

North Carolina Medicaid Special Bulletin

An Information Service of the
Division of Medical Assistance

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June 2014

Attention: Personal Care Service (PCS) Providers

Personal Care Services (PCS) Program Highlights

***Providers are responsible for informing their billing agency of information in this bulletin.
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Note: This article does **not** apply to providers billing for Personal Care Services (PCS) under the Community Alternatives Program (CAP) program.

Personal Care Services Additional Safeguards

As required by the [N.C. Session Law 2013-306](#), the N.C. Department of Health and Human Services (DHHS) submitted [N.C. State Plan Amendment \(SPA\) 13-009](#) to the Centers for Medicare & Medicaid Services (CMS) for approval to implement the additional safeguards allowed for qualified individuals. CMS approved SPA 13-009 on May 19, 2014.

- A Medicaid beneficiary who meets the criteria of Session Law 2013-306, Sections 10.9F(c)(1) and (2) and 10.9F(d) is eligible for up to 80 hours of PCS.
- Safeguards of up to 50 additional hours of Medicaid PCS per month (a total of up to 130 hours per month) may be authorized for a Medicaid beneficiary who meets the above eligibility criteria, as well as the criteria in Session Law 2013-306, Section 10.9F(c)(3).

Requesting Personal Care Services Additional Safeguards

To request additional safeguards, a physician must:

1. Complete and submit a *DMA 3051 Request for Services* form on the beneficiary's behalf.
2. The beneficiary's physician must sign and date the appropriate section of the *DMA 3051 Request for Services* form allowing the physician to attest to the beneficiaries need for additional safeguards. The physician attestation is **Section E.** of the *DMA 3051 Request for Services* form.

PCS additional safeguards may be requested as a new request for PCS services or as a change of status to existing PCS. To access the *DMA 3051 Request for Services* form and instructions, visit www.ncdhhs.gov/dma/pcs/pas.html, under "Forms."

The *DMA 3051 Request for Services* form will be submitted to Liberty Healthcare Corporation, NC (LHC-NC), the Independent Assessment Entity (IAE) designated by DMA to conduct independent assessments for approval of PCS. The beneficiary or designated party will be contacted by LHC-NC Nurse Assessor to schedule and conduct the assessment.

Authorization of Additional Safeguards

- Beneficiaries who submitted requests for additional safeguards/hours **on or prior to November 15, 2013** will receive PCS authorization **effective October 1, 2013**.
- Beneficiaries who submitted their requests for additional hours **prior to the approval of SPA 13-009** will receive PCS authorization effective **the date LHC-NC received the request**.

Those with questions regarding the authorization start date should contact LHC-NC at 1-855-740-1400.

Beneficiary Decision Notices and Appeal Rights

Beneficiaries and designated providers will receive decision notification of the results of the assessments conducted. Adverse decision notices will include an appeal request form with instructions and deadlines for filing an appeal. Adverse decisions include service reductions and denial of Medicaid PCS.

Reductions of beneficiaries' current service levels and denials of new requests for PCS qualify as adverse decisions and can be appealed. In accordance with federal regulations, maintenance of service will be available for beneficiaries whose request for continuation of PCS has been denied or reduced, and who have filed a timely appeal.

As a reminder, providers may not file appeals on behalf of beneficiaries unless the beneficiary lists the provider as the representative on the appeal request form.

Prior Approval for Additional Safeguards

PCS providers will receive prior approvals for additional hours through the QiReport Provider Interface and U.S. mail notification. QiReport is an integrated web service designed to support the operation of the PCS program. ***PCS providers are required to register with QiReport.***

Using QiReport, the PCS IAE organizes and tracks PCS service requests, assessments and notifications. PCS provider agencies access QiReport to receive and acknowledge service referrals, view assessments and communicate electronically with the IAE.

QiReport interfaces with NCTracks daily by transmitting prior approvals. The prior approval authorization records identify the monthly level of service (in units) being authorized for the beneficiary and the ID of the authorized/selected service provider. ***PCS providers shall only bill for services rendered.***

DMA 3085 - SL 2013-306 PCS Training Attestation

Caregivers who provide services to beneficiaries receiving additional safeguards mandated by N.C. Session Law 2013-306 require training in caring for individuals with degenerative disease, characterized by irreversible memory dysfunction, that attacks the brain and results in impaired memory, thinking, and behavior, including gradual memory loss, impaired judgment, disorientation, personality change, difficulty in learning, and the loss language skills.

