

# West Virginia Medicaid Personal Care Services Program

The **West Virginia Medicaid Personal Care Services Program** is an in-home care program for West Virginia Medicaid members who may need help with their Activities of Daily Living (ADLs). Trained direct care workers come to your home, place of employment, or community to assist with ADLs and other areas of personal care to help you live independently.

## Who Qualifies?

Individuals eligible to receive this service must have a West Virginia Medicaid card. When you first apply for the Personal Care Services Program, a registered nurse will contact you to complete an evaluation in your home for medical eligibility. To be eligible, you must have needs in at least three areas of ADLs, such as eating, bathing, transferring, walking, and dressing.

Medical eligibility is based on a medical professional's assessment of how well you can perform ADLs.

## What Services May Be Covered?

If you are eligible, a trained direct care worker can assist you with services in your home, community, or place of employment such as:

- Eating Showering or bathing Grooming (brushing hair, clipping nails, shaving, etc.)
- Mobility (walking, standing, etc.)
- Toileting Other personal care needs

Please note that this is not a complete list of services a direct care worker can provide.

Personal Care Services do not include:

- Skilled nursing care Administering medication Wound care Injections
- Housecleaning as the only service



WEST VIRGINIA DEPARTMENT OF

**HUMAN  
SERVICES**

## How To Apply

To apply for the Personal Care Services Program, you must fill out and sign a [Personal Care-Medical Necessity Evaluation Request form](#). You then provide this form to your doctor (MD or DO), physician's assistant, or registered nurse to complete, sign, and mail or fax the form to:

### **Acentra Health**

1007 Bullitt St., Second Floor Charleston, WV 25301

**Toll-Free:** (866) 385-8920

**Fax:** (866) 521-6882

**Email:** [wvpersonalcare@acentra.com](mailto:wvpersonalcare@acentra.com)

An ACENTRA HEALTH registered nurse will contact you to schedule a medical eligibility assessment in your home.

## Get Help

For more information or help applying, contact:

### **West Virginia Medicaid Personal Care Services**

West Virginia Department of Health and Human Resources  
Bureau for Medical Services

350 Capitol St., Room 251

Charleston, WV 25301

**Phone:** (304) 352-4240

### **Personal Care Contracted Operations Agency**

Bureau of Senior Services

1900 Kanawha Blvd., East

Charleston, WV 25305

**Phone:** (304) 558-3317

**[WVPersonalCare.com](http://WVPersonalCare.com)**