

Personal Care Q & A – September 20, 2016

1. When does the new PC manual go into effect? Will there be any training?

Answer: The new PC manual goes into effect on 10/1/16. There is training scheduled as a webinar for 9/26/16 from 1 to 3 pm.

2. I've heard a lot of different information about MCO's taking over Personal Care on January 1, 2017. What's going on?

Answer: The implementation has been delayed to an undetermined future date.

NOTE: BoSS is receiving Transfer Request Forms without Selection Forms and Selection Forms without a Transfer Request Form. Whether you are faxing the forms (if the participant is not your client) or you are attaching them in PC CareConnection®, if we do not receive both the Transfer Request Form and Selection Forms, we cannot process the transfer. (BoSS can still mail forms to the participant, but that adds time to the process.)

Additional Questions/Comments from the call:

3. If I do an annual meeting and then 2 months later a Dual Services meeting is done, is my 6 month meeting due 6 months from date I did annual meeting or 6 months from date of Dual Services meeting?

Answer: I am assuming that you work for the PA agency. If that is so, you can count that Dual Services meeting as your six-month in order to sync up with the other providers in the case if you want to. And then your next assessment would be due 6 months after that. If you do that for the example given, you will not be able to bill the T1001

code because 300 days have not elapsed since the last time you billed the code. You would have to use the T1002 code. You also can keep your schedule as it currently is and there is no penalty for that. If you want to keep your established initial, 6-month and annual calendar going like you were before dual services were introduced, that is totally allowable as well. Once again, before trying to sync up with other providers' timeframes, I warn you to make sure that you do not miss any of your deadlines and also, it is useless to try to get that going if the person receiving services transfers providers a lot.

4. For a dual services case, if an Anchor Date is 10/01/16, do I need to submit for a new PAS prior to this date?

Answer: If the person is receiving dual services, KEPRO should initiate the PAS, and it will cover both ADW and PC.

5. What documents would we submit for Personal Option Duals?

Answer: Use the Personal Options Assessment, PC Plan of Care and Service Plan to request Dual services.

6. When will we get a copy of the new Personal Care Manual?

Answer: Per BMS, the new manual should be posted on BMS's website no later than October 1, 2016.

7. Will we still be using the Personal Care Standards?

Answer: Yes, however, they have been revised and will be released with the new manual on 10/1/16. We want to rework the PC Plan of Care to correspond to the PC Standards. BoSS would like to form a work group, to include service provider agencies, for this task. Please email Arlene Hudson at Arlene.M.Hudson@wv.gov if you would be interested in being a member of this work group.

8. Is there any further clarification on people on MCO's and Personal Care and why providers can't get paid?

Answer: As per the memo that went out from BMS on 9/24/15, Personal Care is carved out of the existing MCO contract. Molina is supposed to handle this, but again, since their system change in January 2016, it is not working. BMS and BoSS are trying to work with DHHR and Molina to get this issue fixed.

9. Can you change the question on page one of the Assessment from PAS expiration date to Anchor Date?

Answer: Yes, we can make that change.

10. Can we transition clients to the new forms for the new Personal Care manual?

Answer: You can either switch them all at once, or we will grant a six-month transition period to convert everyone to the new forms. By 3/31/17, all Plans of Care should be written using the new PC Standards of Care. Starting immediately on 10/1/16, you are expected to use the PC Training Record for all training for PC staff.

11. Will Physician Assistants be able to sign a PAS with the new Personal Care manual?

Answer: Yes, and medical orders too.

12. I have a client whose PAS expired because she did not have a physician. Will her Anchor Date change?

Answer: In this instance, it could change. If her PAS was expired for more than 90 days before a new one was put into place, the anchor date will definitely change.

Additional information:

- **The transition of Personal Care to Managed Care Organizations has been postponed indefinitely.**
- **In the new PC manual, spouses, parents of minor children or legal guardians cannot be paid caregivers. We will grant a transition period for this new restriction as long as the petitions and orders changing guardianship are loaded into PC CareConnection® and people are pursuing change of guardianship in a timely manner.**
- **The PC CareConnection® manual has been updated and is on KEPRO's website at <http://wvaso.kepro.com/programs/personal-care-program/>.**

Next Q & A to be held at the quarterly meeting in Flatwoods on October 24, 2016.