



# Personal Care Service



## What is Personal Care Service?

The objective of personal care is to preserve a safe, sanitary home environment and restore, maintain, and promote the health status of a waiver participant through home care management and support, medical monitoring, escort/transportation services, and assistance with activities of daily living.

## Benefits of Personal Care Service (PCI/PCII):

Receive personal care services in the home rather than in an institutional setting.

Relieve family/caregivers.

Provide:

- ❖ A safe, sanitary home environment.
- ❖ Escort/transportation.
- ❖ Socialization.

Assist with:

- ❖ Activities of Daily Living (ADLs).
- ❖ Health monitoring: *checking temperature/pulse rate.*
- ❖ Financial management: *delivering payment to designated recipient.*
- ❖ Medication monitoring: *remind when to take prescribed medications.*



**There are two types of *Personal Care Service*:**

*Personal Care I (PCI):* **No** hands-on assistance.

*Assists with:*

- ❖ meal planning/preparation
- ❖ cleaning
- ❖ laundry
- ❖ shopping
- ❖ home safety
- ❖ errands
- ❖ escort services
- ❖ limited assistance with financial matters, *like delivering payments to designated recipients*
- ❖ communication assistance, *like assisting with use of phone*
- ❖ orientation to daily events
- ❖ observing/reporting on participant's condition

*Personal Care II (PCII):* **Provides** hands-on assistance.

*Assists with:*

- ❖ eating
- ❖ bathing
- ❖ personal grooming
- ❖ dressing, personal hygiene
- ❖ skin care
- ❖ meal planning/preparation
- ❖ transfer
- ❖ ambulation
- ❖ toileting
- ❖ maintaining continence
- ❖ home support: *cleaning, laundry, shopping, home safety, errands*
- ❖ monitoring medical condition: *checking temperature and pulse*
- ❖ monitoring medication: *informing time to take medication as prescribed*
- ❖ escort
- ❖ transportation - *if PCII provider opts, not required*

## How does a CM authorize Personal Care Service?

In order to authorize PCI or PCII service, the case manager must:

1. Identify the medical need and assure the criteria have been met to receive the services.
2. Add the services to the service plan and obtain prior approval.
3. Obtain the participant's choice of providers.
4. Create a referral in Phoenix for the needed service
  - ❖ Create only one referral if both PCI and PCII service is needed. CM should provide a comment that the other service is also needed.
5. Approve acceptance of the referral when notified.
6. Contact the provider to negotiate a start date and create the authorization.
  - ❖ Create two authorizations if both PCI and PCII service is needed.
7. Inform the participant of the start date and time.
8. Monitor monthly.