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ACHC and IntellaTriage Partner to Support Home Health and Hospice Providers

CARY, N.C. (September 14, 2026) Leading accreditor Accreditation Commission for Health Care (ACHC) announced today a new partnership with IntellaTriage to support home health and hospice providers through nurse-first after-hours triage services, clinical support, and technology-enabled solutions designed to strengthen the patient and caregiver experience.

“Quality care extends beyond regular business hours, and home health and hospice providers need reliable resources that support both their patients and their care teams,” said Susan Mills, RN, Senior Program Director at ACHC. “This partnership with IntellaTriage gives organizations another resource to help strengthen responsive, patient-centered care while supporting the clinicians who deliver it.”

“IntellaTriage and ACHC believe the same thing: hospice and home health providers deserve nothing less than the highest standard of care and quality,” said Bernadette Smith, VP of Marketing at IntellaTriage. “This partnership brings two organizations who live that belief every day a little closer together.”

Through this collaboration, ACHC-accredited home health and hospice organizations will have access to IntellaTriage’s nurse-first after-hours triage services. With a team of more than 300 licensed nurses answering more than one million patient and caregiver calls annually, IntellaTriage provides clinical support 24/7/365. Its services are supported by secure technology, EMR integrations, and operational insights designed to help providers improve patient experience, reduce nurse burnout, and strengthen financial performance.

IntellaTriage customers will also receive exclusive discounts through the partnership, including $500 off ACHC Home Health or Hospice Accreditation and $50 off ACHCU educational offerings.

About IntellaTriage

Founded in 2008, IntellaTriage provides 24/7 nurse-first triage solutions to providers and their patients across the United States. Leveraging the largest network of remote licensed nurses in post-acute care, the company delivers expert, compassionate care when patients need it most, while reducing the burden on field clinicians and improving nurse retention. Supported by secure technology, deep EMR integrations, and actionable operational insights, IntellaTriage helps providers improve patient experience, reduce nurse burnout, and strengthen financial performance by extending clinical capacity while maintaining a human connection at critical moments of care.

Learn more at https://intellatriage.com/.

About ACHC

Accreditation Commission for Health Care (ACHC) is a nonprofit organization promoting safe, high quality patient care and operational excellence through accreditation and related education that spans the continuum of care.

ACHC develops solutions trusted by providers and suppliers internationally and is committed to delivering exceptional, personalized service and a positive, collaborative accreditation experience tailored to individual needs. ACHC holds CMS deeming authority for multiple programs and offers a full range of accreditation and certification programs, giving organizations a partner that delivers value, support, and superior customer service.

For information on **THE Accreditation CHOICE for Health Care**, visit achc.org.