



Keeping our communities healthy, happy, and at home

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North Carolina Division of Health Services Regulation  
Healthcare Planning and Certificate of Need Section  
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Dear Committee Members,

This letter serves in opposition to the petition submitted to the State Health Coordinating Council to revise the 2019 need determination to include a home health agency or office in Randolph County. For the reasons set forth below, Well Care agrees with the agency's determination that the Randolph County community is adequately served by existing providers and further asserts that the petition does not include sufficient data or support to justify the need for additional resources, and therefore should be rejected.

We find that the population of Randolph County is well served with home health services by many existing agencies and there is sufficient access provided to the community when necessary. Agencies currently serving Randolph County, including Well Care Home Health, currently work with a variety of hospitals, providers, governmental agencies, and other community partners to provide a full range of quality in-home healthcare services, regardless of a person's disability, primary language, or level of literacy. Well Care Home Health and other agencies actively seek to provide services to medically underserved populations and utilize translator services when necessary to ensure critical home health care is delivered and the community's needs are met. The petitioner carries the burden of supporting its assertion of need for an additional agency, yet fails to provide any data or support to substantiate a population of medically underserved persons not cared for by existing providers in the community.

Well Care appreciates the important role the Certificate of Need process has in ensuring that North Carolina communities maintain adequate levels of access to home health services, while minimizing unnecessary service duplication that increase healthcare costs without an improvement in value and care quality. As an agency with historical experience in operating multiple branches and regions in North Carolina, we feel that the Randolph County community has sufficient access to care to address its home healthcare needs.

We urge the committee to reject this petition and appreciate your attention to the matter.

Sincerely,

Zac Long, JD, MHA  
CEO  
Well Care Health

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