

# North Carolina Medicaid Special Bulletin

An Information Service of the  
Division of Medical Assistance

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**December 2016**

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**Attention:  
Personal Care Service (PCS) Providers**

**State Plan Personal Care Services**

**Additional Eating ADL Support**

**Effective December 1, 2016**

Providers are responsible for informing their billing agency of information in this bulletin.  
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## **Personal Care Services Additional Eating ADL Support**

Good nutrition plays such a significant role in the overall well-being of individuals. Due to the various support needs of Personal Care Services (PCS) beneficiaries, those who have a need for a mechanically altered diet ordered by a physician may receive additional support with the Eating ADL. During the independent assessment, the assessor will review any available medical records for physician orders related to Eating ADL needs.

Liberty Healthcare of NC presented a webinar for providers, *Assessing the Eating Needs of Personal Care Services Beneficiaries*, on Nov. 22 and Nov. 28. Providers may use the presentation as a tool to enhance their understanding of the eating needs of the beneficiaries they serve, as well as to understand the additional Eating ADL support discussed in this bulletin article. The recorded presentation is available on the [Liberty Healthcare](#) and [Division of Medical Assistance \(DMA\) PCS web page](#).

**Effective Dec. 1, 2016**, if a beneficiary has a **physician order** which indicates their diet is required to be mechanically altered, the assessor will document medical record findings in the comment section of the assessment and score the Eating ADL as needing assistance with task No. 1 of the Eating ADL.

Beneficiaries currently in the appeal process who have a physician order for a mechanically altered diet may submit the physician order to DMA via secured email to [PCS\\_Program\\_Questions@dhhs.nc.gov](mailto:PCS_Program_Questions@dhhs.nc.gov).

DMA nurse consultants will review physician orders for beneficiaries in appeal and, based on the order, will update the beneficiary's previous assessment with the additional information and scoring. The beneficiary or representative identified on the appeal will be contacted by the Assistant Attorney General and/or the DMA nurse consultant assigned to the case to offer the new award of hours. If the beneficiary accepts, the updated assessment will be released, the provider will be required to accept the referral in Qireport, new notifications to the beneficiary and provider will be generated, and a new Service Plan will be required. If the appeal has not completed the mediation phase, but the physician order was submitted to DMA, the beneficiary or identified representative may be contacted prior to mediation to be offered a new award of hours.

Questions regarding submissions of physician orders or additional Eating ADL support may be directed to the PCS Unit at 919-855-4360 or via email at [PCS\\_Program\\_Questions@dhhs.nc.gov](mailto:PCS_Program_Questions@dhhs.nc.gov).

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