A Directory of In-Home Service Providers for Chester County 2020

Compiled and published by:
The Chester County Department of Aging Services
Government Services Center, Suite 320
601 Westtown Road, P. O. Box 2747
West Chester, Pennsylvania 19380-0990
610-344-6350 or 1-800-692-1100, Ext. 6350
Website: chesco.org/aging
ELDER ABUSE HOTLINE: 1-800-564-7000
GENERAL INFORMATION

Home Health Care Providers offer a variety of community-based services including assistance with personal care (bathing, dressing, grooming, and toileting), meal preparation, shopping, laundry, and housekeeping, in addition to skilled medical therapies.

The cost of these services is paid by individuals, families, Medicare, Medical Assistance (Medicaid) and private insurance policies. The Chester County Department of Aging Services provides a limited amount of subsidized services for eligible county residents.

To qualify for Medicare home health services, an individual must be homebound, reside in a qualified residence, have a Plan of Care established by a physician, and require part-time and intermittent skilled nursing care, physical therapy or speech therapy. Services must be medically necessary and can only be provided by a Medicare certified home health agency.

To determine whether you qualify for Medicare funded home health benefits refer to the financial arrangements box in the listings, which follow and contact the Medicare certified agency of your choice.

Medical Assistance may also pay for medically necessary home health visits to homebound individuals with limited home support. The individual must be pre-certified, Medical Assistance eligible by the County Assistance Office and services must be provided by a Medical Assistance certified home health agency. Refer to the financial arrangements box in listings for Medical Assistance information.

Before contacting a home health care provider, we recommend preparing a list of questions related to your individual service needs, the provider’s accreditation and certification, fees and methods of payment, and staff qualifications. At the end of this directory, we have provided a sample list of questions to assist you. Advise providers of all your insurance coverage offering home health care benefits for possible reimbursement of expenses. Once you have selected a provider, be sure to also advise them of any changes in your insurance coverage.

If you experience difficulties with the delivery or quality of your home health care services, contact your home health care provider directly. If your concerns or complaints cannot be resolved with agency personnel, we encourage you to contact the Long Term Care Ombudsman at the Chester County Department of Aging Services for assistance at 610-344-5004.

Please note that the following listings are for information only and do not imply endorsement or recommendation by the Chester County Department of Aging Services.
ACCUCARE HOME NURSING

100 Porter Road, Ste. 210
Pottstown, PA 19464
790 East Market Street, Ste. 165
West Chester, PA 19382

Delaware County Medical Center
1999 Sproul Rd., Suite 1
Broomall, PA 19008

Phone: 610-353-7360    Fax: 610-353-7013

FINANCIAL ARRANGEMENTS: Private payment (fixed rate), Medicare reimbursement, Medical Assistance reimbursement, private payment (sliding scale)

SERVICES AVAILABLE: Nursing (RN, LPN, personal care/home health aide, occupational therapy, speech therapy, physical therapy, medical social services, companion, live in, shopping assistance, home repair & maintenance, in-home hairdressing.

ACS HOMECARE

1741 South Valley Forge Road, Suite D
West Chester, PA 19490

Phone: 610-427-9900    Fax: 484-367-8255

FINANCIAL ARRANGEMENTS: Community HealthChoices, Medicaid, PA Waiver Programs, Private Payment.

SERVICES AVAILABLE: Personal Care and Companion Care. Assistance with activities of daily living, lifting and transfer assistance, light housekeeping and laundry, meal prep, medication assistance. English and Spanish-speaking Care Coordinators and Aides available.

ADDUS HEALTHCARE, INC.

1907 South Broad Street
Philadelphia, PA 19148

Phone: 215-755-8580    Fax: 855-893-0656

FINANCIAL ARRANGEMENTS: Private pay, Medicaid

SERVICES AVAILABLE: Personal care/home health aide, light housekeeping, meal preparation, laundry, errands, live in overnight, companion, escort, food shopping.

ADVANCE HOME HEALTHCARE

142 Wallace Ave., Suite 104
Downingtown, PA 19335

Phone: 610-269-2935    Fax: 610-269-9514

634 Penn Avenue
West Reading, PA 19611
Phone: 610-685-2960

FINANCIAL ARRANGEMENTS: Medicare, Medicaid, Blue Cross, Humana

SERVICES AVAILABLE: Skilled Nursing Care, Physical Therapy, Occupational Therapy, Speech Therapy and Case Management.
ALWAYS BEST CARE SENIOR SERVICES
55 Country Club Drive, Suite 101
Exton, PA 19341
Phone: 610-450-6776  Fax: 610-450-6782
After Hours: 610-574-9766
Web: www.alwaysbestcare.com
Office business hours: 8:30 AM-5:00 PM, Mon. - Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private Pay, Long Term Care Insurance, Medicaid Waiver & VA Approved Provider, All Major Credit Cards Accepted – Visa, MasterCard, American Express, Discover
SERVICES AVAILABLE: In-Home Personal Care Services Including: Alzheimer’s & Dementia, Multiple Sclerosis, Parkinson's Disease, Stroke, Terminal Illness, Ambulation & Transfer Assistance, Bathing, Dressing & Grooming, Toileting & Incontinence Care, Light Household Duties, Laundry, Medication Reminders, Meal Preparation, Escort/Transportation Errands/Grocery Shopping, Medical Appointments, Recreational Activities, Respite Care, Comfort Care, Companionship. Hourly or Live-In Care rates available. Free Assisted Living Placement Consultation Service Offered.

