

**FREQUENTLY ASKED QUESTIONS**  
**Regarding Home Care Licensure Application Training**

**1. How do I know if I need to take this class?**

The licensure rules require the following: 10A NCAC 13J .0903- If the applicant cannot demonstrate to the Division of Health Service Regulation that he or she has ever owned or operated a home care agency prior to submission of the application, The Division shall not issue a license until the applicant has received training approved by the Division which shall include the requirements for licensure, the licensure process, and the rules pertaining to the operation of a home care agency.

**If you are unsure if you meet the requirements for having owned or operated a home care agency, please call the Division of Health Service Regulation (DHSR) at 919-855-4620 to discuss your status.**

**2. Why do I have to attend class?**

The class is required by law. The aim is to provide information to applicants on the complex and many laws and regulations that must be followed when caring for clients and patients.

**3. What information is covered in the class?**

The following topics will be addressed: current law requiring training; the home care licensure application process; home care licensure rule review; overview of pertinent laws; sample policies and forms.

**4. How do I find out information about when the class is offered?**

Information on our classes and when you can register for the classes will be on our website at [www.homeandhospicecare.org](http://www.homeandhospicecare.org)

**5. How do I submit my registration?**

Your registration must be faxed to the Association. Faxes will be numbered as they are received. That allows us to assign you to a class based on the order in which your registration was received. We do not accept registrations mailed or hand-delivered to AHHC.

**6. How am I assigned to a class?**

You will be notified by telephone and email by an Association for Home & Hospice Care of NC (AHHC) staff member that you have been assigned to a class. Once your registration is processed, including valid payment, a confirmation will follow with the directions and other pertinent information.

**7. Is it permissible to register individuals who will be representing multiple agencies on one registration?**

No. The registration is for one agency that is applying to DHSR to be home care licensed. It is not permissible to register individuals on one registration who will not all be working for the same agency that is applying to be licensed.

**8. If only one person will be attending, can I pay a lesser fee?**

No. The fee is per agency. To maximize learning, each agency is encouraged to send up to three individuals who will be working for that agency.

**9. Is it permissible to split up the attendees? For example: if my agency registers for the July class, can some of my staff attend in July and others in August for one registration fee?**

No. The agency registration fee is for one day only.

**10. If I don't receive a license from DHSR after I attend the class is my money refundable.**

No, the registration fee is for the class time and materials. You retain the responsibility of correctly completing the license application and providing the materials to DHSR.

**11. Does my class registration fee also cover my home care licensure fee?**

No. They are separate fees.

**12. How long is the class?**

The training is a one-day class. The class begins at 9:30 am and will conclude by 4 pm. In order to receive your certificate, you must arrive on time and stay for the entire class. You must be in the classroom the entire time.

**13. Is my registration fee refundable if I don't show up to class or if I want to cancel my registration for the date I selected?**

No. Registration is a commitment to attend the class. Fees are not refundable.

**14. When am I required to pay for the class?**

When you are contacted by AHHC staff that you have been assigned a class, payment information will be requested at that time. You are not considered registered until payment is received and processed. AHHC accepts a valid credit card for payment. If you need to pay by certified check or money order, you may discuss those payment options when you are contacted. If your payment does not clear in processing, you will not be registered, and you will be notified that you have been removed from the class.

**15. How will you notify DHSR that my agency attended the class?**

AHHC emails a list of attendee names and their corresponding agency names to DHSR after the class. For example, if Star Jonus attended the class for Star's Home Care Agency, then that information is sent to DHSR. When Star Jonus applies for her agency to be licensed, DHSR will match her name to the agency's name, ie, Star's Home Care Agency.

**16. What is the cost of the class?**

The cost of the class is \$699 per agency. This allows you to bring a total of three attendees (the owner plus two) from your agency. Each participant will receive a training manual and a certificate of completion.

**17. Where do we go for the class?**

The classes are held in Raleigh, NC. You will receive detailed information regarding the location of the class once you are registered for a class.

**18. Do you have to have an actual physical location for your agency before taking the new applicant class?**

No. You do not need to have a physical location prior to taking the class but you will need to have a physical location for your agency prior to submitting an application to open your agency. Please review the information on our website regarding zoning rules etc. for your agency location. You also need to ensure you have obtained the proper business license to operate a business.