

PERSONAL CARE FORMS INSTRUCTIONS

Form Name: Personal Care Request for Discontinuation of Services (Policy Section 517.19)

Purpose: To request discontinuation of services for a member of the Personal Care program due to:

- Unsafe Environment
- Persistent noncompliance with program
- Member no longer desires services
- Member no longer medically eligible for PC Services

1. Enter the Date of the request including the month/day/year.

2. **PC Member Information:** Document;

- a. Member full name and Legal Representative, if applicable
- b. Address including street, city, zip code
- c. Enter county
- d. Medicaid Number (**11 digits**)
- e. Phone Number

3. **Reason For Request:** Mark clearly in the box to signify the reason for the request for discontinuation of PC services.

- a. Unsafe environment – **documentation must be attached to support the request for closure.**
- b. Persistent Noncompliance with Program. Documentation must be attached to support the request for closure.
- c. Member No Longer Desires Services. The member’s written request with signature must be attached.
- d. Member no longer medically eligible for PC Services. Documentation as to why services are no longer necessary should be attached.

4. Document the Name and location of the entity requesting the closure, including mailing address, telephone, and fax number.

5. Document name of ADW Provider(s) if dual services (PA or CM agency) including, phone and fax number.

6. The person making the request must print full name, sign their name including title and the date.

7. All Discontinuation of Services forms must be uploaded into PC CareConnection© and also faxed to the OA at 304-558-6647. If it is an appropriate request and the operating agency (OA) approves, a notification of discontinuation of services will be sent to the PC Member/legal representative with a copy to the PC Agency along with fair hearing rights (no hearing rights sent when participant no longer desires services). The effective date for the discontinuation of services is 13 calendar days after the date of the BoSS notification letter, unless the PC Member/legal representative requests a hearing. The exception to this is a request to close due to unsafe environment -even if PC Member requests a hearing within 13 calendar days on Unsafe environment closures, the services will cease on the 13th day if they have not already been terminated. Another exception to this is when the PC Member requests closure. PC services will cease immediately upon request.

8. All discontinuation of services must be reported on the PC Monthly Report to the OA.

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9. The following **Do Not** require a Request for Discontinuation of Services Form but ***must be reported on the Case Management Monthly Report***

- a) Death
- b) Moved Out of State
- c) Financially Ineligible