

# Choosing Long Term Care: Tools for Decision Making

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Sponsored by:  
Farrington Cares Education Committee  
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## **Chatham County Council on Aging Mission**

- To promote and encourage independent living and physical and mental wellness through agency activities among the population over 60 years of age.



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- NC Department of Insurance:  
Continuing Care Retirement Communities Reference Guide
- Disclosure Statement from Facility
- SNAP for Seniors  
Online search tool
- NC Division on Aging and Adult Services  
NC Care Link: Services for Older Adults  
Online search tool; Ombudsman Program
- Medicare  
Nursing Home Compare: Five Star Quality Rating
- NC Division of Health Service Regulation, Adult Care Licensure Section  
Listing of Facilities with Penalties
- Continuing Care Community Residents of North Carolina

## Continuing Care is...

- Lodging plus →
- Nursing, medical or other health related services
- Pursuant to a contracted agreement
- For longer than a year or for life



# NC DOI: Continuing Care Retirement Communities Reference Guide

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- Good source for general information
- Urges you to read the contracts and ask questions

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## Continuing Care Retirement Communities *2008 Reference Guide*



# Disclosure Statement from Facility

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- Governance
- Financial Condition
- Required by law
- If something is not clear, ask questions.



# SNAP for Seniors

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- Online senior housing information source
- Search all types of facilities
- Care need and Lifestyle information

<http://www.snapforseniors.com/>



# NC Division on Aging and Adult Services: NC CareLink

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NC Care Link: Services for Older Adults



## Benefits of Registering

- Register to save your searches, web site links, or documents.
- Retrieve your saved information at any time.
- Communicate with providers (anonymously, if you wish), whose replies will come to your private mailbox within your Home Page.

<https://www.nccarelink.gov/>



# NC Division on Aging and Adult Services: Ombudsmen

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- Advocate on behalf of residents in long term care facilities:
  - Residents' rights
  - Complaints
  - Quality of life and quality of care
- Regional Long-term Care Ombudsman:
  - Phone: (919) 558 – 2711
- Chatham County Nursing Home and Adult Care Home Advisory Committee:
  - Chatham County Website
  - [www.chathamnc.org](http://www.chathamnc.org)



# Medicare Nursing Home Compare

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- Guide to Choosing a Nursing Home
- Medicare and/or Medicaid certified nursing homes inspections
- Compare using the Five Star Quality Rating
- Five Star Quality Rating System:
  - Easy-to-use
  - Information about the care in nursing homes
  - Help you talk to nursing home staff
  - Help nursing homes with their quality improvement efforts 4.

[www.Medicare.gov](http://www.Medicare.gov)





# Medicare

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- [Compare Medicare Prescription Drug Plans](#)
- [Compare Health Plans and Medigap Policies in Your Area](#)
- [Compare Hospitals in Your Area](#)
- [Compare Nursing Homes in Your Area](#)
- [Find a Medicare Publication](#)
- [Find Out if You Are Eligible for Medicare and When You Can Enroll](#)
- [Find a Doctor or Other Healthcare Professional](#)
- [Find Out What Medicare Covers](#)
- [Compare Home Health Agencies in Your Area](#)
- [Find Suppliers of Medical Equipment in Your Area](#)
- [Find Helpful Phone Numbers and Websites](#)
- [Compare Dialysis Facilities in Your Area](#)
- [Plan for Your Long-Term Care Needs](#)



# NC Division of Health Service Regulation and Adult Care Licensure Section

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- Listing of inspected facilities with penalties for health inspections, nursing home staffing and quality measures
- Five Star Quality Rating
  - More stars are better.
  - Much Above Avg; Above Avg; Average; Below Avg; Much Below Avg

<http://www.ncdhhs.gov/dhsr/acls/adultcarepenalties.html>



# Continuing Care Community Residents of North Carolina

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- To further the interests of residents of continuing care communities:



- Research
- Advocacy
- Legislation
- Collaboration

- Dr. Harry Groves, a resident of Chatham County

<http://www.cccrofnc.org/>



# Long Term Care Insurance

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- What is it and what to know before buying
- Bill of Rights for buyers
- Personal worksheet
- <http://www.dhhs.state.nc.us/aging//insur.htm>



# Seniors Health Insurance Information Program SHIIP

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- NC Department of Insurance
- One-on-one consultation about Medicare benefits and insurance products
- Can show full cost of prescriptions
- Stop prescription fraud
- <http://www.ncdoi.com/Consumer/Shiip/Shiip.asp>
- Chatham County Council on Aging



# Industry Associations and Lobbying Groups

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AAHSA

NCANPHA

CCAC



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  - Chatham County: [www.chathamnc.org](http://www.chathamnc.org)
  - Medicare: [www.Medicare.gov](http://www.Medicare.gov)
  - NC Division of Health Service Regulation, Adult Care Licensure Section  
<http://www.ncdhhs.gov/dhsr/acls/adultcarepenalties.html>
  - Continuing Care Community Residents of North Carolina: <http://www.cccrofnc.org>
  - Long Term Care Insurance: <http://www.dhhs.state.nc.us/aging//insur.htm>
  - SHIP: <http://www.ncdoi.com/Consumer/Shiip/Shiip.asp>
- Benefits Check Up: [http://www.benefitscheckup.org./](http://www.benefitscheckup.org/)
- Chatham County Council on Aging: <http://www.chathamcouncilonaging.org/>  
(919)542-4512; Western Chatham Senior Center (919)742-3975

