSD, long term care insurance, private pay (cash, check, credit card, money order)

Health Force

3409 Genesee Street
Cheektowaga, NY 14225
Phone: (716) 855-2273
Fax: (716) 855-3920

Also Known As:	Caring Enterprises, Inc. dba Health Force
Formerly Known As:	
Mailing Address:	3409 Genesee Street, Cheektowaga, NY 14225-5051
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.HealthForceWNY.com
Email Address:	HealthForceWNY@gmail.com
Hours of Operation:	8:00 am to 4:30 pm, Monday through Friday. 7:30 am to 3:30 pm, Saturday and Sunday.
Services Provided:	Licensed home health agency that provides personal care aides, home health aides, private duty nursing, skilled nursing, traumatic brain injury (TBI), dementia care and caregiver services. Provides service coordination and home and community care through the New York State Traumatic Brain Injury (TBI) and Nursing Home Transition and Diversion (NHTD) Medicaid Waiver Programs.
Eligibility Requirements:	Desire to remain as independent as possible during an illness or recovery or while dealing with a chronic illness.
Documentation Required:	
Geographic Area Served:	Western New York.
Public Transportation:	
Application Process:	Please contact Health Force at (716) 855-2273. Once contacted, Health Force will have a professional RN come to the home for a free assessment to help the client and/or family determine the amount of service that would be best for the client.
Languages:	English, some Spanish.
Cost of Services:	Varies based on services. Please contact Health Force for more information.
Payment Methods:	Insurances, Veterans benefits, long term care insurance, private pay (check, cash, credit card, money order), Workers' Compensation, auto insurance, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Homewatch Caregivers/Pathways to Memory®

5500 Main Street, Suite 222
Williamsville, NY 14221
Phone: (716) 565-3103
Fax: (716) 565-3107

Also Known As:

Formerly Known As:

Mailing Address:

5500 Main Street, Suite 222, Williamsville, NY 14221

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.homewatchcaregivers.com

Email Address:

wny@homewatchcaregivers.com

Hours of Operation:

8:00 am to 4:30 pm, Monday through Friday.

Services Provided:

Companion services, home health aide, personal care aide, nursing services and distributor of Lifeline equipment, including medication dispensing units. Also offers Pathways to Memory® Program.

Eligibility Requirements:

Private pay only.

Documentation Required:

Geographic Area Served:

Niagara, Wyoming, Cattaraugus, Chautauqua, Orleans and Genesee Counties.

Public Transportation:

Application Process:

Contact Homewatch Caregivers/Pathways to Memory® for referral.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Homewatch Caregivers/Pathways to Memory® for more information.

Payment Methods:

Private pay, (cash, check), Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Independent Nursing Care, LLC

1038 Davis Road
West Falls, NY 14170
Phone: (716) 655-8776
Fax: (716) 655-7877

Also Known As:	INC
Formerly Known As:	
Mailing Address:	PO Box 489, West Falls, NY 14170
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.incnursing.com
Email Address:	info@incnursing.com
Hours of Operation:	8:00 am to 4:00 pm, Monday through Friday.
Services Provided:	Home health care, private duty nursing, travel and adult immunizations and workplace wellness.
Eligibility Requirements:	
Documentation Required:	Assessment and service agreement required for home care services.
Geographic Area Served:	Niagara, Erie, Orleans, Genesee, Wyoming, Cattaraugus, Chautauqua, Allegany and Monroe Counties.
Public Transportation:	
Application Process:	Please contact Independent Nursing Care for more information.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Independent Nursing Care or more information.
Payment Methods:	Private pay (cash, check, credit card, money order), long term care insurance, Veterans' Benefits.

