

## Home care agency

### PROVIDER APPLICATION DETAILS

#### INSTRUCTIONS

After reviewing this document in its entirety and compiling the necessary information and documentation, proceed to the WA Cares provider application to begin the application process.

#### GENERAL DESCRIPTION OF SERVICE

An in-home service provided by an agency licensed under [Chapter 70.127 RCW](#). The agency provides nonmedical personal care to individuals who are ill, disabled, or vulnerable so they can remain in their residence. Personal care may include help with activities of daily living such as dressing, eating, and personal hygiene to support self-care; homemaking help with household tasks, such as housework, shopping, meal planning and preparation; transportation; respite care support provided to the family caregivers; other nonmedical services; and appropriately delegated nursing services.

#### Respite for family caregivers

A service that allows family caregivers a short-term pause or break from caregiving duties while the eligible beneficiary is cared for in their own home by a home care agency.

#### RELATED LAWS, RULE AND POLICIES

Below is a list of some of the laws and rules that may be helpful to review prior to completing an application. This is not a comprehensive list of all laws, rules and policies that apply.

- [Chapter 50B.04 RCW: Long-term services and supports trust program](#)
- [Chapter 74.39A RCW: Long-term care services options](#)
- [RCW 43.43.830 through 43.43.845: Washington State Patrol background checks](#)
- [Chapter 388-116 WAC: WA Cares program](#)
- [Chapter 70.127 RCW: In-home services agencies](#)
- [WACs 246-335-300 through 246-335-455: In-home services agencies](#)
- [RCW 18.79.260\(3\)\(e\): Registered nurse – Activities allowed – Delegation of tasks](#)

#### MINIMUM PROVIDER QUALIFICATIONS

1. Contractors must meet all Washington state laws to do business in the state (and city or county requirements, if applicable). This includes having all required business license(s), endorsement(s), credential(s) and certification(s) to provide the service.
2. The agency owner(s) and contract signatory must pass a Department of Social and Health Services criminal history background check at initial application and contract renewal.

3. All employees, volunteers, and subcontractors who may have unsupervised access to beneficiaries must have passed a criminal history background check, which must be conducted by the contractor prior to access and every two years. The criminal history background check must at least include Washington State Patrol criminal conviction records and be kept in their personnel or subcontractor file(s).
4. Meet Department of Social and Health Services [insurance requirements](#).
5. Hold a valid in-home services license, issued by the Department of Health pursuant to [Chapter 70.127 RCW](#) for a minimum of three consecutive years, providing long-term services and supports to in-home clients, as well as:
  - a. Have no significant licensing deficiencies during the three-year period prior to registration. For the purposes of this requirement, significant means deficiencies related to standards of care, and beneficiary or client health and safety that result in enforcement action by the department of health; and
  - b. Use electronic visit verification to document in-home visits.

## PROVIDER CONTRACT

Home care agency contracts for in-home personal care and in-home respite care services have a maximum duration of two years. The sample contract is available in the [provider toolkit](#). The sample is available to review to ensure all contract terms can be met before application. The respite care for family caregivers is embedded within the in-home personal care – home care agency contract and is not a separate subcode.

## REQUIRED DOCUMENTATION FOR PROVIDER APPLICATION

1. Completed provider network application and required attachments.
2. Copy of Washington state business license or proof of exemption.
3. Copy of W-9 or taxpayer identification number and certification.
4. Unless you are a sole proprietor, supporting documentation on business organization (e.g., list of partners, members, directors, officers, board members).
5. Name, date of birth, and background check confirmation number for the contract signatory and the agency owner(s) with 5% or more ownership interest.
6. Copy of in-home services agency license from the Department of Health or license number.
7. Proof that the agency has been operating as a home care agency for three consecutive years providing long-term services and supports to in-home clients.
8. Current certificate of insurance (COI) satisfying the [insurance requirements](#).
9. Current rate(s) or pricing guide, for informational purposes.