AMERICANS HOME CARE, INC.
1 West Baltimore Avenue
Lansdowne, PA 19050
Phone: 484-466-4012  Fax: 484-469-3207
Web: www.carepathways.com
Hours: 9:00 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private Pay, Medicare Reimbursement, All Private Health Insurance, Medical Assistance, Credit Cards
SERVICES AVAILABLE: Personal care, meal preparation, light housekeeping, home support, errands and appointments, social needs, medication reminders, private duty, 24-hours/day and live-in.

ANGEL COMPANIONS
229 W. Lancaster Avenue
Devon, PA 19333
Phone: 610-644-8780  Fax: 610-688-3310
Web: www.angelcompanions.net
Hours: 24 hours/day; 7 days/week
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private Pay, Long Term Care Insurance, VA, State Waiver Programs
SERVICES AVAILABLE: Laundry, light housekeeping, meal prep., bathing & hygiene, errand services, transportation services, grocery shopping, recreational activities, medication reminders, companionship.

BAYADA HOME HEALTH CARE (2 locations)
King of Prussia
901 E. 8th Ave., Suite 105
King of Prussia, PA 19406
Phone: 610-992-9200  Fax: 610-992-0146
Web: www.Bayada.com
Office business hours: 8:30 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: Chester County

Media
100 W. 6th Street, Suite 201
Media, PA 19063
Phone: 610-891-9400  Fax: 610-892-9208
FINANCIAL ARRANGEMENTS: Private payment (fixed rate), Medicare, Medicaid, VA, Insurance
SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide, companion. 24/7 availability. Adult skilled shifts and adult personal care (private duty).
BRANDYWINE RIVER VALLEY HOME HEALTH AND HOSPICE
121 Bell Tower Lane
Oxford, PA 19363
Phone: 610-998-1700  Fax: 610-998-1799
Web: www.eastpahomecare.com
Office business hours: 8:00 AM-5:00 PM
Answering service after hours: Yes, 24/7 on call
AREA OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private payment, Medicare reimbursement, Medical Assistance reimbursement, private insurances.
SERVICES AVAILABLE: Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, hospice, medical social services, personal care/home health aide.

BROOKDALE HOME HEALTH
995 Old Eagle School Road, Suite 314
Wayne, PA 19087
Phone: 610-265-2846  Fax: 610-265-2847
Web: www.brookdale.com
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes, 24/7 on call
AREA OF COUNTY SERVED: All Chester County

FINANCIAL ARRANGEMENTS: Medicare, Private pay, Commercial Insurances
SERVICES AVAILABLE: Skilled Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Medical Social Worker, Home Health Aids

CARE FIRST NURSING, INC.
8400 West Chester Pike
Upper Darby, PA 19082
Phone: 610-572-3440  Fax: 610-572-3460
Web: www.carefirstnursing.com/
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes, 24/7 on call
AREA OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Long Term Insurance, All Medicaid-Waivers
SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide, companion, live-in.

CAREGIVERS AMERICA
100 W. Main St., #111
Lansdale, PA 19446
Phone: 267-858-1123  Fax: 215-368-1002
Web: www.caregiversamerica.com/
Office business hours: 8:00 AM-5:00 PM, Mon.-Fri.
On Call Answering Service: 24 Hrs, 7 Days/Week
AREA OF COUNTY SERVED: All

FINANCIAL ARRANGEMENTS: Private Pay, Long Term Care Insurance, Aging Waiver, CommCare Waiver, Attendant Care/Act 150 Waiver, Independence Waiver, OBRA Waiver, Medicare, Medicaid, Amerihealth, Geisinger Family Plan, Keystone, Aetna, UPMC and PA Health & Wellness.
SERVICES AVAILABLE: Personal assistance services (including bathing/grooming), respite, companionship, transportation, cleaning/laundry, medication reminders/assistance, nurse pill fills, nursing assessments, durable medical equipment, skilled nursing, physical therapy, occupational therapy and speech therapy.
### CARING MATTERS HOMECARE

1055 Westlakes Drive, Suite 300  
Berwyn, PA 19312  
**Phone:** 610-727-3717  
**Fax:** 610-727-4418  
**Web:** [www.caringmattershomecare.com](http://www.caringmattershomecare.com)  
**Office business hours:** 8:30 AM-5:00 PM, Mon. – Fri.  
**On Call Answering Service:** after 5:00 PM, Sat. – Sun.  
**After 5 PM & Weekend On-Call:** 484-683-5550  
**AREA OF COUNTY SERVED:** Chester, Delaware & Philadelphia Counties.

