



NORTH CAROLINA HOME CARE RESOURCES

**ALL THE NAMES, PHONE NUMBERS, EMAILS, AND
WEBSITES YOU NEED TO RUN YOUR AGENCY!**

 (317) 455-3218

 <https://geoh.app>



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Introduction

Keeping up with changes in the home care industry is crucial for compliance, quality of care, and financial stability.

Regulations, Medicaid policies, and reimbursement rates frequently change, and missing an update can lead to billing denials, audit findings, or even loss of licensure.

Staying informed allows agencies to adapt their operations quickly, train staff appropriately, and align services with current state and federal requirements.

Beyond compliance, staying current helps agencies remain competitive by offering new services, implementing best practices, and participating in emerging programs or waivers that can expand business opportunities.

This guide provides a list of trusted resources to help North Carolina home care agencies stay informed. It includes key websites, associations, and communities where you can find updates, training, and support to make compliance, growth, and quality care easy.



State Resources

These are your baseline, authoritative sources for licensing, compliance, Medicaid, policy, etc.

▶ North Carolina's Department of Home & Community Based Services (HCBS)

- Helps older adults and people with disabilities get support at home instead of in a facility.
- Covers services that help with daily living and community support needs.

[HCBS](#)

▶ North Carolina's Department of Health & Human Services (NCDHHS)

- Oversees state health programs like Medicaid and other State Health Benefit Plans.
- Works to improve access to affordable, quality health care, especially for rural and underserved areas.

[NCDHHS](#)



State Resources

These are your baseline, authoritative sources for licensing, compliance, Medicaid, policy, etc.

▶ NC Medicaid Division Of Health Benefits

- Official state Medicaid portal, serving both beneficiaries and providers with resources on eligibility, enrollment, health plans, and policy updates.
- Keeps providers informed through bulletins, billing guidance, and claims information while allowing the public to stay engaged with reports, public notices, and fraud reporting tools.

[NC Medicaid](#)

▶ NC Tracks

- A web portal for providers and members that gives access to claims, eligibility, enrollment, fee schedules, manuals, and provider notices.
- Allows real-time claim processing, eligibility verification, and self-service tools to help providers manage Medicaid and waiver program tasks.

[NC Tracks](#)



Associations, Advocacy, & Accreditation Bodies

These connect you to peers, advocacy tools, training, standards, etc.

■ Association for Home & Hospice Care of NC (AHH CNC)

The Association for Home & Hospice Care of North Carolina (AHH CNC) is a nonprofit trade association representing nearly all of the state's home health and hospice providers, along with palliative care, personal care, behavioral health, and PACE provider members.

[AHH CNC website](#)

■ National Alliance for Care at Home

National standards, advocacy, benchmarking, model policies

[Alliance Websites](#)

■ Accreditation Bodies

Accreditation, standards of care, surveys, credibility with payers (CHAP & ACHC)



Email Alerts, Newsletters, & Official Notices

Make sure your agency stays ahead of the curve by getting updates delivered:

- ▶ Subscribe to the NCTracks provider alerts by going to the NCTracks website, click on Provider, then Provider Communication tab, click on “Click here to join mailing list”
- ▶ Sign up for the North Carolina home care association newsletters or national association newsletters
- ▶ Sign up for GEOH’s newsletter for home care updates and free resources for your agency

[Sign Up Here!](#)





Peer Networking & Social Media Groups

These let you hear what's happening in the field: challenges, interpretations, staffing tips, etc. They are also a great way to network and make connections in the industry

**NC Behavioral Health
MEDICAID Providers**

[Join the Group](#)

**NC Home Care
Agency Tips**

[Join the Group](#)

**Senior Care
Networking**

[Join the Group](#)

**Jobs Wanted in North
Carolina**

[Join the Group](#)

You can also create an account on a networking website like LinkedIn or Alignable to connect with people in your industry! These websites help you build connections and stay up to date on industry news



