



Texas Association for
Home Care & Hospice
Leading ★ Advancing ★ Advocating

56th Annual Meeting
Wednesday, August 27, 2025
1:30pm-2:30pm

2c. Value-Added Services Provided by HCSSAs

Presented by:

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RJNG Health Care Consulting, LLC

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Value Added Services in Home & Community Support Services Agencies



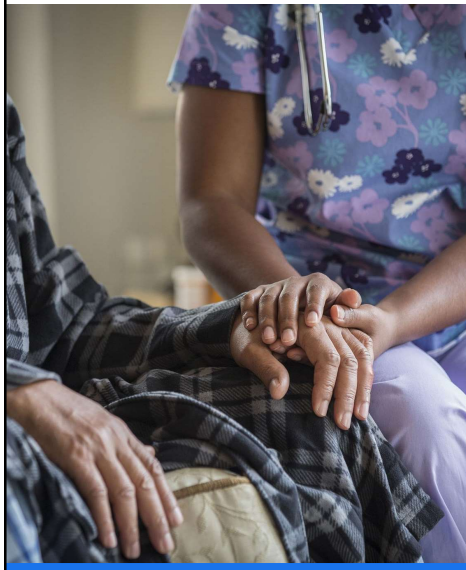
EXPLORING AGENCY TYPES AND VALUE-ADDED
HOME CARE SERVICES

1

Overview of Home Care Services in the United States



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Definitions and Scope of Home Health Care

Healthcare Services at Home/Homelike Environment

Home health care involves services under the supervision of a nurse case manager or therapist

Therapeutic Services

Physical, occupational, speech language therapies are a common therapeutic services offered to improve patient mobility and recovery at home.

Medical Social Services

Home health care also may include medical social services that support overall health outcomes and patient/client well-being.

26 TAC Section 558.2

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Defined Categories: License Required

Home Health Services

- nursing, including blood pressure monitoring and diabetes treatment;
- physical, occupational, speech, or respiratory therapy;
- medical social service;
- intravenous therapy;
- dialysis;
- service provided by unlicensed personnel under the delegation or supervision of a licensed health professional;
- the furnishing of medical equipment and supplies, excluding drugs and medicines; or
- nutritional counseling.

Personal Assistance Services

- personal care;
- health-related services performed under circumstances that are defined as not constituting the practice of professional nursing by the Texas Board of Nursing; and
- health-related tasks provided by unlicensed personnel under the delegation of a registered nurse or that a registered nurse determines do not require delegation.

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Regulatory Landscape

CMS Regulation Role

CMS oversees home health agencies with a Medicare participation agreement to ensure they meet compliance and provide safe, quality care.

Compliance Requirements

Home health agencies and PAS agencies must follow HHSC licensing requirements

CMS guidelines to maintain certification and operate legally.

Service Quality and Safety

CMS establishes service standards to guarantee patient safety and quality in home health care.

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Core Services Vs. Value Added Services

Core Services

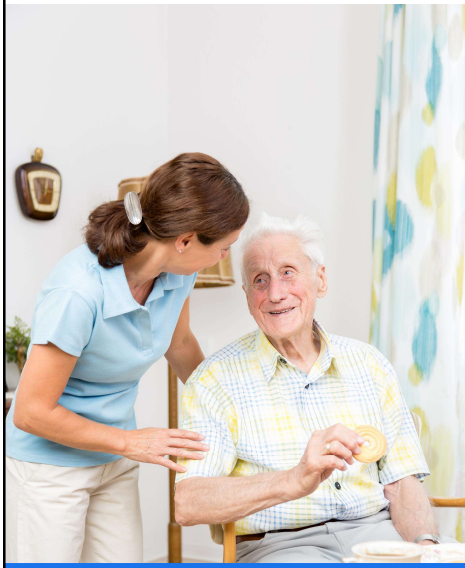
Core services include essential medically necessary care crucial for client health and treatment.

Value-Added Services

Value added services improve client's experience by offering support like errands and companionship.



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PAS Services Covered Under HCSSA License

Personal Care Services

HCSSAs offer personal care services that help clients with daily activities to maintain their independence at home.

Community Support

HCSSAs provide community support services that are non-medical but essential for client independence and well-being.

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Value-Added
Services Provided
by Home Health
Agencies
Nationwide

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Value-based Services

Grocery Shopping Assistance

Errand running services include helping patients with grocery shopping to meet their daily nutritional needs.