**FINANCIAL ARRANGEMENTS:** All Medicaid-Waiver, VA and Private Pay  
**SERVICES AVAILABLE:** Services are tailored to the needs of each client with Individualized Non-Medical Nursing Care, Home Support, Respite & Companion Care, Personal Care, Shopping, Transportation, Light Housekeeping, Laundry, Medication Monitoring, Meal Preparation, Errands, Recreational Activities. Caregivers are bonded and insured, have Criminal Background checks and Child Abuse Clearances.

### CHESTNUT KNOLL AT HOME

120 W. 5th Street  
Boyertown, PA 19512  
**Phone:** 484-948-1251  
**Web Site:** [www.chestnutknoll.com](http://www.chestnutknoll.com)  
**Office business hours:** 9:00 AM-5:00 PM, Mon.-Fri.  
**Answering service after hours:** 24 Hrs, 7 Days/Week  
**AREA OF COUNTY SERVED:** Northwest Chester County  

**FINANCIAL ARRANGEMENTS:** Medicaid, veterans, long term care insurance, private pay  
**SERVICES AVAILABLE:** Companion care, personal care, home support, med. set up.

### COMFORCARE HOME CARE (2 locations)

**Exton (Northern Chester County)**  
47 Marchwood Road, Suite 1G  
Exton, PA 19341  
**Phone:** 610-363-1485  
**Fax:** 484-879-6341  
**Web:** [www.nchesterpa.comforcare.com](http://www.nchesterpa.comforcare.com)  
**Office business hours:** 9:00 AM-5:00 PM, Mon.-Fri.  
**Answering service after hours:** Yes, 24/7 RN Supervisor  
**AREA OF COUNTY SERVED:** Chester County only

**West Chester (Southern Chester County)**  
770 E. Market Street, Suite 188  
West Chester, PA 19382  
**Phone:** 610-241-1199  
**Fax:** 610-696-9009  
**FINANCIAL ARRANGEMENTS:** Private pay, Medicaid-Waivers, Long Term Care Insurance and VA Choice.  
**SERVICES AVAILABLE:** Customized care plans, medication reminders, safety supervision, housekeeping, meal prep. Care can be provided 24/7 and any hours in between. Dementia Care Certified and Transitions of Care Certified to help with hospital to home care transitions.

### COMFORT KEEPERS

134 Commons Court  
Chadds Ford, PA 19317  
**Phone:** 610-628-9286  
**Fax:** 610-358-1645  
**Web:** [www.comfortkeepers.com](http://www.comfortkeepers.com)  
**Office business hours:** 8:00 AM-4:00 PM, Mon.-Fri.  
**Answering service after hours:** Yes 24/7  
**AREA OF COUNTY SERVED:** Chester and Del. Counties  

**FINANCIAL ARRANGEMENTS:** Private Pay, Private Insurance, Medicaid Waiver, VA  
**SERVICES AVAILABLE:** Home support, respite and companion care, personal care, shopping, transportation, light housekeeping, laundry, medication monitoring, meal preparation, errands, recreational activities. Non-medical services available 24/7 by experienced, caring and compassionate Caregivers that are bonded and insured.
CRITICARE
5 Christy Drive, Suite 104
Chadds Ford, PA 19317
Phone: 610-675-1111, ext. 104  Fax: 610-675-1112
Web: www.criticareplus.com
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Insurance, Private Pay, Medicaid, Medicare, VA
SERVICES AVAILABLE: Skilled Nursing Services (RN & LPN) for both Adults and Children, Personal Care (Aides & Companions), Occupational & Physical Therapies, Respite Services (Live-In or Daily).

CROSSROADS HOSPICE OF PHILADELPHIA
523 Plymouth Road
Suite 225, Building M
Plymouth Meeting, PA 19462
Phone: 215-956-5110  Fax: 215-956-5175
Web: www.crossroadshospice.com
AREA OF COUNTY SERVED: Greater Philadelphia Area

SERVICES AVAILABLE: In addition to standard hospice services, Crossroads Hospice of Philadelphia offers the following unique programs: the Ultimate Gift, the Gift of Blessings & Gratitude, and our Grief Recovery Program.

GRISWOLD HOME CARE
72 Pottstown Pike, Suite 102
Chester Springs, PA 19425
Phone: 610-458-7100  Fax: 610-458-8601
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
After Hours Calls: Yes, Staff On-Call 24/7
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payment, reimbursement from insurance, if applicable
SERVICES AVAILABLE: Non-medical personal care, home support such as cooking, laundry, housekeeping, transportation.

HARMONY COMPANION HOME CARE
117 W. Gay Street
West Chester, PA 19380
Phone: 610-910-6015
Web: www.harmonycompanion.com
AREA OF COUNTY SERVED: Chester, Montgomery and Delaware Counties

SERVICES AVAILABLE: Our specialty is caring for anyone needing in-home care, from the elderly to mother’s helpers. We believe that it is living that is important, not just being alive. Our goal is to help people live their lives as independently as possible by providing the extra help necessary to achieve that goal.
### HOME HELPERS (2 locations)

**Media (Eastern Chester County)**

- **Address:** 327 W. Baltimore Pike, Media, PA 19063
- **Phone:** 610-358-1110  
  **Fax:** 610-358-0148
- **Office business hours:** 7:00 AM-5:30 PM, Mon.-Fri.
- **Answering service after hours:** Yes, 24/7 on call

**FINANCIAL ARRANGEMENTS:** Private Pay, Medicaid, most long-term care insurances

**SERVICES AVAILABLE:** Home support, personal care, respite, companion, home health, and personal emergency response devices.