Helpful Contacts

Know Who to Contact

GEOH Support

support@geoh.app
(317) 434-1550

Sandata Support

855-940-4915
NCCustomerCare@Sandata.com

Gainwell

Contact Form

AmeriHealth

Provider: 1-888-738-0004

Carolina Complete Health

1-833-552-3876

Healthy Blue

Contact Form

United

Provider: 1-800-638-3302



NC'S AAA CONTACTS



[CLICK HERE TO FIND YOUR AAA OFFICE](#) OR CALL (888) 245-0179

REGION A

Sarajane Melton,
Area Agency on Aging
Administrator
828-586-1962 x220
sarajane@regiona.org

REGION B

LeeAnne Tucker,
Area Agency on Aging
Director
828-251-7436
leeanne@landofsky.org

REGION C

Laura Lynch
Area of Agency on Aging
Director
828-351-2336
llynch@regionc.org

REGION D

Zach Green,
Area Agency on Aging
Director
828-265-5434 x122
zgreen@wpcog.org

REGION E

Tina Miller,
Area Agency on Aging
Director
828-485-4212
tina.miller@wpcog.org

REGION F

Linda Miller,
Aging Program Director
704-348-2712
lmiller@centralina.org

REGION G

Adrienne Calhoun,
Area Agency on Aging
Director
336-904-0300
acalhoun@ptrc.org

REGION J

Jenisha Henneghan,
Area Agency on Aging
Director
919-558-2708
jhenneghan@jcog.org

REGION K

Nancy Francis,
Area Agency on Aging
Director
252-436-2040 x2047
nfrancis@kerrtarcog.org

REGION L

Mary Marlin,
Area Agency on Aging
Program Director
252-234-5956
mmarlin@ucpcog.org

REGION M

Tracy Honeycutt,
Area Agency on Aging
Director
910-323-4191 x27
thoneycutt@mccog.org

REGION N

Twilla Allen,
Aging Program
Administrator
910-775-9781
tca@lrcog.org

REGION O

Holly Pilson,
Area Agency on Aging
Director
910-274-0339
hpilson@capefearcog.org

REGION P

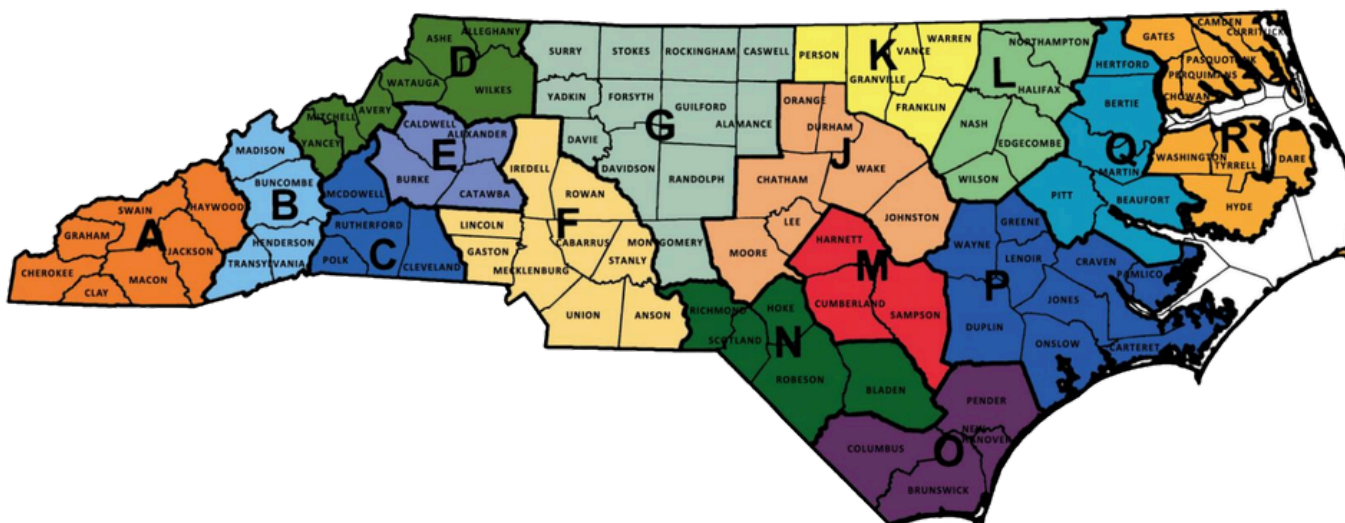
Heather O'Connor,
Area Agency on Aging
Director
252-638-3185 x3012
hoconnor@eccog.org