Interim Healthcare

7703 Niagara Falls Boulevard
Niagara Falls, NY 14304
Phone: (716) 283-3828
Fax: (716) 283-3848

Also Known As:	HC Watson Corp. d.b.a. Interim Healthcare
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.interimhealthcare.com
Email Address:	Email agency via contact form on website.
Hours of Operation:	Office: 8:00 am to 4:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Supplemental staffing, private duty in a facility, transitional aide, home care services, travel accompaniment, patient injection training service, Interim In Touch, diagnostic testing, travel staff, Bed and Bath Program, wellness, preventive programs and patient teaching.
Eligibility Requirements:	Appropriate, safe environment for care, RN assessment, medical need, physician approval and ordered, financial ability to pay, order for services, i.e. insurance company or contract agency).
Documentation Required:	Physician orders, care plan, RN assessment, nursing notes, support records, financial agreement, and all other as required by contract or insurance company.
Geographic Area Served:	Niagara County
Public Transportation:	
Application Process:	Client/Rep orders services, service orders filled out, hours and provider availability determined, RN supervisor assessment done, financial and medical forms sent out, contractual paperwork done.
Languages:	English and Spanish, in-house and in-field. Others recruited as needed.
Cost of Services:	Varies based on services. Please contact Interim Healthcare for more information.
Payment Methods:	Contract reimbursement payment from governmental and other agencies/insurance companies. Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services). Private check as per weekly invoice from private pay clients, would consider credit card payment if absolute necessary.

Maxim Healthcare Services

741 Delaware Avenue, Suite 110
Buffalo, NY 14209
Phone: (716) 881-2800
Fax: (716) 881-2900

Also Known As:	Maxim
Formerly Known As:	
Mailing Address:	741 Delaware Avenue, Suite 110, Buffalo, NY 14209
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.maxhealth.com
Email Address:	buffalo@maxhealth.com
Hours of Operation:	8:00 am to 6:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Provides homecare, respite, companionship and private duty nursing for individuals with personal care or nursing needs on an hourly or intermittent basis. Also a provider for those enlisted in the New York State Traumatic Brain Injury Medicaid Waiver Program.
Eligibility Requirements:	Individuals must be covered by a non-Medicare insurance or state funded program and must have a primary physician who will sign orders to provide the service.
Documentation Required:	Physician's orders, homecare notes, admission packet, home chart and homecare agreement.
Geographic Area Served:	Niagara, Erie, Orleans, Genesee, Wyoming, Allegany, Cattaraugus, and Chautauqua counties.
Public Transportation:	Located on or near a bus route.
Application Process:	
Languages:	English.
Cost of Services:	Varies based on services. Please contact Maxim Healthcare Services for more information.
Payment Methods:	Private pay (cash, check, credit card), insurances, long term care insurance, VA hospital coverage through contract, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Medina Memorial Health Care System Long Term Home Health Care Program

11020 West Center Street
Medina, NY 14103
Phone: (585) 798-5054 or 1-888-240-0240
Fax: (585) 798-1687

Also Known As:	Medina Home Care
Formerly Known As:	
Mailing Address:	200 Ohio Street, Medina, NY 14103
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.medinamemorial.org
Email Address:	medinahome@live.com
Hours of Operation:	8:00 am to 4:00 pm, Monday through Friday.
Services Provided:	Long Term Home Health Care Program that offers skilled nursing, physical therapy, occupational therapy, social work, respiratory therapy, registered dietician and home health aide services to eligible individuals in their home.
Eligibility Requirements:	Please contact the Medina Long Term Home Health Care Program at (585) 798-5054 for more information.
Documentation Required:	Physician orders.
Geographic Area Served:	Eastern Niagara County (Gasport Road is cut-off), Orleans County.
Public Transportation:	
Application Process:	Please contact the Medina Long Term Home Health Care Program for application process.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Medina Long Term Home Health Care Program for more information.
Payment Methods:	Medicare, Medicaid, insurances, long term care insurance, private pay (cash, check).