Pharmacy Pickup Services

Picking up medications from the pharmacy ensures patients have timely access to their prescriptions.

Transportation to Appointments

Providing direct transportation helps clients attend medical and other important appointments with ease.



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Meal Planning, Home Delivered Meals, and Home Modifications

Customized Meal Planning

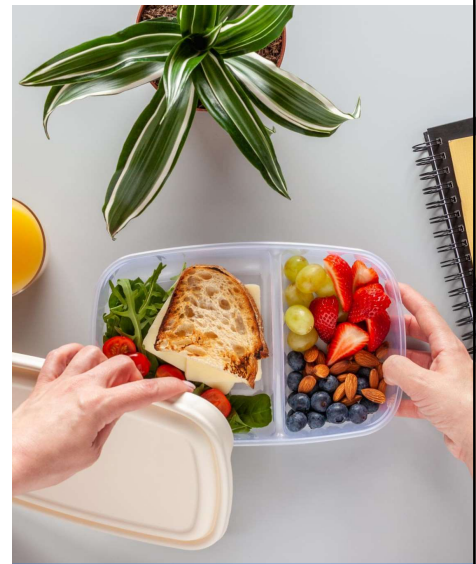
Tailored meal plans ensure clients receive proper nutrition suited to their health needs and preferences.

Home Delivered Nutritious Meals

Delivering nutritious meals directly to client supports convenience and consistent dietary care and adherence to medically ordered diets at home.

Home Environment Modifications

Adapting the home environment enhances safety and accessibility for clients receiving care.



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Companionship, Sitting, and Support for Hobbies

Companionship Benefits

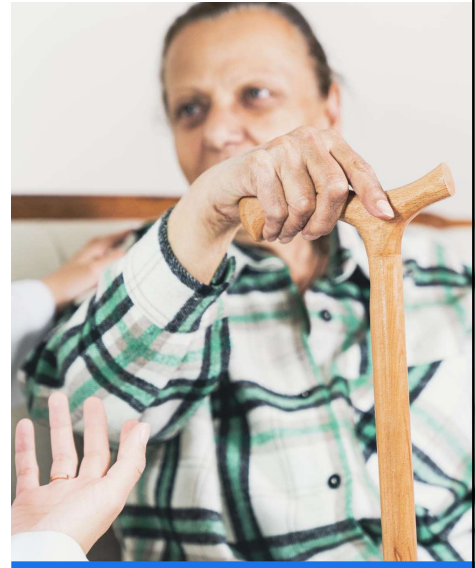
Providing companionship reduces feelings of loneliness and enhances emotional wellbeing for home care recipients.

Assistance with Leisure

Helping with hobbies encourages engagement and mental stimulation, improving quality of life.

Reducing Isolation

Active social involvement through sitting and hobby support combats social isolation in home care settings.



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Texas Personal Assistance Services Agencies: Unique Service Offerings

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State-Specific Regulations and Scope of Services

State-Specific Regulations

Texas regulations set clear standards for PAS to ensure quality and accountability in service delivery.

Scope of Services

The scope defines personal assistance and support services unique to PAS, differentiating them from other agencies.



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Personal Assistance Services in Texas

Personalized Individualized Service Plans

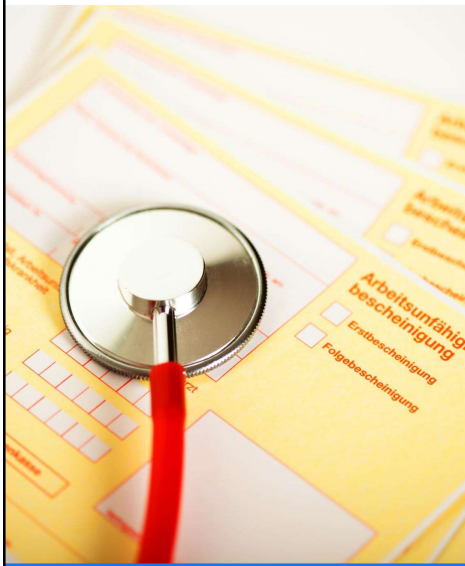
Texas PAS offer customized plans tailored to individual client needs and preferences for improved outcomes.

