



North Carolina Department of Health and Human Services  
**Division of Medical Assistance**

2501 Mail Service Center • Raleigh, N. C. 27699-2501 • Tel 919-855-4100 • Fax 919-733-6608

Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Craig L. Gray, MD, MBA, JD, Director

January 20, 2012

Dear County Director of Social Services:

**Subject: Order Restoring Services to Recipients Denied In-Home Care for Adults (IHCA) Transition**

On December 8, 2011, a federal court judge issued an order that prohibits the Division of Medical Assistance (DMA) from implementing Clinical Coverage policy for the IHCA program. The order requires the reinstatement of services to individuals who qualified under the previous Personal Care Services (PCS) program with unmet need for limited assistance with two Activities of Daily Living (ADLs), and who were denied transition from PCS to IHCA.

Carolinas Center for Medical Excellence (CCME) will begin issuing notices to individuals who were denied transition from PCS to IHCA effective June 1, 2011. Recipients will receive a Notice of Reinstatement of Services restoring their May 31, 2011 service levels. (See attached.) Prior approvals will be issued with recipients' providers, who may resume services effective the date of the notice. Recipients who wish or need to identify new providers may contact CCME at 1-800-228-3365 for assistance.

Sincerely,

Craig L. Gray, MD, MBA, JD, Director

CLG/jlb

Attachment





«uniqueid»

## NOTICE OF REINSTATEMENT OF SERVICES

«date»

«firstname» «lastname»  
«address1»  
«address2»  
«city», «state» «zipcode»

«providername»  
«paddress1»  
«paddress2»  
«pcity»

RE: «firstname» «lastname»  
MID: «mid»

Dear «firstname» «lastname»:

You previously received Personal Care Services (PCS) from the provider agency named above. Your services were terminated effective June 1, 2011, when PCS was discontinued and the new In-Home Care for Adults (IHCA) program was implemented.

On December 8, 2011, a federal court judge issued an order that prohibits the Division of Medical Assistance (DMA) from implementing Clinical Coverage policy 3E, which was the policy for the IHCA program. The order requires the reinstatement of services to individuals who qualified under the previous PCS program with unmet need for assistance with two Activities of Daily Living (ADLs), and who were denied transition from PCS to IHCA. Your services are being reinstated effective the date of this notice.

The Carolinas Center for Medical Excellence (CCME) is the Independent Assessment Entity (IAE) designated by DMA to conduct independent assessments for personal care services under the PCS and IHCA programs. CCME completed your assessment on «assessmentdate», and the assessment showed that you have unmet need for assistance with two ADLs.

Your services are **approved** at the level of «hours» hours per month, the service hours you were approved to receive on May 31, 2011. This approval is effective until the earlier of your annual reassessment date, «reassessmentdate», or the next assessment completed by DMA or the IAE designated by DMA. If your annual reassessment date is in the past, you will be authorized to receive services at the previous level immediately, and CCME will contact you to schedule a new assessment.

You previously selected the above named provider agency, who may resume providing your services effective the date of this notice. If you wish to receive services from a different provider than the one named above, or you need to identify a new provider agency for any reason, please contact the Carolinas Center for Medical Excellence at 1-800-228-3365. A CCME customer service representative will assist you to identify a new provider.

Sincerely,

Independent Assessment Department  
The Carolinas Center for Medical Excellence  
1-800-228-3365

C: Provider

**Si necesitas ayuda para leer y entender la carta, por favor contáctese con el 1-800-662-7030.  
DIGA AL OPERADOR QUE LA NOTIFICACION DMA 3058.**