

North Carolina Medicaid Special Bulletin



An Information Service of the
Division of Medical Assistance

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September 2013

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

Personal Care Services (PCS) Independent Assessment Entity Transition

Liberty Healthcare Corporation–NC

**Effective
October 1, 2013**

*Providers are responsible for informing their billing agency of information in this bulletin.
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Effective October 1, 2013, Liberty Healthcare Corporation–NC will be the Personal Care Services (PCS) Independent Assessment Entity (IAE). The N.C. Division of Medical Assistance (DMA) and PCS team are working diligently to ensure a smooth transition between the current contractor, The Carolinas Center for Medical Excellence (CCME) and Liberty Healthcare Corporation–NC. The overarching goal is to ensure that beneficiaries and providers are not impacted by a disruption in service.

New Referral Form

Providers will use **DMA 3051-PCS Request for Services Form** to request Personal Care Services. PCS referral/request forms have been consolidated into the DMA 3051–PCS Request for Services Form. This form will take the place of the forms currently being used to submit referrals, change of status, and the change of provider requests. All PCS providers, irrespective of setting, will use the PCS Request for Services Form. For viewing of this form, follow the link below: www.ncdhhs.gov/dma/pcs/pas.html and click FORMS. Due to the implementation of DMA–3051 PCS Request for Services form, the following forms will be terminated effective October 31, 2013:

- DMA 3041 New Referral Request Form – Home Care Agency
- DMA 3068 New Referral Request Form – Licensed Residential Facility
- DMA 3042 Change of Status Request Form – Home Care Agency
- DMA 3069 Change of Status Request Form – Licensed Residential Facility
- DMA 3043 Change of Provider Request Form – Home Care Agency
- DMA 3070 Change of Provider Request Form – Licensed Residential Facility

Providers should begin using the DMA 3051–PCS Request for Services Form effective October 1, 2013.

Submitting Request Forms

Liberty Healthcare Corporation–NC will begin accepting provider requests for services/referrals on September 23, 2013. Fax the DMA 3051–PCS Request for Services Form to: 484-434-1571 or 855-740-0200.

Independent Assessments

Liberty Healthcare-NC will begin scheduling assessments effective September 23, 2013 and conducting PCS Independent Assessments effective October 1, 2013. During the transition period of September through November, providers will receive extended prior approvals for beneficiaries without experiencing a delay in service when the annual assessment is not conducted in the 12-month assessment period. Should a beneficiary’s condition change during this extension, a change of status request should be initiated to ensure a timely assessment is scheduled.

Initial requests for PCS, change of status, and change of providers will be processed as they are received by the IAE.

Mediation and Appeals Process

Post IAE transition, mediations and appeals resulting from assessments will continue without interruption and be coordinated by DMA and Liberty Healthcare–NC.

Those with questions regarding appeal and mediation notices received or the status of their cases should contact CCME before close of business on September 13, 2013. After September 13, 2013, direct all inquiries to Liberty Healthcare Corporation–NC.

Personal Care Services (PCS) Fall 2013 Summit

Date: September 25, 2013

Time: 9am-3pm

Location: Sheraton Imperial Hotel and Convention Center

Address: 4700 Emperor Blvd. Durham NC, 27703 (1-40 at exit 282-Page Rd.)

Registration is required: PCS Summit [registration link](#)

The Summit will provide a platform for PCS providers to gain knowledge and updates regarding the PCS program. Information will be provided regarding the IAE transition to Liberty Healthcare Corporation–NC. Representatives from Liberty Healthcare Corporation–NC will be in attendance. Additional information will be provided on the PCS Web page at www.ncdhhs.gov/dma/pcs/pas.html.

Personal Care Services (PCS) Contacts

Division of Medical Assistance (DMA) PCS Program

Phone: 919-855-4340

Fax: 919-715-0102

Email: PCS_Program_Questions@dhhs.nc.gov

Contact the PCS program for all inquires regarding the IAE transition.

Liberty Healthcare Corporation-NC

All referral/request forms and general inquiries should be addressed to:

Attention: Liberty Healthcare Corporation-NC, PCS program

Address: 5540 Centerview Dr. Suite 114, Raleigh, NC 27606

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

Fax: 484-434-1571 or 855-740-0200 (toll free)

Email: NC-IAsupport@libertyhealth.com

The Liberty Healthcare Corporation–NC Website is www.nc-pcs.com/index.php.

The Liberty Healthcare Corporation–NC Call Center is available to provide support beginning September 3, 2013. Effective September 23, 2013 Liberty Healthcare Corporation–NC will have full accessibility and will address all PCS inquiries. Inquires that cannot be addressed by Liberty Healthcare Corporation–NC should be directed to the DMA PCS program.

CCME will close its call center and stop accepting emails on September 13, 2013.

Those with additional questions regarding the PCS under N.C. Medicaid should contact the PCS program at 919-855-4340 or email PCS_Program_Questions@dhhs.nc.gov.

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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