

<b>Provider Type</b>
Provider Agencies
<b>License</b>
<b>Certification</b>
<b>Other Standard</b>
Approved as a provider in the PIHP provider network
<b>Agency staff that work with beneficiaries:</b> <ol style="list-style-type: none"><li>Are at least 18 years of age</li><li>If providing transportation, have a valid North Carolina driver's license or other valid driver's license and a safe driving record and has an acceptable level of automobile liability insurance</li><li>Criminal background check present no health and safety risk to beneficiary</li><li>Not listed in the North Carolina Health Care Abuse Registry</li><li>Qualified in CPR and First Aid</li><li>Staff that work with beneficiaries must be qualified in the customized needs of the beneficiary as described in the ISP.</li><li>High school diploma or high school equivalency (GED).</li><li>Has expertise as appropriate in the field in which the training is provided in the ISP.</li><li>Qualified in the customized needs of the beneficiaries as described in the Individual Support Plan</li></ol>
<b>Professional Competency</b> <p>By 11/1/2018, Support Professionals have competency in the following areas:</p> <ol style="list-style-type: none"><li>Communication - The Support Professional builds trust and productive relationships with people he/she supports, co-workers and others through respectful and clear verbal and written communication.</li><li>Person-Centered Practices -The Support Professional uses person-centered practices, assisting individuals to make choices and plan goals, and provides services to help individuals achieve their goals.</li><li>Evaluation and Observation -The Support Professional closely monitors an individual's physical and emotional health, gathers information about the individual, and communicates observations to guide services.</li><li>Crisis Prevention and Intervention -The Support Professional identifies risk and behaviors that can lead to a crisis, and uses effective strategies to prevent or intervene in the crisis in collaboration with others.</li><li>Professionalism and Ethics -The Support Professional works in a professional and ethical manner, maintaining confidentiality and respecting individual and family rights.</li><li>-Health and Wellness -The Support Professional plays a vital role in helping individuals' to achieve and maintain good physical and emotional health essential to their well-being.</li><li>Community Inclusion and Networking -The Support Professional helps individuals to be a part of the community through valued roles and relationships, and assists individuals with major transitions that occur in community life.</li><li>Cultural Competency -The Support Professional respects cultural differences, and provides services and supports that fit with an individual's preferences.</li><li>Education, Training and Self-Development -The Support Professional obtains and maintains necessary certifications and seeks opportunities to improve their skills and work practices through further education and training.</li></ol>

Upon enrollment with the PIHP, the organization must have achieved national accreditation with at least one of the designated accrediting agencies.

The organization must be established as a legally constituted entity capable of meeting all of the requirements of the PIHP.

**Personal Care Services S5125**

Authorizations for Personal Care that are current as of the effective date of the waiver amendment will be honored until their end date. No new authorizations for these services will be issued after the effective date of the waiver. Request for Community Living and Support may be made in lieu of these services at any time by the completion of a revision. Once the individual transitions to Community Living and Support, this service will no longer be available to them.

Personal Care Services under North Carolina State Medicaid Plan differs in service definition and provider type from the services offered under the waiver. Personal Care Services under the waiver include support, supervision and engaging participation with eating, bathing, dressing, personal hygiene and other activities of daily living. Support and engaging the beneficiary describes the flexibility of activities that may encourage the beneficiary to maintain skills gained during habilitation while also providing supervision for independent activities. This service may include preparation of meals, but does not include the cost of the meals themselves.

When specified in the ISP, this service may also include housekeeping chores such as bed making, dusting and vacuuming, which are incidental to the care furnished or which are essential to the health and welfare of the beneficiary, rather than the beneficiary's family. Personal care also includes assistance with monitoring health status and physical condition, assistance with transferring, ambulation, and use of special mobility devices.

Personal Care Services may be provided outside of the private home as long as the outcomes are consistent with the support described in the ISP. Services may be allowed in the private home of the provider, staff or an Employer of Record, or staff of an Agency With Choice if there is documentation in the ISP that the beneficiary's needs cannot be met in the beneficiary's private home or another community location.

**Exclusions**

Personal Care Services do not include medical transportation and may not be provided during medical transportation and medical appointments.

Beneficiaries, who live in licensed residential facilities, licensed AFL homes, licensed foster homes, or unlicensed alternative family living homes serving one adult, may not receive any aspect of this service or any other State Plan Personal Care Service.

Personal Care cannot be provided in a licensed program.

This service may not be provided on the same day that the beneficiary receives State Plan Medicaid Personal Care Services, a home health aide visit, Residential Supports, Supported Living or another substantially equivalent service.

