

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.

Want to learn more about LTC facilities in your area?



- Look through **NC Division of Health Service Regulation's (NC DHSR)** list of all licensed facilities, including adult care homes, in-home care, and nursing homes.
- Use NC DHSR **Adult Care Licensure Section's** Home Star Ratings and Adult Care Home Violations & Penalties to make an informed decision regarding care options.
- Find NC DHSR's lists of facilities regulated by the **Nursing Home Licensure and Certification Section**, as well as Statements of Deficiencies for nursing homes.

Need assistance with insurance coverage?



- Read **NC Medicaid Division of Health Benefits'** explanation of the basic eligibility requirements and get expert guidance on Medicaid options, coverage, and assistance programs tailored to North Carolina residents. Call **888-245-0179**.
- Receive free and unbiased information regarding Medicare health care products from **Seniors' Health Insurance Information Program (SHIIP)** counselors via their toll-free line **855-408-1212**. SHIIP/NC Senior Medicare Patrol can assist in discussing Medicare Fraud related issues/concerns.
- Ask experienced **NC Navigators** your insurance questions and receive their year-round counsel on issues that arise. Schedule an appointment at **855-733-3711**.

Have a concern about a LTC facility?



- Submit a complaint to NC DHSR's **Complaint Intake and Health Care Personnel Investigations Section** about the care and services provided by health care facilities/agencies/homes licensed by the DHSR. Call their Complaint Hotline at **800-624-3004**.
- Learn about residents' rights, file complaints, and get support for issues related to long-term care facilities through the **NC Long-Term Care Ombudsman Program**.
- Report concerns of fraud and/or patient abuse by Medicaid health care providers to **NC Department of Justice's Medicaid Investigations Division**. Call **919-881-2320**.
- Report adult abuse, neglect, and/or exploitation to your local **Adult Protective Services**.

Visit **[NCDOJ.GOV/LONGTERMCARE](https://www.ncdoj.gov/longtermcare)**
to access websites and contact information for all listed resources



Attorney General

Jeff Jackson



Long-Term Care

A variety of services which help meet both the medical and non-medical needs of people with a chronic illness or disability who cannot care for themselves over an extended period of time.

Adult Care Homes

Provide care to people who need assistance carrying out activities of daily living and supervision to people with cognitive impairments.

Nursing Homes

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

Home Care Agencies

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

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 some skilled nursing facility care and some home health care.

For general information about LTC:



- Explore **NC Division of Aging's** state-specific information on aging services, long-term care options, and resources available for seniors and caregivers. Call **919-855-3400**.
- Explore **Friends of Residents in Long-Term Care's** resource guides and links. They are a non-profit organization committed to improving the quality of long-term care in NC. Call their Consumer Hotline at **919-782-1530**.

Resources for caregivers:



- Find support for caregivers, including education, support groups, and respite care services from **NC Family Caregiver Support Program**.
- Access online lessons and local events to help navigate caregiving challenges via **NC Caregivers**.
- Review various resources from **AARP**, including a North Carolina Caregiver Resource Guide.
- Browse **Alzheimer's Association's** helpful information and resources for those living with or caring for someone with Alzheimer's or other dementias. Call their 24/7 Helpline at **800-272-3900**.

Visit **[NCDOJ.GOV/LONGTERMCARE](https://www.ncdoj.gov/longtermcare)**
to access websites and contact information for all listed resources



Attorney General
Jeff Jackson