

Questions and Answers

Q1. Can PDN be approved for beneficiaries at 24 hours per day?

A1. NC Medicaid consider PDN for beneficiaries at 24 hours per day and review on a case-by-case basis. Current policy limits PDN to 16 hours per day; however, additional hours can be requested and tapered as appropriate for initial cases or post hospital discharge cases.

Q2. Will PDN beneficiaries need to enroll in a managed care organization (MCO)?

A2. Enrollment into a managed care organization is done on a case-by-case basis. Beneficiaries will receive a letter outlining options.

Q3. Why does the beneficiary's physician need to sign off on orders to change the beneficiary's PDN transfer or shared hours?

A3. Per policy, coordination of care involves the beneficiary's attending physician, the current PDN service provider and the beneficiary's caregiver(s).

Q4. Will the adult criteria match the criteria for beneficiaries under 21 years old?

A4. Matching adult criteria to the criteria for those under 21 years old will be considered.

Q5. Can PDN be provided short-term after a beneficiary is hospitalized?

A5. Short-term PDN care after hospitalization will be considered.

Q6. Is the RN-verbal order CMS 485 accepted?

A6. RN-verbal order CMS 485 plan of care orders are accepted (PDN policies section 5.2.2.5).

Q7. Can PDN services fall under CAP/C services so they can be offered as a consumer-directed service?

A7. Consumer Direction is not available for PDN services due to it being a skilled level of care. PDN cannot be offered as a Waiver Service (such as CAP/C) by Federal regulation, as it is not allowed by the Centers for Medicare & Medicaid Services (CMS).

Q8. Has the Electronic Visit Verification (EVV) survey been postponed or delayed?

A8. Please see <https://medicaid.ncdhhs.gov/blog/2020/12/03/required-electronic-visit-verification-survey-deadline-extended> for information regarding EVV.

Q9. Is the managed care transition for dual eligible PDN beneficiaries on hold for five years after managed care is implemented?

A9. For the first four years of Medicaid Managed Care, dually eligible beneficiaries will be NC Medicaid Direct or fee-for-service.

Q10. How old can the Employment Verification form be?

A10. Please submit Employment Verification forms that are no older than one year old. An updated form may be requested for prior approval requests if it has been more than one year since the last form on file has been submitted.

Q11. For beneficiaries currently approved for over 16 service hours per day, are their PDN service hours going to be reduced?

A11. Currently approved service hours will not be reduced, unless there is a change in the beneficiary's assessment as per a physician's order.

Q12. PDN prior approval (PA) letters only list approved units for the PA timeframe. Are PDN providers confined to the weekly approved hours, or can families use extra units above their approved weekly hours?

A12. PDN PA letters list the total approved units for the PA timeframe. Per policy, PDN providers are not to exceed the number of units per week authorized by NC Medicaid (PDN policies section Attachment A: Claims-Related Information, I. Unit Limitations).

Q13. Why did we received a Request for Additional Information (RAI) letter requesting a complete physician electronic signature?

A13. Per the CMS services manual [CMS Program Integrity Manual](#), accepted physician electronic signatures are incomplete unless they include the date, physician's name (legible) and the physician's credentials.

Q14. Why can't hours shared between more than one agency be flexed as needed?

A14. Per PDN policy, any requests to change the amount, scope, frequency or duration of services must be ordered by the attending physician and approved by NC Medicaid (PDN policies section 5.2.3). PDN providers shall submit the request to change shared hours on an updated shared hours agreement with a corresponding physician's order for the change prior to beginning the new hours. Once this information is submitted to the PA request, PDN providers shall notify a PDN consultant.

Q15. Is the NC General Assembly going to increase the PDN reimbursement rate?

A15. NC Medicaid is not aware of an increase to the PDN reimbursement rate from the NC General Assembly.

Q16. When will Therapeutic Leave be in effect?

A16. NC Medicaid is considering including Therapeutic Leave to the next policy revision.

Q17. When will the revised PDN policy be posted?

A17. NC Medicaid will keep stakeholders updated during the process of PDN policy updates.

Q18. Can a caregiver of a PDN beneficiary be employed by their PDN provider?

A18. A caregiver may be employed a PDN provider and may not provide skilled nursing care to immediate family members. The caregiver employed by the PDN provider may provide skilled nursing care to other beneficiaries, or work in another other area such as administrative duties.