This service may not be provided at the same time of day that a beneficiary receives Day Supports, Community Networking, In-Home Intensive Support, In-Home Skill Building, and Respite, Supported Employment or one of the State Plan Medicaid services that works directly with the person.

The service does not cover the staff member completing home maintenance, housekeeping for areas that are used by other members of the household and/or meal preparation when the same meal is being prepared for other family members.

For beneficiaries who are eligible for educational services under the Individuals With Disability Educational Act, personal care does not include transportation to/from school settings. This includes transportation to/from the beneficiary's home, provider home where the beneficiary may be receiving services before or after school or any other community location where the beneficiary may be receiving services before or after school.

Transportation between the beneficiary's home and the provider's home is not billable service time.

**Limits on amount, frequency, or duration**

The amount of Personal Care Services is subject to the limits on sets of services.

<b>Service Delivery Method</b>	<input checked="" type="checkbox"/> <b>Provider Directed</b>
	<input checked="" type="checkbox"/> <b>Individual/Family Directed</b>

<b>Specify whether the service may be provided by (check all that apply):</b>	<input type="checkbox"/> <b>Legally Responsible Person</b>
	<input checked="" type="checkbox"/> <b>Relative</b>
	<input checked="" type="checkbox"/> <b>Legal Guardian</b>

**Provider Type**

Employee in a beneficiary-directed arrangement

**License**

**Certification**

**Other Standard**

Staff that work with beneficiary are approved by Employer of Record or recommended by the Managing Employer and approved by Agency with Choice

**Agency staff that work with beneficiaries:**

- a. Are at least 18 years of age
- b. If providing transportation, have a valid North Carolina driver's license or other valid driver's license and a safe driving record and has an acceptable level of automobile liability insurance
- c. Criminal background check present no health and safety risk to beneficiary
- d. Not listed in the North Carolina Health Care Abuse Registry
- e. Qualified in CPR and First Aid
- f. Staff that work with beneficiaries must be qualified in the customized needs of the beneficiary as described in the ISP.
- g. High school diploma or high school equivalency (GED).
- h. Supervised by the Employer of Record or managing employer
- i. For service directed by the Agency with Choice, paraprofessionals providing this service must also be supervised by a qualified professional. Supervision must be provided according to supervision requirements specified in 10A NCAC 27G.0204 (b) (c) and (f) and according to licensure or certification requirements of the appropriate discipline.

Agencies with Choice follow State Nursing Board Regulations.

State Nursing Board regulations must be followed for tasks that present health and safety risks to the beneficiary as directed by the PIHP Medical Director or Assistant Medical Director

The Agency With Choice must be established as a legally constituted entity capable of meeting all of the requirements of the PIHP.

Upon enrollment as a provider, the Agency With Choice must have achieved national accreditation with at least one of the designated accrediting agencies.

Employers of Record have an arrangement with an enrolled crisis services provider to respond to beneficiary crisis situations

Agency with Choice provides or maintains an agreement with a Crisis Service Provider to respond to beneficiary crisis situations. The beneficiary, however, may select any enrolled Crisis Services provider in lieu of this provider.

Services provided in the private home of the direct service employee are subject to the PIHP Health and Safety assurances checklist and monthly monitoring by the Employer of Record or Agency With Choice qualified professional

**Provider Type**

Home Health Agency

**License**

Licensed by the Division of Health Service Regulation as a Home Care Agency

**Certification**

**Other Standard**

Approved as a provider in PIHP provider network

**Agency staff that work with beneficiaries:**

- a. Are at least 18 years of age
- b. If providing transportation, have a valid North Carolina driver's license or other valid driver's license and a safe driving record and has an acceptable level of automobile liability insurance
- c. Criminal background check present no health and safety risk to beneficiary
- d. Not listed in the North Carolina Health Care Abuse Registry
- e. Qualified in CPR and First Aid
- f. Staff that work with beneficiaries must be qualified in the customized needs of the beneficiary as described in the ISP.
- g. High school diploma or high school equivalency (GED).
- h. Paraprofessionals providing this service must be supervised by a qualified professional. Supervision must be provided according to supervision requirements specified in 10A NCAC 27G.0204 (b) (c) (f) and according to licensure or certification requirements of the appropriate discipline.

Enrolled to provide Crisis Services or arrangement with an enrolled Crisis Services Provider to respond to beneficiary crisis situations. The beneficiary, however, may select any enrolled Crisis Services provider in lieu of this provider.

Upon enrollment with the PIHP, the organization must have achieved national accreditation with at least one of the designated accreditation agencies.

The organization must be established as a legally constituted entity, capable of meeting all the requirements of the PIHP.

Services provided in the private home of the direct service employee are subject to the PIHP Health and