**Glenmoore (Western & Southern Chester County)**

- **Address:** 1691 Horseshoe Pike, Suite 3, Glenmoore, PA 19343
- **Phone:** 610-458-7550  
  **Fax:** 610-458-7800
- **Toll Free:** 1-888-672-9147
- **Office business hours:** 8:30 AM-5:00 PM, Mon.-Fri.
- **Answering service after hours:** Yes, 24/7 on call

**FINANCIAL ARRANGEMENTS:** Private Pay, Medicaid, most long-term care insurances

**SERVICES AVAILABLE:** Waiver, options, respite W1703, W1704, W1702, W1700, W1729. Personal care, home support, companion, attendant care, 24 hour care.

### HOME INSTEAD SENIOR CARE

- **Address:** 7 North Five Points Road, West Chester, PA 19380
- **Phone:** 610-615-8281
- **Web:** [www.homeinstead.com/437](http://www.homeinstead.com/437)
- **Office business hours:** 7:30 AM-5:30 PM
- **Answering service after hours:** Yes 24/7

**FINANCIAL ARRANGEMENTS:** Private pay (2 hour minimum per visit)

**SERVICES AVAILABLE:** Personal Care, Bathing Assistance, Home Helper, Companionship, Light Housekeeping, Laundry, Meal Preparation, Transportation, Errands, Overnights, 24 Hour Service and Medication Reminders.

### HOMEWELL OF SOUTHEASTERN PENNSYLVANIA

- **Address:** 72-A S. Trooper Road, Trooper, PA 19403
- **Phone:** 610-233-2323  
  **Fax:** 610-233-2322
- **Office business hours:** 7:00 AM-5:00 PM, Mon.-Fri.
- **Answering service after hours:** Yes, 24/7 on call

**FINANCIAL ARRANGEMENTS:** Private Pay, Medicaid, Veterans Admin, Long Term Care Insurance.

**SERVICES AVAILABLE:** Personal care, Respite, meal prep, light housekeeping, laundry, transportation, companionship, errands, assistance with pet care. Hourly and up to 24 hour live-in.

### INDEPENDENT LIVING SERVICES

- **Address:** Attention: Resource Center, 1325 Elm Avenue, Lancaster, PA 17603-4632
- **Phone:** 1-888-837-4235  
  **Fax:** 717-293-1595
- **Office business hours:** 7:30 AM-4:30 PM, M-F
- **Answering service after hours:** Yes

**FINANCIAL ARRANGEMENTS:** Private Pay and Medicaid Waivers

**SERVICES AVAILABLE:** Personal care for the elderly and adults with disabilities. Accessible home modifications.
INTERIM HEALTHCARE OF CHESTER, DELAWARE & PHILADELPHIA COUNTIES
404 Gordon Drive
Exton, PA 19341
Phone: 610-524-1954  Fax: 610-524-1810

2401 Pennsylvania Ave., Suite #1C46
Philadelphia, PA 19130
Phone: 215-261-7800
Cell: 610-908-7340

FINANCIAL ARRANGEMENTS:  Private Pay, Veteran’s Administration, DOA, State Waiver Programs, Long Term Care Insurance
SERVICES AVAILABLE:  Personal care/home health aide, companionship. Assists with activities of daily living, bathing, grooming, transfers, light housekeeping and laundry, meal prep, medication reminders, shopping, Concierge services.

JORPAT HOME HEALTH CARE
85 Lansdowne Ave., Suite 2
Lansdowne, PA 19050
Phone: 610-622-0338  Fax: 610-622-0355

FINANCIAL ARRANGEMENTS:  Private Pay, Medicare for covered services/Medicaid
SERVICES AVAILABLE:  Skilled Nursing, Physical Therapy, Personal Care/Home Health Aide, Respite, Companion, Home Support, Attendant Care over and under 60 years of age, Medicaid and Medicare certified, employees screened, criminal background and child abuse clearances.

LIFE FORCE ELDERCARE CORP.
3544 West Chester Pike, Suite 216
Newtown Square, PA 19073
Phone: 610-359-0260  Fax: 610-359-1117

FINANCIAL ARRANGEMENTS:  Private Payment (sliding scale), Long Term Care Insurance & PA Medicaid Waiver Program.
SERVICES AVAILABLE:  Personal Care/Home Health Aide, companion, specializing in live-in companions.
**LIFELINE HOME HEALTH, INC.**  
530 Baltimore Pike, Suite #1  
Springfield, PA 19064  
**Phone:** 610-328-2788  
**Fax:** 610-328-9388  
**Web:** [http://homecarebylifeline.com/](http://homecarebylifeline.com/)  
**Office business hours:** 8:30 AM-5:00 PM  
**Answering service after hours:** Yes  
**AREA OF COUNTY SERVED:** All of Chester County  

**FINANCIAL ARRANGEMENTS:** Private payment (sliding scale), Medicare reimbursement, Medical Assistance reimbursement, private payment (fixed rate), preferred provider for many major insurers  
**SERVICES AVAILABLE:** Skilled Nursing Services (RN, LPN), Personal Care/Home Health Aide, companion, through contracted services. We can frequently arrange for ancillary therapy services. Our nurses have a great deal of experience with vent/trach care and can apply many respiratory treatments. LifeLine staff are proficient with wound care, tube feeding, medication administration, and other skilled nursing services.

