



# Front Porch Chat-PCS

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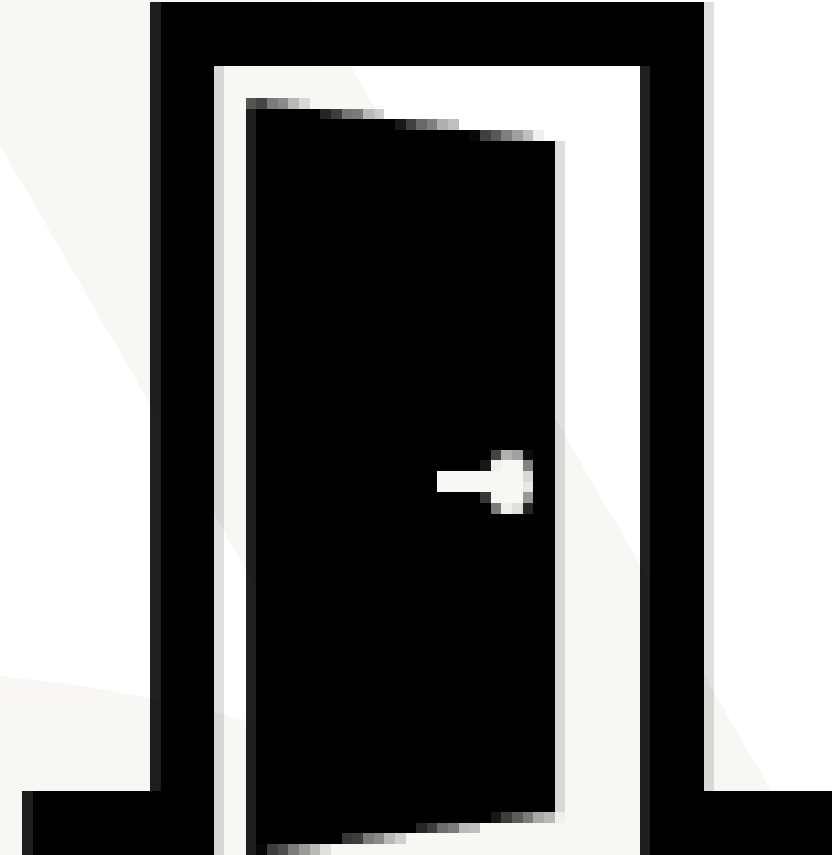
NCLIFTSS | May 16, 2024



# Welcome

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- For PCS beneficiaries and caregivers/families
- Acentra Health/NCLIFTSS' Role in PCS
- Beneficiary Participation Guide Form
- Hours Calculation
- Days of Need
- Q&A



# Our Acentra Health Leadership Team



**John Hennessey**  
VICE PRESIDENT



**Lyneka Judkins**  
EXECUTIVE DIRECTOR



**Genevieve Merritt**  
CLINICAL DIRECTOR



**Rachel Giegerich**  
DIRECTOR OF QUALITY



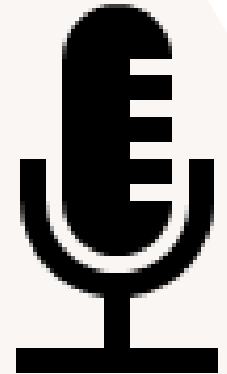
**Jeremy Owen**  
DIRECTOR OF OPERATIONS



