HOME CARE AGENCY STARTER KIT

Make It Yours

State Customization Guide

Turn the Policy & Procedure Manual and Forms Pack into documents that fit your state and your agency.

How to Make These Documents Yours

Plan on 4 to 8 hours, depending on your state

Most of what a home care agency needs, like client rights, HIPAA, infection control and abuse reporting, is the same everywhere. What changes from state to state is who licenses you, how much training caregivers need, how often supervisors visit, and which background checks are required. Those spots are marked with [BRACKETS] and highlighted yellow in every file.

Follow these steps

1. Find your state in the State-by-State Table at the back of this guide. It tells you who licenses non-medical home care in your state and whether a license is required.
2. Go to that agency's website and download your state's home care licensing rules (often called regulations, rules or administrative code). If you plan to accept Medicaid, also download your state's Medicaid personal care provider manual.
3. Work through the Customization Checklist in this guide. Write your answer in the last column for every item.
4. Open the manual and each form. Use Find & Replace (Ctrl+H on Windows, Cmd+Shift+H on Mac) to swap each placeholder for your answer.
5. Read your state rules side by side with the manual. Add anything your state requires that is not covered, and change anything that does not match.
6. Remove the yellow highlight, delete the "Start Here" page, and have your owner or governing body sign off.
7. Keep a copy of your state rules with your manual. Review both every year.

Where to look

- Licensing rules: search "[your state] home care agency license rules" or "[your state] personal care agency regulations." Use the government site (usually ending in .gov).
- Medicaid: search "[your state] Medicaid personal care provider manual" and "[your state] Medicaid EVV."
- Abuse reporting: search "[your state] adult protective services report."
- Background checks: your licensing rules list the required checks. The federal exclusion list (OIG LEIE) applies to anyone billing Medicaid or Medicare.
- Labor rules: the U.S. Department of Labor and your state labor department cover pay, overtime and worker classification.

Customization Checklist

Fill in the last column, then use Find & Replace

PART 1: YOUR AGENCY DETAILS

Placeholder	What it means	Where to find it	Your answer
[AGENCY NAME]	Your legal business name (and DBA if you use one)	Your business registration	
[AGENCY ADDRESS]	Office street address	You	
[OFFICE PHONE]	Main office phone number	You	
[ON-CALL PHONE]	After-hours / on-call number	You	
[ADMINISTRATOR TITLE]	Title of the person running daily operations (Administrator, Director, Owner)	You (check if your state requires a specific title)	
[ADMINISTRATOR NAME]	Name of that person	You	
[GOVERNING BODY OR OWNER NAME]	Owner(s), board or LLC members who approve policies	You	
[SUPERVISOR TITLE]	Title of the person who supervises caregivers	You	
[ASSESSMENT STAFF TITLE]	Who does in-home assessments (supervisor, nurse, case manager)	You + state rules	
[PRIVACY OFFICER TITLE]	Person responsible for HIPAA privacy	You	
[SERVICE AREA]	Counties or cities you serve	You (some states license by region)	
[PAYERS ACCEPTED]	Medicaid programs, private pay, long-term care insurance, veterans programs	You + your Medicaid enrollment	
[EFFECTIVE DATE]	Date the manual takes effect	You	
[REVIEW DATE] / [REVISION DATE]	Date of last review / form version date	You	

PART 2: YOUR STATE'S RULES (LOOK THESE UP)

Placeholder	What it means	Where to find it	Your answer
[STATE]	Your state name	—	
[STATE LICENSING AGENCY]	Agency that licenses or registers home care	State table in this guide	
[LICENSE TYPE]	Exact name of your license or registration	Licensing agency website	
[REQUIRED TRAINING HOURS]	Initial and annual caregiver training hours	State home care rules; Medicaid provider manual	
[SUPERVISION FREQUENCY]	How often supervisors visit clients' homes (for example, every 60 or 90 days)	State home care rules; Medicaid provider manual	

