

ALREADY A LICENSED PENNSYLVANIA HOME CARE AGENCY?

Steps & Working Checklist to Add Home Care Registry Authority | Verified September 26, 2026

WHO THIS GUIDE IS FOR

Pennsylvania organizations that already hold a Home Care Agency (HCA) license and want to add Home Care Registry (HCR) authority. This guide starts with an existing license; it is not an initial-licensure guide.

Terms used in this guide

Pennsylvania Department of Health (PA DOH)	The Commonwealth agency that licenses Pennsylvania Home Care Agencies and Home Care Registries under 28 Pa. Code Chapter 611.
Division of Home Health (DHH)	The division within PA DOH that administers Home Care Agency and Home Care Registry licensing.
Home Care Agency (HCA)	An organization that supplies, arranges or schedules employees to provide home care services. See § 611.5.
Home Care Registry (HCR)	An organization or business entity, or part of one, that supplies, arranges or refers independent contractors to provide home care services. See § 611.5.
Direct Care Worker (DCW)	An individual employed by an HCA or referred by an HCR to provide home care services to a consumer.
Area Agency on Aging (AAA)	The local aging agency. Section 611.57(c)(5) requires the consumer packet to include the telephone number of the Ombudsman Program located with the local AAA.
Form W-2	The federal Wage and Tax Statement generally used by an employer to report employee wages and taxes withheld.
Form 1099-NEC	A federal information return commonly used to report certain nonemployee compensation. The tax form itself does not determine a worker's legal classification.

Legal starting point

Pennsylvania permits an entity to be licensed as a Home Care Agency, a Home Care Registry, or both. The license must specify the authorized category. An entity may not operate, maintain, or hold itself out as an HCR without first obtaining the required PA DOH license. Each physical location must be separately licensed.

Source: 28 Pa. Code § 611.2(a)-(b).

Step-by-step process

1	Verify your current license	Confirm your current PA DOH license identifies your organization as an HCA only. The license must specify whether the provider is licensed as an HCA, HCR, or both.	§ 611.2(b)
2	Contact PA DOH before filing	Contact the Pennsylvania Department of Health, Division of Home Health (DHH). State that you are an existing licensed HCA seeking to add HCR authority. Licensing questions: ra-dhhlicenquestions@pa.gov Division phone: 717-783-1379 Ask: What is the current filing pathway, what documents are required, what fee applies to this change, and will a survey or other review be required?	PA DOH Home Care page; Division contact
3	Send the agency-update notice	PA DOH currently says all agency updates must be reported to the Division by emailing a letter attachment. Agency-update email: ra-dhhliceonlychange@pa.gov Questions: ra-dhhlicenquestions@pa.gov Phone: 717-783-1379 Ask DHH to confirm exactly what the letter and supporting materials must contain for adding registry authority.	PA DOH Home Care page; HCA/HCR FAQ
4	Do not operate as a registry before approval	Do not begin registry referrals or hold the organization out as an HCR until PA DOH has granted the appropriate authority.	§ 611.2(a)-(b)
5	Build the registry model	An HCR supplies, arranges or refers independent contractors . Establish a registry roster and referral workflow that is distinct from the HCA employee model.	§ 611.5
6	Prepare registry policies and DCW files	Address hiring or rostering, references, criminal history, ChildLine clearance when applicable, competency, health screening, consumer protections and referral procedures.	§§ 611.51-.57
7	Verify competency before referral	Before referring a DCW, ensure the worker satisfies a competency pathway in § 611.55 and maintain required documentation and review.	§ 611.55
8	Use the required worker-status disclosure	Before services begin, provide the PA DOH Consumer Notice of Direct Care Worker Status . The form explains employee/independent-contractor status and related tax, insurance and other responsibilities.	§ 611.57(c)(7); PA DOH form
9	Update the full consumer packet	Include services, DCW identity, hours, fees/total costs, Department contact information, complaint hotline, local AAA Ombudsman number, hiring/competency information and the worker-status disclosure. PA DOH complaint hotline: 1-866-826-3644	§ 611.57(c)
10	Review worker classification	Do not assume HCR authority permits existing W-2 employees to be changed to 1099-NEC treatment. The actual legal and working relationship matters. Obtain qualified employment/tax advice for the structure used.	§§ 611.5, 611.57(c)(7)
11	Complete the exact DHH process	Submit the materials through the route DHH confirms and respond to requests for additional information, policies, forms, survey or other review. Licensing questions: ra-dhhlicenquestions@pa.gov Division phone: 717-783-1379 Mailing address: Division of Home Health, 2525 N. 7th Street, Harrisburg, PA 17110	PA DOH current instructions
12	Verify the amended license before launch	After approval, verify the PA DOH license authorizes both HCA and HCR operations before advertising or launching registry services.	§ 611.2(b)

Working Checklist for Agencies

Print or save this page and check off each item. Contact details are included in the action itself where PA DOH confirmation is needed.