**Penny Paul**  
PCS PROGRAM MANAGER

# Housekeeping

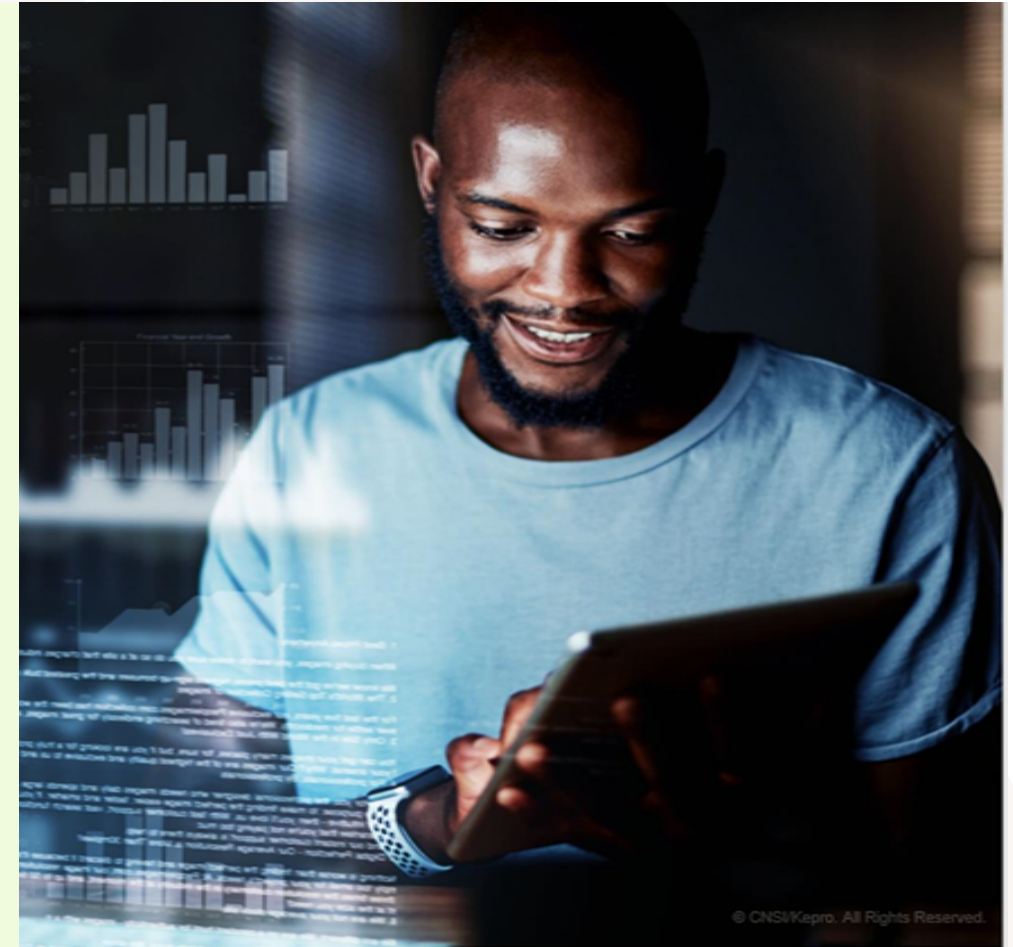
- Camera and microphones off
- Presentation-30 minutes
- Q&A-15 minutes (microphones on)
- Survey
- PowerPoint and Q&A will be posted to Acentra Health website



# Role of Acentra Health in PCS Services

As the state contractor for NCLIFTSS, Acentra Health is now responsible for:

- Processing **PCS** referrals
- Conducting **independent assessments**
- Conducting **quality assurance reviews**
- Operating a **contact support center** for beneficiaries, caregivers and providers



# Today's Discussion Topics

BPG  
Form

Hours  
Calculation

Days of  
Need



# Beneficiary Participation Guide (BPG)

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Before conducting an assessment to determine if you are eligible or continue to be eligible for the PCS program, you need to know:



## Beneficiary Rights

1. You have the right to have an independent assessment or observation to determine your ability to care for yourself.
2. You can have anyone you wish present at the assessment.
3. You can give the assessor any medical records or other information that you think would be helpful for them to understand your needs.
4. If your services are reduced or denied, you have the right to appeal.
5. You can decide not to have an assessment, but you cannot have Medicaid PCS without one.
6. If your living situation or your ability to take care of yourself change, or if people who were helping you can no longer do so, you may request another assessment.

# Beneficiary Responsibilities

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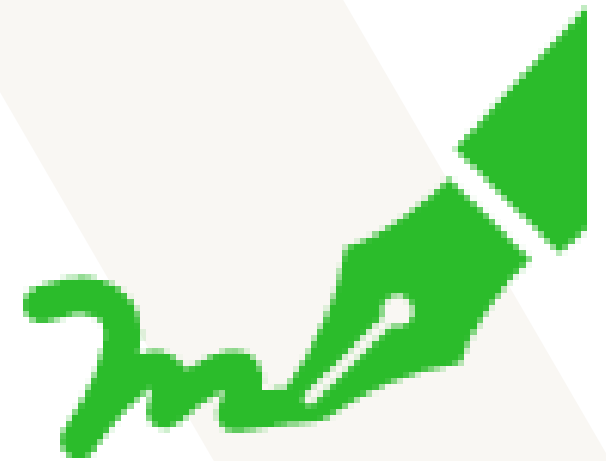
- You must be enrolled in the NC Medicaid Program.
- The place you live must be safe for you and your caregivers.
- You cannot receive Medicaid PCS if you have people who are willing and able to help you care for yourself the same days/time PCS would be provided.
- You must be under the care of a doctor or other healthcare provider.
- You cannot have anyone who lives with you or is related to you take care of you and be paid for it; this includes a legally responsible person, spouse, child, parent, sibling, grandparent, or grandchild (blood relatives, step, or in-laws).
- You must keep your address and contact information current so Medicaid can reach you.
- You must respond to calls from Acentra Health to schedule your appointment and receive other important information.
- You must participate in the assessment to the best of your ability and choose a PCS provider who accepts Medicaid.



