



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES


Bill J. Crouch  
Cabinet Secretary

**Bureau for Medical Services**  
Home and Community-Based Services  
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Cynthia E. Beane  
Commissioner

**M E M O R A N D U M**

**TO:** Personal Care (PC) Providers

**FROM:** Teresa McDonough, Program Manager 

**DATE:** August 23, 2018

**RE:** Providing PC services for dual waiver members with no waiver worker

This letter is to provide a more formal notice from the Bureau for Medical Services (BMS) regarding an email that was sent to you on August 22, 2018 from The Bureau of Senior Services (BoSS) providing a PC service clarification. This letter is retro-active to the original email sent on August 22, 2018.

If you are providing PC Direct Care Worker (DCW) services for a member that is also receiving dual services with a waiver service (IDDW, TBIW or ADW), and the circumstance arises that the waiver provider has lost their worker; therefore, not providing waiver services, the PC DCW can continue to provide the PC services for up to 30 days.

You will not be considered as out of compliance with the dual service requirement of the waiver provider not maximizing all of their services before utilizing PC services. This is to allow the waiver agency time to hire and train another worker. We do not want the PC member to go without any support services at all.

If it is getting close to the end of the 30-day period, and the waiver agency is not close to providing another worker, please contact the Bureau of Senior Services (BoSS) for further directions regarding the provision of PC services.