



Improving  
lives through  
person-centered  
homecare



# Everything we do is centered around delivering high-quality care in the home.

At Accra, we are champions of those we care for and their families. And we are champions of our dedicated caregivers who are passionate about serving clients.

Accra's mission is to improve lives by providing individualized homecare services and support to people living at home. Our person-centered philosophy focuses on treating each person as a unique individual.

We provide support to children, adolescents, adults and families who need help in their homes for a loved one with a disability or an older adult. The homecare services we provide support the independence of the individual. We can help you navigate the different choices available to you. We offer these services throughout Minnesota in all 87 counties.

We are the largest provider of homecare services in Minnesota, proudly serving more than 9,000 clients across the state. Accra is a nonprofit and employs more than 10,000 people in both direct care positions and administrative staff.

## Accra services

Personal Care Assistant (PCA) Choice

Financial Management Services (FMS)

245D Waivered Services

Home Health Care

Mental Health Services

Senior Assisted Living

---

## Why choose Accra?

- We have more than 25 years of experience helping individuals live independently
- We offer our programs and services throughout the entire state of Minnesota.
- We pay Personal Care Assistants and Direct Support Professionals a competitive wage
- Our clients are assigned a Service Coordinator, Qualified Professional (QP) or RN Case Manager for direct and easy communication
- Our navigation team streamlines the intake process
- Our Accra Connect team is responsive to caregiver and client inquiries
- We are grounded in a person-centered philosophy helping individuals and families focus on personal needs, preferences and outcomes
- We have bilingual staff available to serve clients and offer translation services
- The job board on our website helps connect clients with caregivers
- We offer bi-weekly payroll and weekly vendor payments
- We provide easy-to-read monthly utilization/expense reports

## **Personal Care Assistance (PCA) Choice**

Self-directed Personal Care Assistance (PCA) Choice services are available to both children and adults with disabilities, chronic diseases, behavioral diagnoses and mental illness who need assistance with personal care in their home or in the community. These services are funded through government health care programs, including the Medical Assistance and MinnesotaCare programs, to help people who are unable to fully care for themselves, allowing them to stay in their homes. Personal Care Assistance can help with “activities of daily living” such as dressing, grooming, eating, bathing, transfers, mobility, positioning and toileting, as well as light housekeeping, laundry and meal preparation for adults and other health-related tasks. Clients independently recruit, hire and train the PCAs who provide their care. The PCA Choice option gives you a greater level of responsibility in managing your care while Accra assists in handling the employment and management-related functions of their PCA. Individuals needing care must either be eligible for medical assistance, MN Care, a medical assistance waiver or the Alternative Care program.

## **Financial Management Services (FMS)**

As your FMS provider, we make it easy for you to use self-directed services. Accra’s Financial Management Services enable people with long-term care needs or disabilities to easily hire and employ caregivers under the consumer directed community supports (CDCS) program or the Consumer Support Grant (CSG). We help you directly employ support workers and purchase other supports that you need for living in the community. You will receive information, assistance and tools for being a participant-employer. You decide how your program budget is used, receive approval from your county case manager, hire your own employees and choose your service vendors. Accra then handles all required employer and employee paperwork, payroll, vendor payments, reimbursements, claims processing, tax filings and workers’ compensation.

## **245D Waivered Services**

Accra is a Basic 245D licensed provider of Personal Support, Respite, Homemaker, Adult Companion and Night Supervision Services. In each service, you select a trusted, qualified worker, suited for your needs. Your assigned 245D Accra Service Coordinator will work with you and your county case manager to set-up and administer your Basic 245D Waivered Services, ensuring that all workers are properly trained. Accra also administers Caregiver Living Expenses, which provide reimbursement of certain expenses, such as rent and food, incurred by an unrelated caregiver who is living in the same household as an individual receiving waived services and providing approved services to that individual.

