



How to Choose the Right North Carolina Agency License

Home Care, Certified Home Health, Hospice, and Nursing Pool are different licensing paths. The right choice begins with where services will be delivered, who will provide them, and how the agency plans to operate.

Home Care Agency

A Home Care Agency may provide one or more authorized services in a client's residence. Depending on the approved scope, services may range from companion, sitter, respite, and in-home aide support to nursing, therapy, medical social work, or other home care services. The application, policies, and personnel must match the services selected.

Certified Home Health Agency

A Certified Home Health Agency provides part-time or intermittent skilled services and is certified for Medicare and Medicaid reimbursement. State licensure, Certificate of Need requirements, and federal certification are separate parts of the planning process and may apply before the agency can operate as intended.

Hospice Agency

Hospice is a separate path for coordinated care focused on comfort and quality of life for people with terminal illness. Its clinical model, interdisciplinary staffing, policies, survey process, and certification planning must be developed specifically for hospice care.

Nursing Pool

A Nursing Pool supplies or arranges temporary nursing personnel for healthcare facilities. It is not the same as a Home Care Agency serving clients in their residences. The business model, client setting, worker relationships, and contracts should support the nursing-pool structure from the beginning.

Questions to consider

- Will services be delivered in clients' homes or will temporary personnel be supplied to healthcare facilities?
- Will the agency provide non-skilled support, skilled intermittent care, hospice care, or staffing services?
- Which professionals will provide or supervise care?
- Will Medicare or Medicaid certification be part of the payment plan?
- Could Certificate of Need requirements affect the selected path?
- Do the policies, staffing plan, contracts, and application all describe the same agency model?

Choose the model first

North Carolina's licensing paths are not interchangeable. Building policies, hiring staff, or signing contracts before confirming the correct model can lead to costly revisions and delays.

Not sure which North Carolina licensing path fits your agency?

NorthEnd Consulting helps prospective North Carolina agency owners evaluate their planned services and prepare application materials aligned with the appropriate licensing path.

Visit northendconsultants.com to discuss your licensing plan

Licensing, Certificate of Need, survey, and certification decisions are controlled by the North Carolina Division of Health Service Regulation, CMS, and other applicable authorities. NorthEnd Consulting does not guarantee approval or a specific regulatory outcome.