Scheduling

Flexible appointment scheduling allows clients to receive care at convenient times, enhancing accessibility and satisfaction.

Advanced Documentation

Use of advanced documentation systems improves accuracy and efficiency in patient record keeping and communication.



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Documentation Requirements and Service Differentiation

Importance of Detailed Documentation

Accurate documentation helps distinguish PAS unique services and supports regulatory requirements effectively.

Supporting Compliance

Proper documentation ensures adherence to regulatory standards and facilitates audits and reviews by authorities.

Validating Value Added Services

Documentation validates the enhanced services offered, helping gain payer and regulator trust and approval.



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Required Documentation and Separate Entity Considerations

Documentation Requirements

HCSSAs need to maintain detailed records to meet licensing and regulatory requirements for service delivery.

Separate Entity Operations

Operating as separate entities helps HCSSAs comply with legal and licensing standards effectively.



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Distinction Between Licensed and Non-Licensed Services



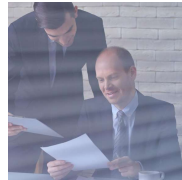
Licensure Importance

Licensure ensures services meet regulatory standards and protect consumers under HCSSA guidelines.



Non-Licensed Services

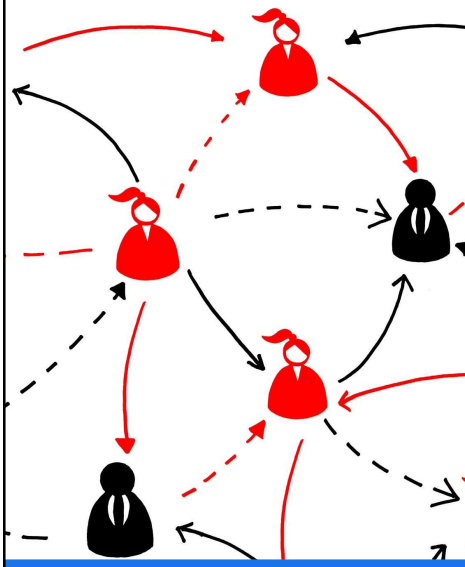
Non-licensed services operate without formal licensure but must still follow agency operational guidelines.



Compliance Significance

Proper understanding of licensing distinction is vital for agency compliance and smooth operation.

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Best Practices

Separate Entities Importance

Separating licensed and non-licensed service entities ensures compliance with regulatory requirements and prevents overlap.

Clear Accountability

Separation establishes clear accountability for service delivery for all services.

Regulatory Compliance

Proper documentation supports adherence to laws and regulations governing licensed services.

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Relevant CMS Guidelines and Citations

Service Definitions

CMS guidelines clearly define the scope and standards of services provided in home care settings.

Billing Procedures

Guidelines provide structured billing processes ensuring proper reimbursement for value added home care services.

Compliance Measures

CMS regulations enforce compliance to protect patient safety and maintain quality in home care services.



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Compliance Strategies for Agencies

Robust Policy Development

Developing strong policies ensures agencies meet regulatory standards and supports consistent patient care practices.

Staff Training

Regular staff training equips employees with knowledge to comply with regulations and improve patient outcomes.

Comprehensive Documentation

Keeping thorough documentation helps agencies track compliance and optimize patient care effectively.

Coordination of Care

Ensure coordination among core and value-added services to ensure regulatory compliance.

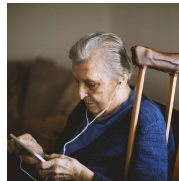


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Final Thoughts on Value Added Services in Home Care

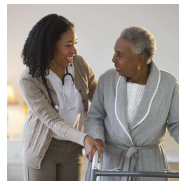
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The Role of Value-Added Services in Enhancing Patient Outcomes



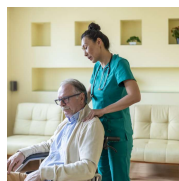
Supporting Patient/Client Independence

Value added services empower patients to manage their health independently in home care environments effectively.



Enhancing Patient Satisfaction

These services improve patient satisfaction by providing personalized care and timely support in home settings.



Complementing Core Medical Care

Value-added services are essential complements that enhance overall health outcomes beyond standard medical treatment.

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Agencies must adapt to evolving regulations to maintain compliance and meet changing patient requirements.

Understanding regulatory frameworks is crucial for agencies to maintain compliance and avoid risks.