## **Home Health Care**

Home Health Care provides medical and health-related services and assistance with day-to-day activities to people in their home. Accra primarily provides Home Health Care services to people requiring continuing care for chronic needs. These services are also sometimes offered on a short-term basis to assist with recovering from an illness or injury when transitioning from a hospital or rehabilitation center back to the home. We offer these supportive services to maintain the safety and security of the client in the community. Home Health Care options with Accra include professional nursing services, home health aide services, homemaker and rehabilitation services. Payment options include Medicare, Medicare Advantage, Medical Assistance and Medical Assistance Waiver programs, Veterans benefits, private insurance, long-term care insurance, and private pay. *(Home Health Care is only available in select locations.)*

## **Mental Health Services**

Accra provides mental health counseling and adult rehabilitative mental health services (ARMHS) to residents of St. Louis County, Minnesota. ARMHS are rehabilitative services that enable clients to develop and enhance psychiatric stability; social competencies; personal and emotional adjustment; and independent living and community skills – when these abilities are impaired by the symptoms of mental illness. The services help clients in areas such as medication education and monitoring; developing basic social and living skills; developing symptoms management skills; household management; and employment-related or community living transitions.

## **Senior Assisted Living**

Accra High Street House in Lake City offers a quaint assisted living community with comfortable apartments. At High Street House, Accra partners with each resident to create a personalized plan, tailored for their specific healthcare needs. Our supportive home-like environment provides all residents with a pendant alert system for 24-hour staff assistance through our call system; three meals a day served family-style in the dining room; weekly housekeeping and linen change; washing and drying of personal laundry; scheduled activities several times per week; health assessment and monitoring by a registered nurse; and assistance with contacting doctors and arranging appointments for healthcare needs. Payment options include long-term care insurance and private pay.

# Locations

## Accra is in your community

We serve all of Minnesota's 87 counties through our offices across the state.

### ALEXANDRIA

220 22nd Ave. East Suite 103  
Alexandria, MN 56308  
320-762-5007  
Fax: 320-762-5008

### BEMIDJI

1426 Bemidji Ave. N. Suite 3  
Bemidji, MN 56601  
218-308-8680  
Fax: 218-444-6343

### BRainerd

311 W. Washington St. Suite 311  
Brainerd, MN 56401  
218-270-5905  
Fax: 218-454-3497

### DULUTH

5322 Grand Avenue Suite A  
Duluth, MN 55807  
218-724-2800  
Fax: 218-724-8200

### FERGUS FALLS

225 West Cavour Ave. Suite D  
Fergus Falls, MN 56537  
218-736-0246  
Fax: 218-736-0265

### GRAND RAPIDS

104 NE 3rd Street Suite 220  
Grand Rapids, MN 55744  
218-212-7577  
Fax: 218-999-5025

### LAKE CITY

1215 North 7th Street, Suite 108  
Lake City, MN 55041  
651-345-5000  
Fax: 651-345-5076

### MANKATO

124 E. Walnut Street Suite 20  
Mankato, MN 56001  
507-225-6900  
Fax: 507-720-0108

### MINNETONKA

12600 Whitewater Drive Suite 100  
Minnetonka, MN 55343  
952-935-3515  
Fax: 952-935-7112

### MOORHEAD

815 37th Ave. S. Suite 200  
Moorhead, MN 56560  
218-233-1000  
Fax: 218-233-1001

### NEW ULM

210 20th St. Street So. Suite 102  
New Ulm, MN 56073  
507-225-0623  
Fax: 507-479-6000

### RED WING

910 Main Street Suite 205  
Red Wing, MN 55066  
651-388-1010  
Fax: 651-388-1178

### VIRGINIA

603 9th Street North  
Virginia, MN 55792  
218-270-5288  
Fax: 218-270-5290

## Accra payment options

Accra accepts a wide variety of payment types and contracts with all managed care organizations in Minnesota.

### Medicare

#### Medical Assistance (MA)

#### Brain Injury (BI) Waiver

#### Community Alternative Care (CAC) Waiver

#### Alternative Care (AC) Program

#### Community Access for Disability Inclusion (CADI) Waiver

#### Developmental Disabilities (DD) Waiver

#### Elderly Waiver (EW)

#### Consumer Support Grant

**Private Pay/Private Insurance** – most private health and long-term care insurance includes a home health care benefit

#### Veterans Benefits

## How to reach us

### General:

accraconnect@accracare.org

### Intake information:

clientcare@accracare.org  
(PCA, Home Health, ARMHS)

### FMS intake:

fmsintake@accracare.org

### 245D services:

245dservices@accracare.org

### Phone:

866-935-3515 or 952-935-3515



Champions of Homecare

accrahomecare.org