REGION Q

Annette Eubanks,
Area Agency on Aging
Director
252-974-1835
aeubanks@mideastcom.org

REGION R

Laura Alvarico,
Area Agency on Aging
Director
252-426-5753
lalvarico@accog.org



NC'S AAA OFFICES



[CLICK HERE TO FIND YOUR AAA OFFICE](#) OR CALL (888) 245-0179

REGION A

125 Bonnie Lane Sylva
NC 28779
(828) 586-1962
FAX (828) 586-1968

REGION B

339 New Leicester
Highway Suite 140
Asheville, NC 28806
(828) 251-6622
FAX (828) 251-6353

REGION C

P.O. Box 841
Rutherfordton, NC 28139
(828) 287-2281 FAX
(828) 287-2735

REGION D

468 New Market
Boulevard Boone, NC
28607
(828) 265-5434
FAX (828) 265-5439

REGION E

P.O. Box 9026 Hickory,
NC 28603
(828) 322-9191
FAX (828) 322-5991

REGION F

10735 David Taylor
Drive Suite 250
Charlotte, NC 28262
(704) 372-2416
FAX (704) 347-4710

REGION G

1398 Carrollton
Crossing Drive
Kernersville, NC 27284
(336) 904-0300

REGION J

4307 Emperor Blvd., Suite
110 Durham, NC 27703
1-800-310-9777
FAX 919-549-9390

REGION K

1724 Graham Avenue
P.O. Box 709
Henderson, NC 27536
(252) 436-2040
FAX (252) 436-2055

REGION L

121 W. Nash Street PO
Box 9 Wilson, NC
27894
(252) 234-5952
FAX (252) 234-5971

REGION M

6205 Raeford Road
Fayetteville, NC 28304
(910) 323-4191
FAX (910) 323-9330

REGION N

30 CJ Walker Road
COMtech Park Pembroke,
NC 28372
(910) 618-5533
FAX: (910) 521-7556

REGION O

1480 Harbour Drive
Wilmington, NC 28401
(910) 395-4553
(800) 218-6575
FAX (910) 395-2684

REGION P

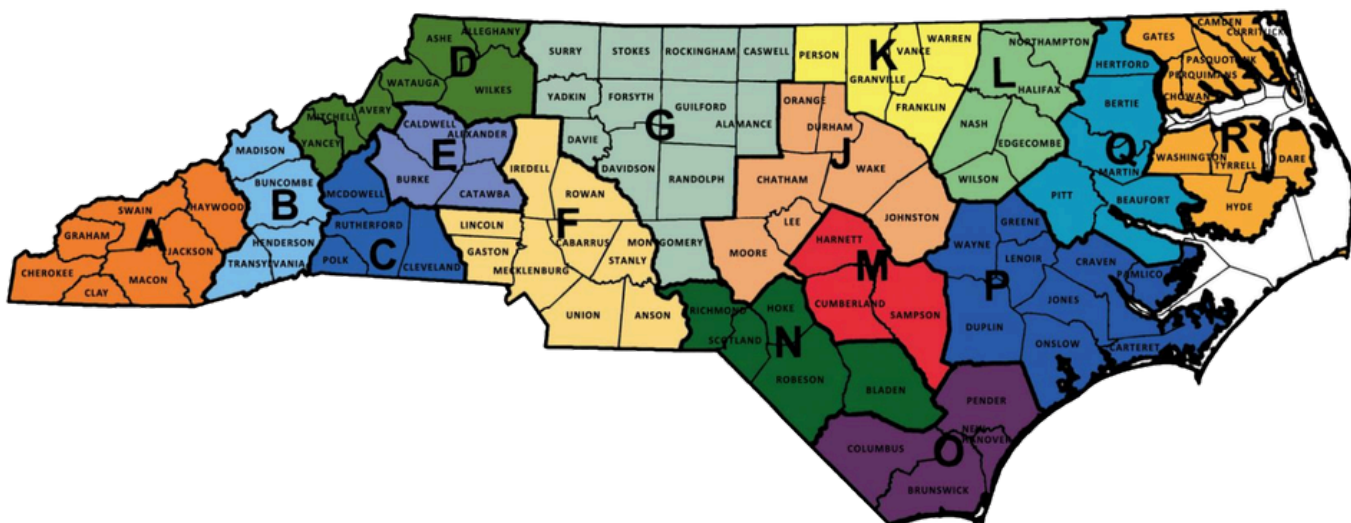
233 Middle Street P.O.
Box 1717 New Bern,
NC 28563
(252) 638-3185
1-800-824-4648
FAX (252) 638-3187

