



## Important Information for PCA Providers

Personal Care Aide (PCA) services enable frail and elderly individuals to continue to reside in their home by giving them the support they need. At Healthfirst, our Care Management team reviews each member's medical need for PCA services; the personal care agency determines how best to schedule the approved number of PCA hours to meet the member's needs.

**Recently we have observed a trend in denied claims caused by the exhaustion of approved PCA hours before the end of the authorization period.**

Healthfirst will not approve additional hours to allow more time for routine tasks to be completed. Requests for additional hours will require documentation that supports the reason for the extra hours.

### What PCA agencies need to do:

**To avoid denials PCA providers must ensure the following:**

- That all necessary tasks are completed within the scheduled number of hours.
- That scheduled hours (units) are not exhausted before the end of the authorization period.
- That the number of PCA hours in the member's authorization are scheduled appropriately.

### What Healthfirst is doing to help:

The Healthfirst Care Management team is encouraging our members to work directly with personal care agencies to confirm schedules in advance.

We also assist our members that need help in arranging their desired hours with a personal care agency.

### Additional resources:

To confirm how many PCA hours are approved for a member, reference the authorization you receive from Healthfirst.

Look up the authorization number on the secure Healthfirst Provider Portal at [www.healthfirst.org](http://www.healthfirst.org) to see details of authorizations.