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**LINCOLN HEALTHCARE**  
100 Front Street, Suite 1275  
Conshohocken, PA 19428  
**Phone:** 484-406-5000  
**Fax:** 484-588-5001  
**Email:** info@lincolnhealthcare.com  
**AREA OF COUNTY SERVED:** Bucks, Chester, Delaware, Montgomery, Philadelphia Counties  

**FINANCIAL ARRANGEMENTS:** Medicare licensed and ACHC accredited.  
**SERVICES AVAILABLE:** Full service (private duty skilled and non-skilled services) home healthcare company providing pediatric and adult home care services. Provide the highest level of clinical support necessary to achieve the best possible outcome, by matching a healthcare professional with the right skills, personality, experience, and passion for what they do to meet a patient's specific needs.

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**MAIN LINE HEALTH HOMECARE & HOSPICE IN AFFILIATION WITH JEFFERSON HOME INFUSION**  
240 Radnor Chester Road, Suite 100  
Radnor, PA 19087  
**Phone:** 484-580-1601 or 1-888-533-3999  
**Fax:** 484-580-1545  

**Office business hours:** 8:00 AM-8:00 PM, Mon.-Fri.  
7:30 AM-4:00 PM, Sat., Sun., Holidays  
**Answering service after hours:** Yes  
**AREA OF COUNTY SERVED:** Chester, Delaware, Philadelphia Co., part of Bucks & Montgomery Co.  

**FINANCIAL ARRANGEMENTS:** Private pay, Medicare, most insurance  
**SERVICES AVAILABLE:** Home Health, Hospice and Palliative Care, Home Infusion services and Private Duty services.

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**MAIN LINE HEALTH HOMECARE & HOSPICE PRIVATE DUTY NURSES**  
240 Radnor Chester Road, Suite 100  
Radnor, PA 19087  
**Phone:** 484-580-1534 or 1-888-533-3999 (Central Intake Dept.)  
**Fax:** 484-580-1540  

**Office business hours:** 8:00 AM-8:00 PM, Mon.-Fri.  
7:30 AM-4:00 PM, Sat., Sun.  
**Answering service after hours:** Yes  
**AREA OF COUNTY SERVED:** All of Chester County  

**FINANCIAL ARRANGEMENTS:** Private payment (fixed rate)  
**SERVICES AVAILABLE:** Certified Nurse Aides/Home Health Aides, Personal Care, Errand Assistance, Respite, Live-In.
**MAIN LINE NURSES**
586 Lancaster Avenue  
Berwyn, PA 19312  
Phone: 610-644-9160  
Fax: 610-644-3770  
Hours: 24 hours/day; 7 days/week  
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS:  Private pay, insurance, Medicare  
SERVICES AVAILABLE:  Live in care, companionship, light housekeeping, meal preparation, including future meals, bathing and hygiene, errand services, laundry, recreational activities, grocery shopping, transportation services, medication reminders, skilled nursing visits and private duty, RNs and LPNs, physical therapy, occupational therapy, certified home health aides.

**MAXIM HEALTHCARE SERVICES**
748 Springdale Drive, Suite 120  
Exton, PA 19341  
Phone: 610-363-6044  
Fax: 844-845-1113  
Web: www.maximhomecare.com/Exton  
AREA OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS:  Private pay, private insurance, Medicaid  
SERVICES AVAILABLE:  Home support, personal care, respite, companion, home health, personal assistant, nursing.

**MERCY HOME HEALTH SERVICES**
1001 Baltimore Pike, Suite 301  
Springfield, PA 19064  
Phone: 1-888-690-2551  
Fax: 610-690-2555  
Web: www.mercyhealth.org  
Office business hours: 8:00 AM-5:30 PM  
Answering service after hours: Yes  
AREA OF COUNTY SERVED: Limited areas in Chester County

FINANCIAL ARRANGEMENTS:  Private payment (fixed rate, sliding scale), Medicare reimbursement, medical assistance reimbursement, managed care and commercial insurance  
SERVICES AVAILABLE:  Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, social services, personal care/home health aide, diabetic education, wound specialist, asthma program, CHF Program, COPD program, palliative care program.