Mercy Home Care

310 South Transit Street
Lockport, NY 14094
Phone: (716) 668-3511
Fax: (716) 668-7899

<i>Also Known As:</i>	Catholic Health Home Care, Niagara Homemakers, Catholic Charities
<i>Formerly Known As:</i>	
<i>Mailing Address:</i>	14 Appletree Business Park, Union and Bennett Roads Cheektowaga, NY 14227
<i>Other Site Addresses:</i>	1317 Main Street, Niagara Falls, NY 14301
<i>TDD/TYY Number:</i>	
<i>Website Address:</i>	www.chsbuffalo.org
<i>Email Address:</i>	
<i>Hours of Operation:</i>	Office: 7:00 am to 5:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
<i>Services Provided:</i>	Nursing, home health aide, personal care aide, homemaker, companionship, private duty nursing and respite services.
<i>Eligibility Requirements:</i>	Adults in need of home care services.
<i>Documentation Required:</i>	Documentation varies with level of service. Please contact agency for more information.
<i>Geographic Area Served:</i>	Niagara and Erie counties.
<i>Public Transportation:</i>	
<i>Application Process:</i>	
<i>Languages:</i>	English.
<i>Cost of Services:</i>	Varies based on services. Please contact Mercy Home Care for more information.
<i>Payment Methods:</i>	Private pay (cash, check, credit card, money order), insurance, contractual agreements, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Niagara County Department of Social Services Home Care Unit

20 East Avenue
Lockport, NY 14094
Phone: (716) 278-8620
Fax: (716) 439-7780

301 10th Street
Niagara Falls, NY 14302
Phone: (716) 278-8620
Fax: (716) 278-8460

Also Known As:	DSS
Formerly Known As:	
Mailing Address:	Lockport: PO Box 865, Niagara Falls, NY 14302-0865 Niagara Falls: PO Box 506, Lockport, NY 14095
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.niagaracounty.com
Email Address:	
Hours of Operation:	Office: 8:00 am to 4:00 pm, Monday through Friday.
Services Provided:	Assistance with personal care and housekeeping, private duty nursing.
Eligibility Requirements:	Must be Medicaid eligible and medically stable.
Documentation Required:	Current physician orders. Client must be seen and examined within 30 days of signed order and orders must be received within 30 days of exam.
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	Please contact the Niagara County Department of Social Services Home Care Unit intake number at (716) 278-8620.
Languages:	English.
Cost of Services:	Please contact the Niagara County Department of Social Services Home Care Unit for more information.
Payment Methods:	Medicaid.

**Niagara County Department of Social Services
Nursing Home Division**

20 East Avenue
Lockport, NY 14094
Phone: (716) 439-7728
Fax: (716) 439-7775

Also Known As:	DSS, Chronic Care Medicaid
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.niagaracounty.com
Email Address:	
Hours of Operation:	8:00 am to 4:00 pm, Monday through Friday.
Services Provided:	Determines Medicaid eligibility for assisted living, hospice residential, long term home health care programs, and nursing homes.
Eligibility Requirements:	Varies according to program. Please contact the Nursing Home Division for more information.
Documentation Required:	Varies according to program. Please contact the Nursing Home Division for more information.
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	Please call (716) 439-7728 to request an application. Submit application and schedule interview where eligibility determination will be made.
Languages:	English. Interpreter services available upon request.
Cost of Services:	
Payment Methods:	Public funds.