# Also Included on Form

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- Beneficiaries residing in their primary private residence who believe that they need additional assistance with medication management or are unable to self-administer medication, should contact their primary care provider to discuss their need for additional assistance and seek referrals to be assessed for alternative services, such as home health, that may assist with medication management.
- For the full Medicaid PCS Clinical Coverage Policy 3L, please visit: <https://medicaid.ncdhhs.gov/3l-state-plan-personal-care-services-pcs>
- By signing this form, you are confirming that the guide was explained to you and that you received a copy.
- For questions about your assessment, please call Acentra Health toll free at 888-317-0751 or 833-522-5429.



# Hours Calculation:

## Service Level Determination

Time is authorized for each day of unmet need for assistance with qualifying ADLs from the Daily Minutes table as follows:

### Daily Minutes for Qualifying ADLs and Medication Assistance

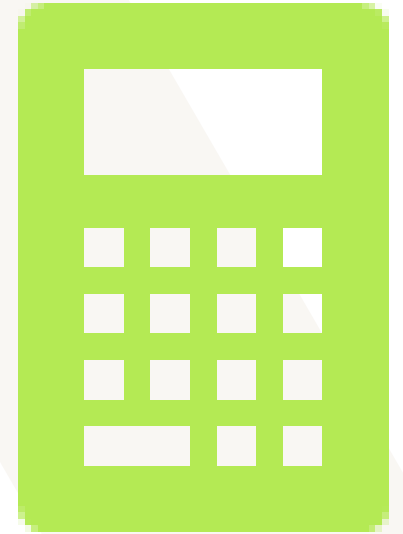
Beneficiary's Overall Self-Performance Capacity			
ADL	Limited Assistance	Extensive Assistance	Full Dependence
Bathing	35 minutes per day	50 minutes per day	60 minutes per day
Dressing	20 minutes per day	35 minutes per day	40 minutes per day
Mobility	10 minutes per day	20 minutes per day	20 minutes per day
Toileting	25 minutes per day	30 minutes per day	35 minutes per day
Eating	30 minutes per day	45 minutes per day	50 minutes per day
Medication Assistance			
Reminders/ Set-Up/Supervision	Routine Administration, 8 or Fewer	Routine Administration Plus PRN	Poly pharmacy and/or Complex
10 minutes per day	20 minutes per day	40 minutes per day	60 minutes per day



# Other Factors

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- If the total time assigned for all qualifying ADLs and IADLs is less than 60 minutes per day, total time is increased to 60 minutes per day of unmet need for assistance.
- Additional time, up to 25%, may be authorized for exacerbating conditions and symptoms that affect the beneficiary's ability to perform and/or the time required to assist with the beneficiary's qualifying ADLs as identified by the independent assessment. For ALL conditions affecting the beneficiary's ability to perform ADLs, no more than 25% of additional time is provided.
- Additional time, up to 25%, percent may be authorized for environmental conditions and circumstances that affect the beneficiary's qualifying ADLs as identified by the independent assessment. For ALL conditions affecting the beneficiary's ability to perform ADLs, no more than 25% of additional time is be provided.



# Days of Need

- The Assessor will ask you during the Personal Care Service assessment visit:
  - how many days of personal care services you are requesting?
  - if you have anyone willing, able or available adequate to meet your personal care needs?
  - how you manage when alone?
- The PCS program is not designed to cover needs 24hours/day and it is good to report if you have other supports to meet your needs when PCS is not available.



# Days of Need



- The Assessor will identify each task you require assistance to complete and the number of days the task is required.
- If you decide to increase or decrease the number of days of PCS services, you were receiving then it is important that you know your hours could be affected if hours are awarded.
- Hours are awarded based on your ADL needs in combination with the number of days you require PCS.
- You may request up to 7 days a week of PCS services.
- If your provider cannot staff your needs appropriately, then you do have the right to choose another provider at any time that can staff your appropriate needs.