REGION Q

1502 N. Market St, Suite
A, Washington, NC 27889
(252) 946-8043
FAX (252) 974-1852

REGION R

512 South Church Street
Hertford, NC 27944
(252) 426-5753
FAX (252) 426-8482





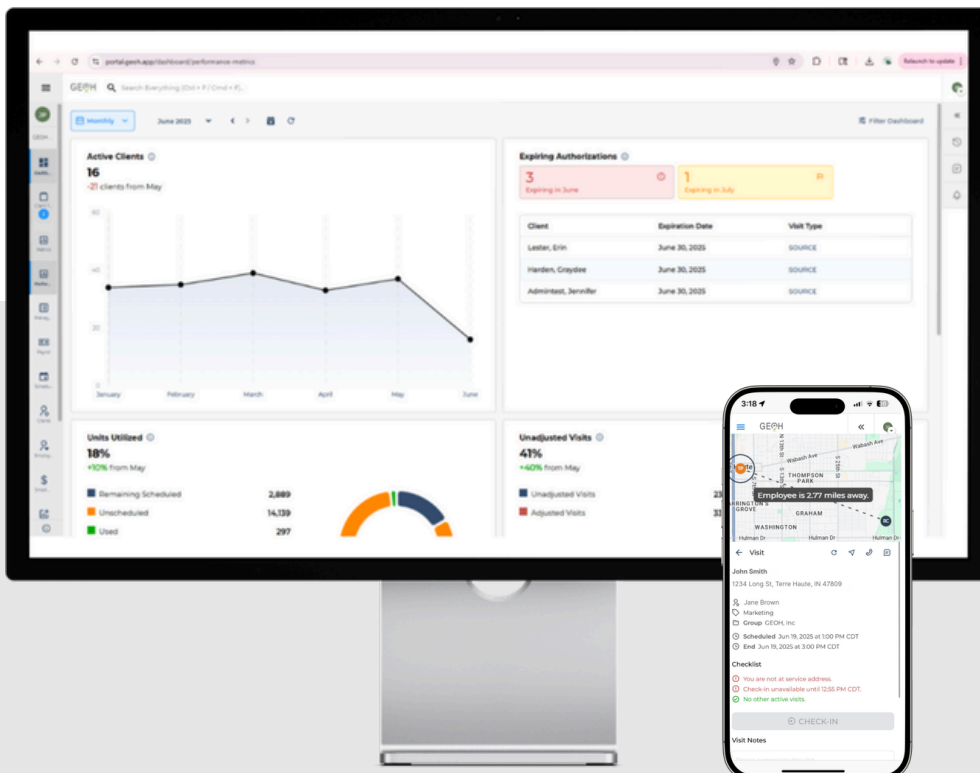
THANKS FOR READING!

We hope you found this guide helpful!

If you ever require assistance, remember GEOH is here to help!

We believe that great things are in store for your agency!

Call 317-455-3218 or [book a meeting here!](#)



 (317) 455-3218

 sales@gogeoh.com

 [goh.app](#)