



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

VIA EMAIL ONLY

October 27, 2025

Crystal Willis
facilitylicensure@gentivahs.com

No Review

Record #: 4965
Date of Request: October 3, 2025
Facility Name: Gentiva
FID #: 953893
Business Name: Community Home Care & Hospice, LLC
Business #: 529
Project Description: Expand home hospice services to Burke, Catawba, and Lincoln counties
County: Wilkes

Dear Ms. Willis:

The Healthcare Planning and Certificate of Need Section, Division of Health Service Regulation (Agency) received your correspondence regarding the project described above. Based on the representation in your request and the CON law **in effect on the date of this response to your request**, the project as described is not governed by, and therefore, does not currently require a certificate of need. If the CON law is subsequently amended such that the above referenced proposal would require a certificate of need, this determination does not authorize you to proceed to develop the above referenced proposal when the new law becomes effective.

This determination is binding only for the facts represented in your correspondence. If changes are made in the project or in the facts provided in the correspondence referenced above, a new determination as to whether a certificate of need is required would need to be made by this office. **As a reminder, it is unlawful to offer or develop a new institutional health service without first obtaining a certificate of need. The Department reserves the right to impose sanctions, including civil penalties and the revocation of a license, upon any entity that offers or develops a new institutional health service without first obtaining a certificate of need.**

Please do not hesitate to contact this office if you have any questions.

Sincerely,

Ena Lightbourne
Project Analyst

Micheala Mitchell
Chief

cc: Acute and Home Care Licensure and Certification Section, DHSR

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION
HEALTHCARE PLANNING AND CERTIFICATE OF NEED SECTION

LOCATION: 809 Ruggles Drive, Edgerton Building, Raleigh, NC 27603
MAILING ADDRESS: 809 Ruggles Drive, 2704 Mail Service Center, Raleigh, NC 27699-2704
<https://info.ncdhhs.gov/dhsr/> • TEL: 919-855-3873

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER



September 10, 2025

VIA Email: inga.m.gaines@dhhs.nc.gov

NC Division of Health Service Regulation
North Carolina Department of Health and Human Services
1205 Umstead Drive
Lineberger Building
Raleigh, NC 27603

RE: Request to Expand Geographic Service Area for:
Community Home Care & Hospice, LLC
d/b/a Gentiva
126 Executive Drive, STE 110
Wilkesboro, NC 28697-7571
Hospice License Number: HOS0407

Dear Sir/Madam:

The above-mentioned Hospice provider seeks to update its geographical service area to include Catawba, Lincoln and Burke Counties. The current service area for the provider consists of Alexander, Alleghany, Ashe, Caldwell, Forsyth, Iredell, Stokes, Surry, Watauga, Wilkes, and Yadkin Counties.

If you have any questions or need additional information, please contact me at 704-239-5904 or via email to facilitylicensure@gentivahs.com.

Sincerely,

Crystal Willis

Crystal Willis

/cw

From: [Crystal Willis](#)
To: [Waller, Martha K](#); [Stancil, Tiffany C](#)
Cc: [Gaines, Inga M](#); [Janet Combs](#)
Subject: [External] FW: Community Home Care & Hospice, LLC d/b/a Gentiva; State License Number: HOS0407; NC Wilkesboro KWL GSA Expansion Request
Date: Friday, October 3, 2025 3:06:33 PM
Attachments: [NC Wilkesboro KWL Revision Sub 9-10-25.pdf](#)
Importance: High

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Hi, ladies. I am hoping one of you can help me with this request. I submitted a request to add the counties of Catawba, Lincoln and Burke to the above-referenced agency.

Could you help me understand what if any information is needed to complete this request?

Thanks,

Crystal Willis
Regulatory Analyst
Gentiva
655 Brawley School Road, Suite 200, Mooresville, NC 28117
O 704-664-2876 C 704-239-5904 F 704-230-0946
www.gentivahs.com



From: Crystal Willis
Sent: Wednesday, September 10, 2025 5:13 PM
To: Gaines, Inga M <inga.m.gaines@dhhs.nc.gov>
Cc: Janet Combs <jcombs@gentivahs.com>
Subject: FW: Community Home Care & Hospice, LLC d/b/a Gentiva; State License Number: HOS0407; NC Wilkesboro KWL GSA Expansion Request

Hi, Inga. Please see attached revision. The request should have been for Catawba not Cabarrus county.

Apologies for the oversight.

Crystal Willis
Regulatory Analyst
Gentiva
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O 704-664-2876 C 704-239-5904 F 704-230-0946
www.gentivahs.com



From: Crystal Willis

Sent: Wednesday, September 10, 2025 4:35 PM

To: Gaines, Inga M <inga.m.gaines@dhhs.nc.gov>

Subject: Community Home Care & Hospice, LLC d/b/a Gentiva; State License Number: HOS0407; NC Wilkesboro KWL GSA Expansion Request

Please see attached GSA request.

I appreciate your help,

Crystal Willis

Regulatory Analyst

Gentiva

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