Placeholder	What it means	Where to find it	Your answer
[BACKGROUND CHECK TYPE]	Required checks (state, FBI fingerprint, abuse registries, sex offender, exclusion lists)	State home care rules; state background check program	
[MINIMUM AGE]	Minimum caregiver age	State rules (often 18)	
[STATE EVV SYSTEM]	Electronic visit verification system your Medicaid program uses	State Medicaid EVV webpage	
[ABUSE HOTLINE NUMBER]	Adult Protective Services / abuse reporting number	State APS or human services website	
[RECORD RETENTION YEARS]	Years to keep client records	State rules; Medicaid often requires 5–10 years	
[PERSONNEL RECORD RETENTION YEARS]	Years to keep personnel files after a worker leaves	State rules; labor law	
[CARE PLAN TIMEFRAME]	Deadline to write the plan of care	State rules or your choice	
[CARE PLAN REVIEW FREQUENCY]	How often plans of care are reviewed	State rules or your choice	
[ASSESSMENT TIMEFRAME]	How soon after referral the assessment is done	State rules or your choice	
[ELIGIBILITY CHECK FREQUENCY]	How often you re-check Medicaid eligibility (often monthly)	Payer rules	

PART 3: YOUR BUSINESS CHOICES

Placeholder	What it means	Where to find it	Your answer
[DISCHARGE NOTICE DAYS]	Notice before you end services	Your choice (check state minimum)	
[DISCHARGE SUMMARY DAYS]	Days to complete a discharge summary	Your choice	
[INCIDENT REVIEW DAYS]	Days for the administrator to review incidents	Your choice (check state reporting deadlines)	
[CALL-OUT NOTICE HOURS]	How early caregivers must call out	Your choice	
[TIME-OFF NOTICE]	How far ahead caregivers request time off	Your choice	
[CANCELLATION NOTICE HOURS]	How early clients must cancel a visit	Your choice	
[LATE CANCELLATION FEE]	Fee for late cancellations (private pay)	Your choice	
[RATE CHANGE NOTICE DAYS]	Notice before raising rates	Your choice	
[BILLING FREQUENCY]	How often you invoice private pay clients	Your choice	
[LIFTING REQUIREMENT]	Pounds caregivers must be able to lift	Your choice	
[SUPERVISOR EXPERIENCE]	Experience required for supervisors	Your choice + state rules	

Questions to Answer Before You Apply

Check off each one as you confirm it in your state's rules

LICENSING

☐ Does my state require a license, a registration or nothing for non-medical home care?
☐ Is there a separate license for hands-on personal care versus companion-only services?
☐ What does the application cost, and how long does approval take?
☐ Is an inspection or survey required before I can serve clients?
☐ Does each office location need its own license?
☐ Does the administrator need specific education or experience?
☐ Do I need to submit my policy manual with the application?

STAFF AND TRAINING

☐ How many hours of initial training must caregivers complete, and must it be a state-approved course?
☐ How many hours of annual training are required?
☐ Which background checks and registries are required, and how often are they repeated?
☐ Is a TB test or health screening required?
☐ Who may do supervisory visits and skills checks (for example, must it be a nurse)?
☐ How often must supervisors visit clients' homes?

CLIENTS AND RECORDS

☐ Which tasks are non-medical caregivers allowed to do (for example, medication reminders versus help with medications)?
☐ How soon must the assessment and plan of care be done?
☐ What must be in a client record, and how long must it be kept?
☐ Which incidents must be reported to the state, and how fast?
☐ What must my client rights statement include?

IF YOU WILL ACCEPT MEDICAID

☐ Which Medicaid programs pay for personal care in my state (state plan, waivers, managed care plans)?
☐ How do I enroll as a provider, and do I need to be licensed first?
☐ Which EVV system does my state use?
☐ What does the Medicaid provider manual require beyond my license rules (training, supervision, documentation)?

State-by-State Table: Who Licenses Non-Medical Home Care

Last checked November 2026. State rules change often, so always confirm with your state agency before you apply.

"License for non-medical?" tells you whether your state requires a license or registration for companion and personal care agencies that do not provide nursing. "No" means no state license is needed for private-pay non-medical care. You still need a business license, and Medicaid programs, local governments and some services can have their own requirements. Skilled home health (nursing and therapy) is licensed separately in most states.