**Niagara County Health Department
Certified Home Health Agency**

5467 Upper Mountain Road
Lockport, NY 14094
Phone: (716) 439-7470
Fax: (716) 439-7483

<i>Also Known As:</i>	C.H.H.A.
<i>Formerly Known As:</i>	
<i>Mailing Address:</i>	5467 Upper Mountain Road, Lockport, NY 14094
<i>Other Site Addresses:</i>	1001 11th Street, Niagara Falls, NY 14301 Phone: (716) 278-1900 Fax: (716) 278-1936
<i>TDD/TYY Number:</i>	
<i>Website Address:</i>	www.niagaracounty.com
<i>Email Address:</i>	
<i>Hours of Operation:</i>	Office: 8:00 am to 4:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
<i>Services Provided:</i>	Skilled nursing, physical therapy, occupational therapy, speech therapy, medical social worker, and home health aide services.
<i>Eligibility Requirements:</i>	Care needs can be safely met at home, physician orders are required.
<i>Documentation Required:</i>	Referral from physician or hospital (phone referrals are sufficient).
<i>Geographic Area Served:</i>	Niagara County.
<i>Public Transportation:</i>	
<i>Application Process:</i>	
<i>Languages:</i>	English. Translation available for other languages.
<i>Cost of Services:</i>	Varies based on services. Please contact the Niagara County Health Department for more information.
<i>Payment Methods:</i>	Private pay, all insurances, Medicaid, Medicare. Private pay rate on sliding scale fee based on poverty level guidelines.

Niagara County Health Department Long Term Home Health Care Program

5467 Upper Mountain Road
Lockport, NY 14094
Phone: (716) 439-7470
Fax: (716) 439-439-7483

Also Known As:	Nursing Home Without Walls
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	1001 11th Street, Niagara Falls, NY 14301 Phone: (716) 278-1900 Fax: (716) 278-1936
TDD/TYY Number:	
Website Address:	www.niagaracounty.com
Email Address:	nchd.nursing@niagaracounty.com
Hours of Operation:	Office: 8:00 am to 4:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Skilled nursing, physical therapy, occupational therapy, speech therapy, medical social worker, respiratory therapy, nutritionist, home health aide, personal care aide, adult social day care, transportation for day care, respite, home adaptation, home delivered meals, personal emergency response system, AIDS home care program, and nurse case management.
Eligibility Requirements:	Medically eligible for nursing home placement, care needs can be safely met at home, cost of care billed to Medicaid must be 75% or less of cost of health related facility or skilled nursing facility care, nursing home Medicaid must be in place (unless privately paying for service).
Documentation Required:	Evaluation by Niagara County Health Department. Medicaid recipients need a joint evaluation by the Niagara County Health Department and Department of Social Services.
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	Referral to the Niagara County Long Term Home Health Care Program, once chronic care Medicaid is confirmed by the Department of Social Services. Evaluation is done by the Niagara County Health Department and Department of Social Services.
Languages:	English. Translation available for other languages.
Cost of Services:	Varies based on services. Please contact the Niagara County Health Department for more information.
Payment Methods:	Medicaid, insurances, private pay (cash, check, money order).

Palliative Home Care of Niagara, Inc.

2186 Liberty Drive
Niagara Falls, NY 14304
Phone: (716) 215-2085
Fax: (716) 283-4589

Also Known As:	PHCN
Formerly Known As:	
Mailing Address:	2186 Liberty Drive, Niagara Falls, NY 14304
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.phcn.org
Email Address:	info@phcn.org
Hours of Operation:	8:30 am to 4:30 pm, Monday through Friday.
Services Provided:	Licensed nursing services, durable medical equipment, and personal emergency response system. Training and follow-up in the home on operation, safety and care of equipment. 24-hour emergency services for durable medical equipment, oxygen concentrators, nebulizers, wheelchairs, walker, patient room equipment (hospital beds and commodes) and bathroom safety items (transfer benches, shower chairs).
Eligibility Requirements:	Chronic or life-threatening illness.
Documentation Required:	Physician's order.
Geographic Area Served:	Western New York.
Public Transportation:	
Application Process:	Please contact (716) 215-2085.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Palliative Home Care of Niagara for more information.
Payment Methods:	Medicare, Medicaid, insurances, private pay.