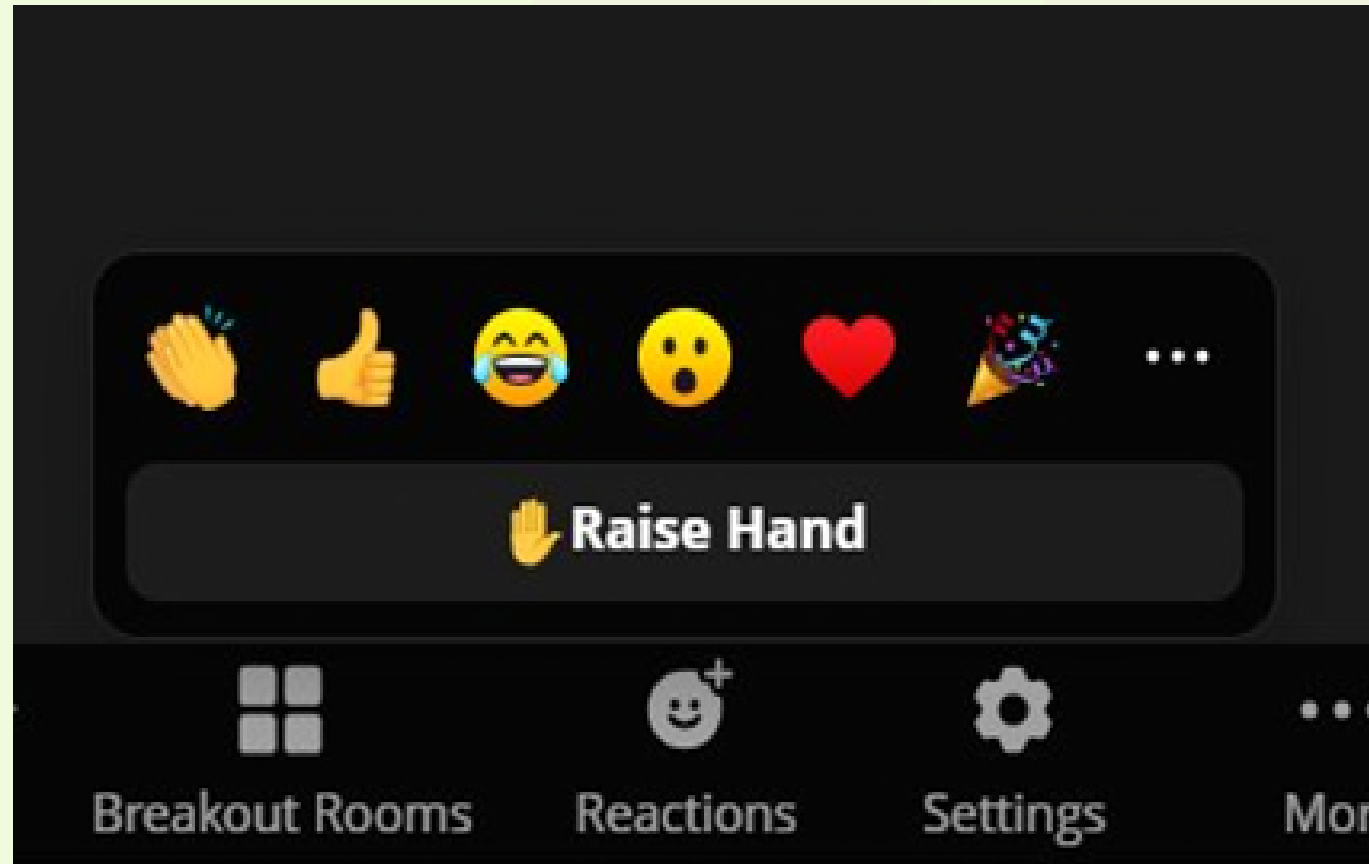


# Contact Support Center

- Questions? Call Acentra Health: 833-522-5429 (toll free) or 919-568-1717.
- Fax (for all required forms): 833-470-0597
- PCS Expedited Fax: 833-551-2602
- Email address: [NCLIFTSS@Kepro.com](mailto:NCLIFTSS@Kepro.com)
- Website: <https://ncliftss.acentra.com/personal-care-services/>



# Raise Hand Feature





# Questions & Answers



# Survey

We want to hear from you!



Acentra

HEALTH

Accelerating  
Better Outcomes