Providers must attest to the training of their caregiver staff to provide services by submitting the *DMA 3085 - SL 2013-306 PCS Training Attestation* available under forms at www.ncdhhs.gov/dma/pcs/pas.html.

Providers may use training made available through the N.C Division of Health Service Regulation licensure section or Liberty Healthcare Corporation Alzheimer's and Dementia Caregiver Center. The Alzheimer's and Dementia Caregiver Center offers free individual on-line care training in dementia care through the Alzheimer's Association. Providers must ensure that aides providing increased level of care mandated by N.C. Session Law 2013-306 receive Alzheimer's and dementia caregiver training.

Providers with beneficiaries who submitted requests for additional safeguards prior to SPA 13-009 approval must submit the *DMA 3085 - SL 2013-306 PCS Training Attestation* to DMA by June 30, 2014.

Liberty Healthcare Corporation provides appropriate training for aides at www.nc-pcs.com/Alzheimers/. Providers who supply Alzheimer's dementia training for hired aides may submit the *DMA 3085* form to DMA in order to attest that aides have received the appropriate training.

Form DMA 3085 is available at <http://info.dhhs.state.nc.us/olm/forms/dma/dma-3085-ia.pdf> and may be submitted to DMA.PCSTraining@lists.ncmail.net

PCS Rates Dates of Service	Rate (Per 15 minutes)	Rate Per Hour (15 min x4)
Prior to 10/1/13	\$3.88	\$15.52
10/1/2013-12/31/13	\$3.58	\$14.32
01/01/2014 Forward	\$3.47	\$13.88

Upcoming Trainings

LHC-NC will host webinars and regional trainings on the implementation of Session Law 2013-306. DMA will continue to host monthly stakeholder meetings and update the PCS web page with current information.

Contact the DMA PCS program by phone at 919-855-4340 or by email at PCS_Program_Questions@dhhs.nc.gov

DMA Fee Schedule

www.ncdhhs.gov/dma/fee/index.htm

PCS Provider Recoupment/Repayment Process

DMA will provide updates and additional details in upcoming Medicaid bulletins. Discussion about Recoup/Repay plan will be added as an agenda item at monthly PCS stakeholder meetings.

3L, Personal Care Services Policy

Clinical Coverage 3L PCS policy has been updated to include the allowed additional safeguards mandated by Session Law 2013-306. A person-centered plan of care that addresses all unmet needs identified in the independent assessment must be implemented before providing services to beneficiaries. Clinical Coverage Policy 3L, PCS is available at www.ncdhhs.gov/dma/mp/.

PCS Stakeholder Meetings

In-person meetings are held every third Thursday of the month from 1:00 p.m. to 2:30 p.m. on the Dix campus. The stakeholder group allows for improved coordination of information and networking options for stakeholders.

To join the PCS Stakeholder group, send an email to PCS_Program_Questions@dhhs.nc.gov.

Meeting agendas, handouts, and minutes will be available for download on the PCS webpage at www.ncdhhs.gov/dma/pcs/pas.html.

Stakeholders should continue to submit questions through the PCS mailbox at PCS_Program_Questions@dhhs.nc.gov. Those with concerns they would like addressed during the stakeholder meetings should submit them at least three days in advance of the regularly scheduled meetings with a notation "FOR STAKEHOLDER MEETING."

Personal Care Services Contacts

Beneficiaries and Providers who have questions about the additional safeguards allowed by N.C. Session Law 2013-306 and the implementation of additional hours available should contact the DMA PCS Program at 919-855-4340 or by email at PCS_Program_Questions@dhhs.nc.gov.

Those with questions about a *DMA-3051* form submitted on their behalf should contact LHC-NC at:

Address: Liberty Healthcare NC, PCS Program
5540 Centerview Drive, Suite 114,
Raleigh, NC 27607

Call Center Phone: 855-740-1400 or 919-322-5944

Fax: 919-307-8307 or 855-740-1600

Website: www.nc-pcs.com

Independent Assessment Email: ncfax@libertyhealth.com

Electronic claims must be transmitted and completed by 5:00 p.m. on the cut-off date to be included in the next checkwrite. Any claims transmitted after 5:00 p.m. will be processed on the second checkwrite following the transmission date.

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