**NEIGHBORHOOD HEALTH PENN MEDICINE**  
**NEIGHBORHOOD VISITING NURSE ASSOCIATION**  
**NEIGHBORHOOD HOSPICE**
795 East Marshall Street, Suite 204  
West Chester, PA 19380  
Phone: 610-696-6511  
Fax: 610-344-7064  
Office business hours: 8:00 AM-4:30 PM  
Answering service after hours: Yes, with on-call  
AREA OF COUNTY SERVED: All of Chester, Eastern Lancaster, Western Delaware & Montgomery Counties

FINANCIAL ARRANGEMENTS:  Yes  
SERVICES AVAILABLE:  Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Home Health Aides, Medical Social Services, Maternal/Child Health, Palliative Care, Hospice (in-home + in-patient), Alternative Therapies, Senior Health Link Community Outreach.
NEXUS CARE RESOURCES
403 W. Lincoln Hwy., Suite 104
Exton, PA 19341
Phone: 610-455-4030 Fax: 877-808-6996
Web: www.NexusCareResources.com
Office business hours: 8:00 AM-5:00 PM, M-F
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private pay, Long Term Care Insurance, All Major Credit Cards Accepted.
SERVICES AVAILABLE: Personal and Companion Care; In-Home Personal Care Services including: bathing, hygiene, dressing, grooming, toileting & incontinence care; medication reminders; Alzheimer’s & Dementia care; assisting with mobility, exercise, and safe ambulation; scheduling of appointments; performing light housekeeping duties; providing companionship including activities such as reading, going for walks, puzzles; meal preparation; transportation; grocery shopping; initial RN service assessment included.

PERSONAL HEALTH CARE, INC.
1220 Valley Forge Road #13
P. O. Box 987
Valley Forge, PA 19482
Phone: 610-624-8512 Fax: 610-933-0154
Web: www.personalhealthcare.org
Office business hours: 8:30 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: Chester and Montgomery Counties

FINANCIAL ARRANGEMENTS: Private payment (fixed rate), Medicare reimbursement, and Medical Assistance reimbursement.
SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide, companion, 24-hour emergency aide service.

PROFESSIONAL NURSING SERVICES, INC.
Commons of Valley Forge East
1288 Valley Forge Road, Suite 69
Valley Forge, PA 19482
Phone: 610-933-9483 Fax: 610-933-4080
Web: www.professionalnursingservices.net
Office business hours: 8:30 AM-4:30 PM, Mon.-Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: Chester and Montgomery Counties

FINANCIAL ARRANGEMENTS: Private payment, insurance, Medical Assistance Waivers and Philadelphia Veterans’ Affairs Medical Center (VA)
SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide/companion, habilitation workers, private duty 24 hours a day/7 days a week, light housekeeping, meal preparation, food shopping (if feasible), transportation to physician’s office.

RELATIVE CARE
142 Wallace Avenue, Suite 104
Downingtown, PA 19335
Phone: 610-269-2935 Fax: 610-269-9514
Web: www.myrelativescare.com
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payment, insurance, Medicaid and VA
RIGHT AT HOME
600 Creekside Dr., Suite 603
Pottstown, PA 19464
Phone: 610-458-5050  Fax: 610-458-5057
Web: www.rahcspa.com
Office business hours: 8:30 AM-5:00 PM, Mon.-Fri.
After hours: Yes
AREA OF COUNTY SERVED: Chester Springs, Downingtown, Elverson, Exton, Glenmoore, Monte Clare, Phoenixville, Pottstown, Royersford, Spring City, Thorndale, Wallace, Warwick.

FINANCIAL ARRANGEMENTS: Private pay, Waiver, VA, Short/Long Term Care Ins. w/reimbursement
SERVICES AVAILABLE: Non-medical, private duty companion and homemaker services, continence Care, asst. for bathing dressing and grooming, therapy exercise, medication reminders, PT, OT, S/L exercise reminders, laundry/housekeeping services, meal preparation, transportation/errands, case management, discharge services, 24 hour monitoring service.

SAGE MOBILITY
(formerly Handyworkx)
4301 W. Lincoln Highway
Downingtown, PA 19335
Phone: 610-518-2221  Fax: 610-269-9514
Web: www.sagemobility.com
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payment and Medicaid
SERVICES AVAILABLE: We are a Certified Aging in Place Specialist and have earned the CAPS designation from AARP and the National Association of Home Builders (NAHB). We are bonded and insured. Services include: Accessibility Modifications, Safety and Security Improvement, Remodeling and Home Expansion and Handyman Repairs and Maintenance.

SENIOR HELPERS
47 Marchwood Road, Suite 1C
Exton, PA 19341
(Marchwood Shopping Center)
Phone: 484-206-5384
Web: www.seniorhelpers.com
Office business hours: 8:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes, 24/7 on call
AREA OF COUNTY SERVED: Exton, West Chester, Coatesville, Chadds Ford, Kennett Square, Oxford, West Grove, Avondale, Downingtown, Honey Brook.

FINANCIAL ARRANGEMENTS: Private pay, most long-term care insurances
SERVICES AVAILABLE: Personal and companion care, housekeeping, meal prep, transportation, bathing assistance, respite care, medication reminders and transportation. 3 hours/week to 24/7.

