

What services do home health agencies offer?

Home health agencies provide health and personal care in a person's home. Their services are used most by persons with disabilities and/or chronic illness and by persons who are returning home from inpatient hospital stays. Home health care makes it possible for some people to leave the hospital so that they can recover at home or to stay in their own homes rather than going into a nursing home.

All home health agencies offer skilled nursing and home health aide services. They may also provide or can arrange for medical social services, occupational therapy, physical therapy, speech therapy, personal care services, and other therapies which can be provided safely in the home.

What is the Home Health Care Hotline telephone number?

The toll-free Wisconsin Home Health Care Hotline telephone number is:

1-800-642-6552

How does it work?

- Calls are taken 24 hours a day.
- A recorded message asks callers to leave their message on an answering machine.
- When leaving a message, callers should include:
 - their name, area code, and telephone number;
 - whether they are seeking information or are filing a complaint.
- Calls are returned by the next working day.



1-800-642-6552

**STATE OF WISCONSIN
DEPARTMENT OF HEALTH SERVICES**

Division of Quality Assurance
Bureau of Health Services

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Do you need or know someone who needs home health care?

Do you want to know what services and agencies are available in your area?

Do you have a complaint or want to know if there have been complaints about a home health agency in your area?

If your answer to any of these questions is “yes,” call the Wisconsin toll-free Home Health Hotline at:

1-800-642-6552

What information can the Home Health Hotline provide?

The toll-free Home Health Hotline helps Wisconsin residents with information about:

- Local home health care agencies;
- Agency certification for Medicare and/or the Medicaid Program;
- Results of state inspections of agencies; and
- Complaints which have been filed against the agency within the last two years.

The Hotline may also be used to file complaints.

How can the Hotline help when you are choosing a home health agency?

When choosing a home health care agency, you should thoroughly check out the agency before signing any contract or agreement. The Home Health Hotline can help you choose an agency by providing you with answers to the following questions:

- *Which agencies serve the county in which the person who needs care lives?*
- *Does the agency offer specialized services?*
- *Is the agency licensed by the Wisconsin Department of Health Services?*
- *How long has the agency been licensed?*
- *Have any complaints been confirmed against the agency in the past two years?*
- *Can the agency receive payments from Medicare or Medicaid?*