**People Inc.
Certified Home Health Care**

2128 Elmwood Avenue
Buffalo, NY 14207
Phone: (716) 874-5600
Fax: (716) 874-0388

<i>Also Known As:</i>	CHHA
<i>Formerly Known As:</i>	
<i>Mailing Address:</i>	
<i>Other Site Addresses:</i>	
<i>TDD/TYY Number:</i>	
<i>Website Address:</i>	www.people-inc.org
<i>Email Address:</i>	sbayerl@people-inc.org
<i>Hours of Operation:</i>	6:00 am to 9:00 pm, 7 days a week. Answering service from 9:00 pm to 6:00 am, 7 days a week.
<i>Services Provided:</i>	Special Needs Certified Home Health Agency that offers skilled professional services, including registered nurse, physical, occupational and speech therapies, nutrition and medical social work services. Specializes in services to individuals with developmental disabilities.
<i>Eligibility Requirements:</i>	Need for skilled professional services.
<i>Documentation Required:</i>	Documentation varies with level of service. Please contact People, Inc. for more information.
<i>Geographic Area Served:</i>	Niagara and Erie counties.
<i>Public Transportation:</i>	
<i>Application Process:</i>	Patient, family member, physician, or discharge planner should contact (716) 874-5600 to make referral or complete intake process.
<i>Languages:</i>	English.
<i>Cost of Services:</i>	Varies based on services. Please contact People, Inc. for more information.
<i>Payment Methods:</i>	Private pay (cash, check), insurances, Medicaid, Medicare, public funds.

People, Inc.
Licensed Home Health Care

2128 Elmwood Avenue
Buffalo, NY 14207
Phone: (716) 874-5600
Fax: (716) 874-0388

Also Known As:	LHCSA
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.people-inc.org
Email Address:	sbayerl@people-inc.org
Hours of Operation:	6:00 am to 9:00 pm, 7 days a week. Answering service from 9:00 pm to 6:00 am, 7 days a week.
Services Provided:	Personal care aide, licensed practical nurse, and private duty nursing services for individuals of all ages. Specializes in services to individuals with developmental disabilities.
Eligibility Requirements:	For Medicaid, must be eligible for Niagara County Medicaid Program. For private pay services, free assessment completed by People, Inc.
Documentation Required:	Documentation varies with level of service. Please contact People, Inc. for more information.
Geographic Area Served:	Niagara and Erie counties.
Public Transportation:	
Application Process:	For Medicaid recipients, please contact your local Department of Social Services. For private pay services, please contact People, Inc.
Languages:	English.
Cost of Services:	Varies based on services. Please contact People, Inc. for more information.
Payment Methods:	Private pay (cash, check), insurances, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services), public funds.

PSA Healthcare

2250 Wehrle Drive, Suite 1
Williamsville, NY 14221
Phone: (716) 276-2123 or (800) 350-4585
Fax: (716) 276-2129

Also Known As:	Pediatric Services of America
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.psahealthcare.com
Email Address:	
Hours of Operation:	8:00 am to 5:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Adult and pediatric registered nurse, licensed practical nurse, personal care aide and home health aide services.
Eligibility Requirements:	
Documentation Required:	Patient agreement.
Geographic Area Served:	Niagara, Erie, Allegany, Chautauqua, Cattaraugus, Genesee, Monroe, Orleans and Wyoming county.
Public Transportation:	
Application Process:	Telephone referral.
Languages:	As needed per care plan.
Cost of Services:	Varies based on services. Please contact PSA Healthcare for more information.
Payment Methods:	HMOs and third-party insurances, private pay (cash, credit card), Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Visiting Nursing Association of Western New York, Inc.

