

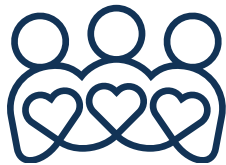
LONG-TERM CARE RESOURCES

We all want North Carolina's seniors to live happy and healthy lives. Navigating long-term care (LTC) systems can be challenging and overwhelming. The North Carolina Department of Justice has put together this guide to help seniors and families understand long-term care.



Long-term Care (LTC)

A variety of services for people with chronic illness or disabilities. These include medical and non-medical needs for people who cannot care for themselves over an extended period of time.



Home Care Agencies

Provide in-home aide services to help people who have functional, physical, or mental impairments accomplish their daily activities.

Nursing Homes

Provide care for people who have ailments but are not sick enough to require hospital care.



Adult Care Homes (Assisted Living)

Provide care to people who need assistance carrying out activities of daily living and supervision to people with cognitive impairments whose decisions, if made independently, may jeopardize the safety or well-being of themselves or others.



Medicaid

A health insurance program for people with low incomes and families who cannot afford health care costs.



Medicare

The federal health insurance program for people who are 65 or older and certain younger people with disabilities. It helps cover skilled nursing facility care and some home health care.

LEARN MORE AT
WWW.NCDOJ.GOV/LONGTERMCARE

LONG-TERM CARE RESOURCES



Want to learn about LTC facilities in your area?

- **NC Division of Health Service Regulation Licensed Facilities (NC DHSR):** info.ncdhhs.gov/dhsr/reports.htm
- **NC DHSR Adult Care Licensure Section:** info.ncdhhs.gov/dhsr/acls/star/search.asp
- **NC DHSR Nursing Home Licensure and Certification:** info.ncdhhs.gov/dhsr/facilities/search.asp



Have a concern about a LTC facility?

- **NC DHSR Complaint Intake and Health Care Personnel Investigations Section:** info.ncdhhs.gov/dhsr/ciu/index.html or call 800-624-3004
- **NC Long-Term Care Ombudsman Program:** www.ncdhhs.gov/divisions/aging/long-term-care-ombudsman
- **NCDOJ Medicaid Investigations Division:** www.ncdoj.gov/responding-to-crime/health-fraud/health-fraud-reporting-form/ or call 919-881-2320
- **Adult Protective Services:** www.ncdhhs.gov/localDSS

Need assistance with insurance coverage?

- **NC Medicaid Division of Health Benefits:** www.medicaid.ncdhhs.gov/ or call 888-245-0179
- **Seniors' Health Insurance Information Program (SHIIP):** www.ncdoi.gov/consumers/medicare-and-seniors-health-insurance-information-program-shiip or call 855-408-1212
- **NC Navigator Consortium:** www.ncnavigator.org/ or 855-733-3711



For general information about LTC:

- **NC Division of Aging:** www.ncdhhs.gov/divisions/division-aging or call 919-855-3400
- **Friends of Residents in Long-Term Care (FORLTC):** www.forltc.org/resources or call 919-782-1530



Resources for caregivers:

- **North Carolina Family Caregiver Support Program:** www.ncdhhs.gov/family-caregiver-specialist-provider-directory-0/download?attachment
- **NC Caregivers:** www.nc-caregivers.com/
- **AARP's Supporting Family Caregivers in NC:** www.states.aarp.org/north-carolina/supporting-family-caregivers-in-north-carolina
- **Alzheimer's Association:** www.alz.org/help-support or call 800-272-3900



Attorney General

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