SENIORS HELPING SENIORS ®
1000 Terrain St., #1212
Malvern, PA 19355
Phone: 610-590-4888  Fax: 866-929-6872
Web: www.seniorcarechestercounty.com
Office business hours: 8:00 AM-5:00 PM
Answering service after hours: Yes, 24/7 on call
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private pay, long-term care insurance, Medicaid Waiver/ Community Health Choices, Options, VA
SERVICES AVAILABLE: Companionship, light housekeeping, meal preparation, transportation, doctor appointments, shopping, yard work, house maintenance and small repairs, overnight stays (24-hour care), personal grooming, dressing, mobility assist, pet care.
SERENE LIVING SERVICES HOME CARE
197 Tulip Lane
Gilbertsville, PA 19525
Phone: 610-652-5194
After Hours: 267-467-9256
Fax: 610-340-4001
Web: www.serenelivingservices.com
Office business hours: 8:30 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes, On-Call 24/7
AREA OF COUNTY SERVED: All of Chester County, Montgomery, Bucks. Lehigh, Philadelphia
FINANCIAL ARRANGEMENTS: Private pay, All Long Term Care Insurance, All Medicaid-Waivers, Keystone First, UPMC, and PA Health and Wellness.
SERVICES AVAILABLE: In-Home Personal Care services for all conditions, bathing, dressing & grooming, toileting & incontinence care, light household duties, laundry, medication reminders, meal preparation, transportation, medical appointments, recreational activities, respite care, comfort care, companionship. Hourly or live-in care rates available.

SIMPSON MEADOWS HOME CARE
101 Plaza Drive
Downingtown, PA 19335
Phone: 484-999-7087
Web: www.simpsonmeadows.org
AREA OF COUNTY SERVED: Downingtown Residents
SERVICES AVAILABLE: Personal and Companion Care including: bathing, dressing, grooming & incontinence care; medication reminders; meal preparation & planning; light housekeeping and laundry; ambulation and mobility supervision. Companionship and escort to appointments, errands, and outings.

SOUTHEASTERN HOME HEALTH SERVICES
140 South Village Avenue, Suite 10
Exton, PA 19341
Phone: 610-269-9876 or 1-866-674-9189
Fax: 610-269-9566
Web: www.sehomehealth.com
Office business hours: 8:00 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private pay, Medicare reimbursement, Medical Assistance reimbursement, private insurance
SERVICES AVAILABLE: Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, social services, personal care/home health aide/companion, housekeeping, no-cost blood pressure clinic, flu shots.

SUCCESSFUL AGING CARE NET
46 Garrett Road
Upper Darby, PA 19082
Phone: 484-461-8711
Web: www.agingcarenet.com
Office business hours: 8:30 AM-5:00 PM
Answering service after hours: Yes, 24/7 on call
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private payments, PA State Waiver, County Options, Medicare
SERVICES AVAILABLE: Nursing (RN, LPN), Personal Care, Personal Attendant, Respite Care, Home Support, medication reminders, meal preparation, appointment escorts, companionship, light housekeeping, environment modifications, medical equip. Supplies & sales.
SURREY SERVICES FOR SENIORS
60 Surrey Way
Devon, PA 19333
Phone: 610-647-6404
Web: www.surreyservices.org
Office business hours: 8:30 AM-4:30 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: Majority of Chester County

FINANCIAL ARRANGEMENTS: Private Payment, Options, Waiver and VA
SERVICES AVAILABLE: Personal care, social companion care, (hourly service and live in), house cleaning, care management, personal finance management. Volunteers for: transportation, minor home repairs, errands and shopping. On site activities and fitness center, subsidized lunches Mon. –Thurs.

SYNERGY HOMECARE
315 E. Lancaster Ave, Suite A
Downingtown, PA 19335
Phone: 484-341-8720 Fax: 484-341-8726
Web: www.synergychesco.com
Hours: 24 hours, 7 days per week
AREA OF COUNTY SERVED: Majority of Chester County

SERVICES AVAILABLE: Meal preparation, laundry, groceries, personal care, companionship, respite care, medication reminders, transportation.

TOTAL HEALTH HOME CARE
2710 West Township Line Road
P.O. Box 930
Havertown, PA 19083
Phone: 610-853-1402 Fax: 610-466-1701
Web: www.totalhealthhomecare.com
Office business hours – 7 days:
7:00 AM-8:00 PM Mon.-Fri.
8:00 AM-7:00 PM Sat.-Sun.
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

SERVICES AVAILABLE: Personal care, home support, respite, meal preparation, light housekeeping.

TOUCHING HEARTS AT HOME
1130 Agnew Drive
Drexel Hill, PA 19026
Phone: 610-853-8145 Fax: 610-200-1234
Web: www.touchinghearts.com/dferry
Office business hours: 9:00 AM-5:00 PM
Answering service after hours: 24/7
AREA OF COUNTY SERVED: Chester & Delaware Co.

FINANCIAL ARRANGEMENTS: PA Waiver programs, Private Pay, Long Term Insurance, and Veterans Assistance.
SERVICES AVAILABLE: We help you stay in your home by offering Personal and Companion care, housekeeping, cooking, bathing assistance, dressing, medication reminders, transportation and shopping.