State	Who regulates it (start here)	License for non-medical?	What it is called
Alabama	Dept. of Public Health (home health only)	No	—
Alaska	Dept. of Health	No	—
Arizona	Dept. of Health Services	No	—
Arkansas	Dept. of Health	Yes	Private care agency
California	Dept. of Social Services, Home Care Services	Yes	Home Care Organization (aides must also register)
Colorado	Dept. of Public Health & Environment	Yes	Home care agency, Class B
Connecticut	Dept. of Consumer Protection	Registration	Homemaker-companion agency
Delaware	Division of Health Care Quality	Yes	Personal Assistance Services Agency
District of Columbia	DC Health, Health Regulation & Licensing	Yes	Home care agency
Florida	Agency for Health Care Administration	Registration / Yes	Homemaker-companion registration; hands-on care may need a home health or nurse registry license
Georgia	Dept. of Community Health, Healthcare Facility Regulation	Yes	Private home care provider
Hawaii	Dept. of Health, Office of Health Care Assurance	Yes	Home care agency
Idaho	Dept. of Health & Welfare	No	—
Illinois	Dept. of Public Health	Yes	Home services agency
Indiana	Dept. of Health	Yes	Personal services agency
Iowa	Dept. of Inspections, Appeals & Licensing	No	—
Kansas	Dept. of Health & Environment	Yes	Home health agency (includes supportive care)
Kentucky	Cabinet for Health & Family Services, Office of Inspector General	Yes	Personal services agency certification
Louisiana	Dept. of Health, Health Standards	Yes	Home and community-based services provider (personal care modules)
Maine	DHHS, Division of Licensing & Certification	Yes	Personal care agency
Maryland	Office of Health Care Quality	Yes	Residential Service Agency
Massachusetts	Executive Office of Health & Human Services	Changing	New licensing law in progress; check current status

State	Who regulates it (start here)	License for non-medical?	What it is called
Michigan	Dept. of Licensing & Regulatory Affairs	No	—
Minnesota	Dept. of Health	Yes	Home care license (basic)
Mississippi	State Dept. of Health	No	—
Missouri	Dept. of Health & Senior Services	No (Medicaid providers enroll separately)	—
Montana	Dept. of Public Health & Human Services	No	—
Nebraska	Dept. of Health & Human Services	No	—
Nevada	Division of Public & Behavioral Health	Yes	Personal care services agency
New Hampshire	DHHS, Health Facilities Administration	Yes	Home health care provider (includes personal care)
New Jersey	Division of Consumer Affairs	Registration	Health care service firm (accreditation required)
New Mexico	Health Care Authority	Varies	Personal care set by Medicaid rules
New York	Dept. of Health	Yes	Licensed Home Care Services Agency (LHCSA)
North Carolina	Division of Health Service Regulation	Yes	Home care agency
North Dakota	Dept. of Health & Human Services	No	—
Ohio	Dept. of Health	Yes	Non-medical home health services license
Oklahoma	State Dept. of Health	Yes	Home care agency
Oregon	Oregon Health Authority	Yes	In-home care agency
Pennsylvania	Dept. of Health	Yes	Home care agency or home care registry
Rhode Island	Dept. of Health	Yes	Home care provider
South Carolina	Dept. of Public Health	Yes	In-home care provider
South Dakota	Dept. of Health	No	—
Tennessee	Health Facilities Commission	Yes	Personal support services agency
Texas	Health & Human Services Commission	Yes	HCSSA with Personal Assistance Services
Utah	DHHS, Licensing & Background Checks	Yes	Personal care agency
Vermont	Dept. of Disabilities, Aging & Independent Living	No	—
Virginia	Dept. of Health, Office of Licensure & Certification	Yes	Home care organization
Washington	Dept. of Health	Yes	In-home services agency (home care category)
West Virginia	Office of Health Facility Licensure & Certification	Registration	Registration only
Wisconsin	Dept. of Health Services	No (Medicaid certification only)	—
Wyoming	Dept. of Health	No	—

Important Notice

This guide and the templates in this kit are for general education. They are not legal, tax, accounting or regulatory advice, and they do not create any professional relationship.

State and federal requirements are different everywhere and change often. Information in this guide was believed accurate when last checked and may now be out of date. You are responsible for confirming every requirement with your state licensing agency, Medicaid program and other authorities, and for having your final policies reviewed by a qualified professional.

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