5714 South Transit Road
Lockport, NY 14094
Phone: (716) 630-8000 or 1-800-439-5444
Fax: (716) 630-8660

Also Known As:	The VNA, VNA of WNY, Kaleida Health.
Formerly Known As:	
Mailing Address:	2100 Wehrle Drive, Williamsville, NY 14221
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.vna-wny.org
Email Address:	lzielinski@kaleidahealth.org
Hours of Operation:	8:00 am to 8:00 pm, Monday through Friday. 8:00 am to 4:30 pm, Saturday and Sunday.
Services Provided:	Certified home health agency, skilled nursing, physical therapy, occupational therapy, speech therapy, home health aide, home oxygen and respiratory equipment and therapy, home infusion therapy, personal response units, home telemedicine, home lactation equipment and counseling, private duty nursing and respite care.
Eligibility Requirements:	Varies according to services. Please contact the Visiting Nursing Association of Western New York for more information.
Documentation Required:	Physician orders.
Geographic Area Served:	All of Western New York.
Public Transportation:	
Application Process:	Please contact Visiting Nursing Association of Western New York at (716) 630-8000 to begin application process.
Languages:	English, Spanish, translation services available upon request.
Cost of Services:	Varies based on services. Please contact Visiting Nursing Association of Western New York more information.
Payment Methods:	Medicare, Medicaid, insurances, private pay (cash, credit card, check, money order), Veterans benefits, long term care insurance.

Visiting Nursing Association of Western New York Long Term Home Health Care Program

5714 South Transit Road
Lockport, NY 14094
Phone: (716) 433-1912
Fax: (716) 433-1915

Also Known As:	VNA of WNY, Kaleida Health.
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.vna-wny.org
Email Address:	Email agency via contact form on website.
Hours of Operation:	8:00 am to 4:30 pm, 7 days a week.
Services Provided:	Skilled nursing, private duty, physical therapy, occupational therapy, personal care aide, home health aide, and respite services.
Eligibility Requirements:	
Documentation Required:	Physician's orders.
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	Referral made to Central Intake Office at (716) 630-8311 or (716) 630-8312.
Languages:	English. Translation services available upon request.
Cost of Services:	Varies based on services. Please contact Visiting Nursing Association of Western New York for more information.
Payment Methods:	Medicare, Medicaid, insurances, private pay.

**Weinberg Campus
Menorah Licensed Home Care**

2700 North Forest Road
Getzville, NY 14068
Phone: (716) 639-3311
Fax: (716) 639-3309

<i>Also Known As:</i>	MLHC
<i>Formerly Known As:</i>	
<i>Mailing Address:</i>	
<i>Other Site Addresses:</i>	
<i>TDD/TYY Number:</i>	
<i>Website Address:</i>	www.weinbergcampus.org
<i>Email Address:</i>	info@weinbergcampus.org
<i>Hours of Operation:</i>	24 hours a day, 7 days a week.
<i>Services Provided:</i>	Nursing, home health aide, personal care, homemaker, and housekeeping services.
<i>Eligibility Requirements:</i>	Screening by RN for appropriate level of home care service.
<i>Documentation Required:</i>	Physician orders.
<i>Geographic Area Served:</i>	Niagara and Erie counties.
<i>Public Transportation:</i>	
<i>Application Process:</i>	Referral from physician, family or self.
<i>Languages:</i>	English.
<i>Cost of Services:</i>	Varies based on services. Please contact Weinberg Campus for more information.
<i>Payment Methods:</i>	Insurances, private pay.

Willcare, Inc.

346 Delaware Avenue
Buffalo, NY 14202
Phone: (716) 856-7500
Fax: (716) 856-7502

Also Known As:	Willcare
Formerly Known As:	
Mailing Address:	346 Delaware Avenue, Buffalo, NY 14202
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.willcare.com
Email Address:	Email agency via contact form on website.
Hours of Operation:	Office: 8:00 am to 5:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Nursing, home health aide, personal care aide, non-medical Companion service, physical therapy, occupational therapy, and speech-language pathology.
Eligibility Requirements:	Must be safe in home independently or with family support.
Documentation Required:	Orders will be sent to physician after the caregiver signs patient agreement.
Geographic Area Served:	Niagara, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Orleans and Wyoming counties.
Public Transportation:	
Application Process:	Nursing assessment and signed patient agreement.
Languages:	English, Spanish.
Cost of Services:	Varies based on services. Please contact Willcare, Inc. for more information.
Payment Methods:	Private pay (check, credit card), long term care insurance, some insurance plans, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

