

CHAPTER 30: PERSONAL CARE SERVICES**SECTION: TABLE OF CONTENTS****PAGE(S) 4****PERSONAL CARE SERVICES****TABLE OF CONTENTS**

SUBJECT

SECTION**LONG TERM – PERSONAL CARE SERVICES (LT-PCS)****OVERVIEW****SECTION 30.1****COVERED SERVICES****SECTION 30.2**

- Service Definitions
- Service Limitations
- Service Exclusions
- LT-PCS and Hospice
- Shared LT-PCS

BENEFICIARY REQUIREMENTS**SECTION 30.3****BENEFICIARY RIGHTS AND RESPONSIBILITIES****SECTION 30.4**

- Rights and Responsibilities Form
- Freedom of Choice (FOC) of Providers
- Changing Providers
- Adequacy of Care
- Participation in Care
- Voluntary Participation
- Quality of Care
- Civil Rights
- Notification of Changes
- Grievances/Complaints
- Fair Hearings

SERVICE ACCESS AND AUTHORIZATION**SECTION 30.5**

- Provider Selection
- Prior Authorization (PA)
- Post Authorization
- Changing Providers
- PA for New Providers

CHAPTER 30: PERSONAL CARE SERVICES**SECTION: TABLE OF CONTENTS****PAGE(S) 4****PROVIDER REQUIREMENTS****SECTION 30.6**

- Licensure and Specific Provider Requirements
- Provider Responsibilities
- Back-Up Staffing Plan
- Emergency Plan
- Worker Qualifications
- Changes

SERVICE DELIVERY**SECTION 30.7**

- Plan of Care (POC)/POC Revisions
- Location of Service
- Interruption of Services
- Discontinuation of Services

RECORD KEEPING**SECTION 30.8**

- Components of Record Keeping
- Retention of Records
- Confidentiality and Protection of Records
- Review by State and Federal Agencies
- Beneficiary Records
 - Records at the Beneficiary's Home
 - Organization of Records, Record Entries and Corrections
 - Service Logs
- Transfers and Closures

INCIDENTS, ACCIDENTS AND COMPLAINTS**SECTION 30.9**

- Incident/Accident Reports
- Imminent Danger and Serious Harm
- Internal Complaint Policy

REIMBURSEMENT**SECTION 30.10**

- Span Date Billing

FRAUD AND ABUSE**SECTION 30.11**

- General
- Fraud
 - Provider Fraud
 - Beneficiary Fraud

CHAPTER 30: PERSONAL CARE SERVICES**SECTION: TABLE OF CONTENTS****PAGE(S) 4****PROGRAM OVERSIGHT AND REVIEW SECTION 30.12**

- Health Standards Section (HSS) Surveys
- On-Site Reviews
- Personnel Record Review
- Interviews
- Beneficiary Record Review
- Report of Survey Findings
- Corrective Action Report
- Informal Dispute Resolution (IDR)

**EARLY AND PERIODIC SCREENING, DIAGNOSTICS, AND
TREATMENT – PERSONAL CARE SERVICES (EPSDT-PCS)****EPSDT-PCS OVERVIEW SECTION 30.13****EPSDT-PCS COVERED SERVICE SECTION 30.14**

- Service Definitions
- Location of Service
- Service Limitations
- Excluded Services

EPSDT-PCS BENEFICIARY CRITERIA SECTION 30.15**EPSDT-PCS RIGHTS AND RESPONSIBILITIES SECTION 30.16****EPSDT-PCS PRIOR AUTHORIZATION SECTION 30.17**

- Initial and Subsequent PA Requests
- Chronic Needs Case
- POC
- Changes in POC
- Subsequent POC
- Reconsideration Requests
- Changing PCS Providers
- PA Liaison

EPSDT-PCS PROVIDER REQUIREMENTS SECTION 30.18

- Standards of Participation
- Electronic Visit Verification (EVV)

CHAPTER 30: PERSONAL CARE SERVICES**SECTION: TABLE OF CONTENTS****PAGE(S) 4**

Staffing

EPSDT-PCS SERVICE DELIVERY**SECTION 30.19****EPSDT-PCS RECORD KEEPING****SECTION 30.20**

Beneficiary Records

Availability of Records

EPSDT-PCS REIMBURSEMENT**SECTION 30.21****LT-PCS FORMS, DOCUMENTS, AND LINKS****APPENDIX A****LT-PCS CONTACT INFORMATION****APPENDIX B****BILLING CODES****APPENDIX C****RESERVED****APPENDIX D****RESERVED****APPENDIX E****RESERVED****APPENDIX F****GLOSSARY****APPENDIX G****EPSDT-PCS CONTACT INFORMATION****APPENDIX H****EPSDT-PCS FORMS AND LINKS****APPENDIX I****CLAIMS RELATED INFORMATION****APPENDIX J**