☐	PREPARE	Have your current Home Care Agency license and facility license number ready.
☐	PREPARE	Identify the licensed physical location for which you want Home Care Registry authority.
☐	CONTACT PA DOH	Tell DHH you are an existing HCA seeking to add HCR authority. Licensing questions: ra-dhhlicenquestions@pa.gov Phone: 717-783-1379
☐	CONTACT PA DOH	Ask DHH to confirm the exact filing pathway and supporting documents. Email: ra-dhhlicenquestions@pa.gov Phone: 717-783-1379
☐	CONTACT PA DOH	Ask what fee applies to this specific change. Section 611.2(e) states a \$100 application/renewal fee; confirm how PA DOH applies the fee to this existing-license change. Email: ra-dhhlicenquestions@pa.gov Phone: 717-783-1379
☐	CONTACT PA DOH	Ask whether a survey, inspection or other review is required for this specific change. Email: ra-dhhlicenquestions@pa.gov Phone: 717-783-1379
☐	AGENCY UPDATE	Send the agency-update letter following DHH's instructions. Agency-update email: ra-dhhliceonlychange@pa.gov
☐	POLICIES	Create or revise policies for registry rostering and referral of independent-contractor Direct Care Workers.
☐	POLICIES	Establish the registry roster and registry-specific DCW file process.
☐	DCW FILES	Verify interview and reference documentation under § 611.51.
☐	DCW FILES	Verify criminal-history documentation under § 611.52.
☐	DCW FILES	Verify ChildLine clearance when applicable under § 611.53.
☐	DCW FILES	Verify competency before referral and ongoing review under § 611.55.
☐	DCW FILES	Verify health screening documentation under § 611.56.
☐	CONSUMER FORMS	Add the PA DOH Consumer Notice of Direct Care Worker Status required by § 611.57(c)(7).
☐	CONSUMER FORMS	Update the consumer packet with all information required by § 611.57(c), including the PA DOH complaint hotline: 1-866-826-3644 .
☐	BUSINESS REVIEW	Review independent-contractor agreements and actual operating practices.
☐	BUSINESS REVIEW	Review tax, insurance, workers' compensation and worker-classification implications with qualified professionals.
☐	STAFF TRAINING	Train office staff on the HCA employee model versus the HCR independent-contractor referral model.
☐	SUBMIT / FOLLOW UP	Submit the materials DHH confirms and respond to requests for additional information or review. Email: ra-dhhlicenquestions@pa.gov Phone: 717-783-1379
☐	APPROVAL	Verify the updated PA DOH license authorizes both Home Care Agency and Home Care Registry operations.
☐	LAUNCH	Only after approval, update contracts, website, marketing and intake materials to offer registry services.

PA DOH Contact Reference

Quick-reference contacts used in the steps and checklist.

Home Care licensing questions	ra-dhhlicenquestions@pa.gov	Questions about Home Care Agency/Home Care Registry licensing.
Licensed-agency updates	ra-dhhliceonlychange@pa.gov	PA DOH's resource account for agency updates submitted by letter attachment.
Online application process questions	RA-dhhomehealth@pa.gov	Questions regarding the Home Care online application process.
Division of Home Health phone	717-783-1379	Division of Home Health contact number.
PA DOH complaint hotline	1-866-826-3644	Complaint hotline required in the consumer information packet by 28 Pa. Code § 611.57(c)(5).
Division of Home Health mailing address	2525 N. 7th Street, Harrisburg, PA 17110	Division mailing address listed in PA DOH Home Care Agency/Registry materials.

SUGGESTED WORDING WHEN CONTACTING THE DIVISION OF HOME HEALTH (DHH)

We are an existing Pennsylvania-licensed Home Care Agency and would like to add Home Care Registry authority to our current license. Please confirm the current process for this change, including the required filing method, supporting documentation, applicable fee, and whether a survey or other review is required before Home Care Registry authority can be added.

Educational use: This Council resource summarizes selected Pennsylvania licensing and compliance requirements. It is not legal, tax, employment, insurance or payer-specific advice. Requirements and procedures can change; verify current Pennsylvania Department of Health instructions before acting. Verified against official Pennsylvania Department of Health and Pennsylvania Code sources on September 26, 2026.