



## Medicaid Personal Care Agencies in Brown County Licensed Medical Home Care

300 S. Adams St. Green Bay, WI 54301  
Phone (920) 448-4300  
www.ADRCoofbrowncounty.org

Name & Address	Office Hours/Phone	Payment Type
Almost Family 2100 Riverside Dr. Ste 103 Green Bay, WI 54301 almostfamily.com	Monday-Friday 8:00am – 4:00pm 920-498-0606 / 1-800-236-0678 Available 24 hours a day	Medicare, Medicaid, Fam Care (Inclusa, Lakeland), worker's comp, Veteran's funding, private insurance & private pay.
Clarity Care Home Care 2649 Manitowoc Rd. Green Bay, WI 54311 claritycare.org	Monday-Friday 8:00am - 4:30pm 1-855-224-7487	Medicaid, Family Care (Lakeland), Veteran's funding, HMOs, private insurance, & private pay.
Helping Hands Caregivers 509 W. Walnut St. Green Bay, WI 54301 helpinghandswi.com	Monday-Friday 8:00am to 5:00pm 920-217-2961 (24hr. Line) Available 24 hours a day	Medicaid, Family Care (Inclusa, Lakeland), Veteran's funding, private insurance, & private pay.
Midwest Home Health Care 1497 Sixth Street Green Bay, WI 54304	920-965-9112 (Main) Available 24 hours a day	Family Care (Lakeland), private insurance, & private pay. <b>Bilingual staff (Hmong, Laotian, Spanish)</b>
Options for Independent Living 555 Country Club Rd. Green Bay, WI 54313 optionsil.org	Monday-Friday 8:00am to 4:30pm 920-490-0500	Medicaid, & HMOs  <i>Note: No caregivers available for hire through this agency. Must already have a caregiver identified.</i>
Stay at Home, LLC 5739 Duame Rd., Lena, WI 54139 stay-at-homecare.com	Monday-Thursday 8:00-am-4:00pm Fridays 8:00am-12:00pm 920-989-0157	Medicaid, Family Care (Lakeland, Inclusa) Veteran's funding, private insurance, & private pay.
Universal Home Health Care 933 Erie Ave Ste 9 Sheboygan, WI 53081 uhhci.com	Monday-Friday 8:30am – 5:30pm 920-452-3370 920-889-0890 (after 5:30pm)	Medicaid, Family Care (Lakeland), HMOs, & private pay. <b>Bilingual staff (Asian, Laotian, Spanish)</b>
Visiting Angels Home Care 3311 Packerland Dr., Ste A18 De Pere, WI 54115 visitingangels.com	Monday-Friday 8:30am-5:00pm 920-366-5402	Medicaid, Family Care (Lakeland, Inclusa) Veteran's funding, private insurance, & private pay.
Wisconsin Home Health Care 840 Challenger Dr., Suite 161 Green Bay, WI 54311	920-288-0661 or 920-889-8449	Medicaid, Fam Care (Lakeland), insurance-HMO/MCO, & private pay. <b>Bilingual staff-Call to Check On Availability (Hmong, Laotian, Spanish)</b>



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### What is a Medicaid Personal Care Worker (PCW)?

If you are a Medicaid recipient and need in-home care, you may be eligible to hire your own workers & use your Medicaid funding to pay for that care. The personal care must be related to medical activities of daily living, with the goal of keeping you in living in the community. Your personal care workers (PCWs) must be at least 18 years old. PCWs cannot be a spouse or a minor child.

### What is the process for hiring a Medicaid Personal Care Worker (PCW)?

1. Your doctor writes an order for the care required.
2. Contact one of the certified agencies (listed to the left). You can either hire your own workers or have the agencies hire PCWs for you.
3. A registered nurse (RN) from the agency completes a home assessment & writes a care plan.
4. PCWs are interviewed & background checks are conducted (PCWs cannot have been convicted of a crime that directly relates to the role of providing personal/health care services).
5. PCWs are given orientation & training by the certified agency, supervised by the RN. PCWs become an employee of that agency.
6. PCWs are paid by the agency. The agency bills Medicaid for the PCW hours worked.

### What care services are covered under the Medicaid Personal Care Worker (PCW) benefit?

Assistance with bathing;  
Assistance with getting in and out of bed;  
Teeth, mouth, denture and hair care;  
Assistance with mobility and ambulation including use of walker, cane or crutches;  
Changing the recipient's bed and laundering the bed linens and the recipient's personal clothing;  
Skin care excluding wound care;  
Care of eyeglasses and hearing aids;  
Assistance with dressing and undressing;  
Toileting, including use and care of bedpan, urinal, commode or toilet;  
Light cleaning in essential areas of the home used during personal care service activities;  
Meal preparation, food purchasing and meal serving;  
Simple transfers including bed to chair or wheelchair and reverse; and  
Accompanying the recipient to obtain medical diagnosis and treatment.

### What services are **NOT** covered?

Household Cleaning, Homemaking services  
Cleaning areas not used during personal care activities, unless directly related to your health Personal Care Assistance  
Services provided in facilities (hospitals, nursing homes), Services not documented in care plan  
Skilled nursing & therapy services

**For more detailed information-** visit [https://docs.legis.wisconsin.gov/code/admin\\_code/dhs/101/107/112](https://docs.legis.wisconsin.gov/code/admin_code/dhs/101/107/112)