TRI-COUNTY HOME HEALTH AND HOSPICE
13 Armand Hammer Blvd., Suite 201
Pottstown, PA 19464
Phone: 484-524-8592
Toll Free: 855-237-0195
Home Care Fax: 484-752-4976
Hospice Fax: 484-949-8304
Web: lhigroup.com/locations/tricounty-home-health/ (Home Health)
 lhigroup.com/locations/tricounty-hospice/ (Hospice)
Office business hours: 8:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes, 24 hr. on call
AREA OF COUNTY SERVED: Northern, Eastern and Central Chester Counties

FINANCIAL ARRANGEMENTS: Medicare reimbursement, Medical Assistance reimbursement; private ins.
SERVICES AVAILABLE: Nursing (RN), occupational therapy, physical therapy, speech therapy, personal care/home health aide, I.V. therapy program, and hospice.
UNIQUE AID HOMECARE
861 W. Main Street
Lansdale, PA 19446
Phone: 1-888-998-6478
Fax: 1-888-572-6828
Web: www.uniqueaid.com
Office business hours: 9:00 AM-5:00 PM
Answering service after hours: On Call
AREA OF COUNTY SERVED: All of Chester County

SERVICES AVAILABLE: Occupational therapy, physical therapy, RN, general practical nurse, certified home health aide, and other aide services.

VISITING ANGELS LIVING ASSISTANCE SERVICES
557 Exton Commons
Exton, PA 19341
Phone: 610-280-3540 Fax: 610-280-3542
Web: www.visitingangels.com/westchesterpa
Office hours: 8:30 AM-5:00 PM
On Call Manager – 24 hours day/7 days week
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private pay, long term care insurance, PA state waiver, Veterans benefits
SERVICES AVAILABLE: Assistance with hygiene, transfers, toileting, transportation, meal preparation, medication reminders, light housekeeping, errands, shopping, companionship, respite, live-in, service avail. 24/7, temporary or long term service.

VISITING NURSE ASSOCIATION OF POTTSTOWN AND VICINITY
1963 E. High Street
Pottstown, PA 19464
Phone: 610-327-5700 Fax: 610-327-5701
Web: www.agingcare.com
Office business hours: 8:00 AM-4:30 PM Mon.Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: Northern, Eastern and Central Chester County

FINANCIAL ARRANGEMENTS: Private payment (fixed rate and sliding scale), Medicare reimbursement, medical assistance reimbursement and most insurances.
SERVICES AVAILABLE: Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, medical social services, personal care/home health aide, hospice, companion, housekeeping, support groups, personal care/home aide, health assessment visits.

WILLOW TREE HOSPICE
616 East Cypress Street
Kennett Square, PA 19348
Phone: 610-444-8733 Fax: 610-444-5003
Web: www.willowtreehospice.com
Office business hours: 8:00 AM-4:30 PM Mon.Fri.
Answering service after hours: Yes, 24 hr. on call RN
AREA OF COUNTY SERVED: All

FINANCIAL ARRANGEMENTS: Private pay, long term care insurance, PA state waiver, Veterans benefits
SERVICES AVAILABLE: Assistance with hygiene, transfers, toileting, transportation, meal preparation, medication reminders, light housekeeping, errands, shopping, companionship, respite, live-in, service avail. 24/7, temporary or long term service.
GENERAL QUESTIONS

- Is the agency currently licensed?
- Is the agency currently accredited? If so, by whom?
- Is the agency Medicare certified?
- Is the agency Medical Assistance certified?
- Does the agency accept private insurance payments?
- What will happen if your Medicare, Medical Assistance or insurance benefits run out and you can’t pay for services privately?
- How long has the agency been in business?
- Does the agency have a brochure or description of services provided?
- How about a written statement of fees and payment policies?
- Is the agency bonded to assure payment in case of theft or a lawsuit?
- Are the employees separately bonded?
- Does the agency have its own malpractice and/or liability insurance?

AGENCY SERVICES

- Will the agency conduct an in-home evaluation of your individual needs?
- Will the agency contact your physician regarding the care that you need?
- Will the agency develop a written plan of care that identifies the specific services provided, schedule of days/times, and fees for each (including which may be paid for by Medicare, Medical Assistance or private insurance)?
- Does the agency provide service only with a minimum number of hours or days?
- Can service be provided during evenings and weekends?
- Does the agency charge extra fees for travel, lunch, supervision, weekends, or holidays?
- Does the agency have someone to call after business hours?
- How are emergencies handled?

STAFFING

- Are the agency’s staff currently licensed or certified?
- What type of staff training does the agency provide?
- Does the agency maintain references on file for each employee?
- Are all employees required to have a physical exam?
- Does the agency check criminal history records on each employee?
- Will the same person provide service on each day you are scheduled for service?
- Will the agency provide a substitute if the regular worker calls in sick?
- Who supervises the agency’s employees?
- Does the agency send supervisors on home visits to observe staff providing actual service?
- How does the agency handle lateness, theft, or other complaints about service?
- What will the agency do if you are dissatisfied with the person assigned to provide your service?