

Granite State
Independent Living

gsil

*Tools for Living
Life Independently*

Personal Care Attendant Services (PCAS)



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WHAT IS PERSONAL CARE ATTENDANT SERVICES (PCAS)?

The Personal Care Attendant Services (PCAS) are medically-oriented (RN oversight and consultation) personal care services, which are provided by Personal Care Attendant (PCA) in the person's home, workplace or other non-institutional setting to gain greater control over his or her life in accordance with RSA161-E. Personal care attendant services are provided to persons who experience severe physical disabilities. The Personal Care Attendant (PCA) services are provided by New Hampshire's Independent Living Center under a 'consumer-directed' model of support. Services are covered under the NH Medicaid "State" Plan; you do not need coverage under a waiver to access these services. The PCA services are provided statewide.

WHO IS ELIGIBLE FOR PERSONAL CARE ATTENDANT SERVICES?

The Center for Independent Living, Granite State Independent Living (GSIL), determines a person's eligibility for Personal Care Attendant Services. The registered nurse from GSIL assesses a person's eligibility.

A person is determined eligible for Personal Care Attendant services when:

1. The person has New Hampshire Medicaid;
2. The person is at least 18 years of age;
3. The person is their own legal guardian;
4. The person is wheelchair-mobile;
5. The person is able to participate in activities of daily living (i.e. bathing, dressing, toileting);
6. The person is able to self-direct;
7. The person must live in a non-institutional setting;
8. The person requires at least 2 hours per day of medically oriented Personal Care Attendant services per day;
9. The person needs assistance with at least 2 of the 7 following activities of daily living (ADLs): *bathing/grooming, dressing/undressing, eating, mobility, passive range of motion exercise, taking medication and/or toileting.*

WHAT IS A PERSONAL CARE ATTENDANT?

The Personal Care Attendant is a nonprofessional, who is trained by the person receiving services and can provide an array of personal care services to the person. The types of support that can be provided can include, but not be limited to: Activities of daily living, instrumental activities of living, and health maintenance support (*i.e. bowel & bladder care, routine ostomy care & medication administration*).

The Personal Care Attendant attends a basic Attendant Care Education orientation provided by GSIL within 30 days of hire. The person receiving the services provides the customized orientation and ongoing training of the PCA. The training provided may include, but not limited to: personal care services unique to the person, work schedule, and individualized routines to providing services.



**Pictured is GSIL consumer Dawn with her husband and PCA, Duncan.*

WHAT SERVICES ARE PROVIDED UNDER PERSONAL CARE ATTENDANT?

The Personal Care Attendant (PCA) services provides an integrated medically-oriented service model through the oversight and support of a GSIL Registered Nurse while offering the non- medical services of a Personal Care Attendant through a consumer directed model. The individual manages and directs their own services, overall health and wellness.

A Registered Nurse conducts an assessment, called a Self-Care Functional Evaluation (SCFE) and develops a Care Plan in collaboration with the individual. The SCFE and Care Plan are developed through a person centered process. The SCFE is an assessment tool that evaluates the individual's functional, medical, psychosocial, and their need for non-medical personal care services in the context of community living. The registered nurse provides continuous education and skills training to promote the person's health, wellness and independence in the community. In addition to the PCA program, GSIL can offer wrap around services to support individuals with core services provided through the participation in the development of an Independent Living Plan.

The covered services provided by Personal Care Attendant can include the following, in accordance with the person's care plan:

(1) Personal hygiene, such as providing or assisting an individual with bathing, washing hair, grooming, shaving, nail care, foot care, skin care, mouth care, and oral hygiene, including special mouth care.

(2) Assistance with toileting, or a bowel and bladder care program, such as assisting the recipient getting to and from the bathroom, on and off the toilet, or assistive device used for toileting, changing incontinence supplies, following a toileting schedule, cleansing an individual or adjusting clothing related to toileting, emptying a catheter drainage bag or assistive device, ostomy care, and bowel care.

(3) Assistance with movement and mobility, transfers or repositioning, such as transferring from a bed to a wheelchair, turning an individual or adjusting padding for physical comfort or pressure relief, and assisting with range-of-motion exercises.

(4) Assistance with medications, under the direction of the person receiving PCA services.

(5) Assistance with dressing

(6) Meal preparation and clean-up when such activities are not otherwise being provided, and may include preparing meals for modified diets, assisting with eating, and monitoring to prevent choking or aspiration.

(7) The performance of light household tasks related to the person's needs, such as but not limited to, changing and washing the person's bed linens, doing the recipient's laundry, cleaning of person occupied space, or moving furniture to remove obstacles and hazards to enable the person to move easily in the home.

(8) Grocery Shopping

(9) Care for Service Animals



HOW DO I ACCESS GSIL'S PERSONAL CARE ATTENDANT SERVICES?

1 Referral. GSIL receives referrals from individuals themselves, family members, doctors, Managed Care Organizations, lawyers, Service Link and other nursing facilities. Once the person is determined to be eligible (by a GSIL RN), in accordance with PCAS eligibility criteria, the following process will occur.

2 Intake. Granite State Independent Living's registered nurse will complete the required intake documentation. The intake documentation includes the following:

- Physician verification of disability;
- Certificate of eligibility;
- Natural Support Document/Template;
- Independent Living Plan;
- A completed Self Care Functional Evaluation (SCFE), personal assessment;
- A Care Plan showing what tasks/what hours a PCA will assist a consumer with.

3 Physician Authorization. Your primary care physician will be sent a copy of the Self Care Functional Evaluation (personal assessment) and Care Plan (plan of care) to review and approve. Granite State Independent Living must receive a physician authorization of your need for Personal Care Attendant Services.

4 Prior Authorization of Managed Care Organization. Once your primary care physician approves your need for Personal Care Attendant Services, Granite State Independent Living will submit a prior authorization from your assigned Managed Care Organization to commence your Personal Care Attendant Services.

In order to commence services, Granite State Independent Living must have a completed intake packet, your primary care physician's authorization, and a prior authorization from your designated Managed Care Organization. If you do not have a Managed Care Organization, then no further authorization is required.

WHAT IS CONSUMER DIRECTION?

The term "Consumer Direction" describes a program that offers maximum choice and control for people with disabilities who use services and other supports to help with activities of daily living. Under a consumer directed model, the person with the disability choose who they want for an Personal Care Attendant (PCA), this may include but not be limited to: interviewing, selecting, training, managing, supervising, and dismissing their Personal Care Attendant.

They can decide which services to use, what time of day they want the Personal Care Attendant to come into work and when they will leave. The services are provided wherever the person lives.

The person with a disability is the 'driver' of their services, making all decisions that affect their care needs. Consumer Direction is also referred to as "Self Determination" or "Independent Living".



WHAT IS A CENTER FOR INDEPENDENT LIVING?

An independent living center is a consumer controlled, community based, cross disability, nonresidential nonprofit agency that is designed and operated within a local community by individuals with disabilities (or at least >50%). The CILs operate on the *four (4) core services of Skills Training (Education), Information and Referral, Advocacy, and Peer Support.*

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& TRANSITIONAL SERVICES

GSIL also provides a 5th core, which is transitional services for seniors and people with disabilities. This all came about in the early 1960's when deinstitutionalization was being implemented and people with disabilities were allowed to live in community settings.

The Independent Living philosophy took hold nationally and the Disability Rights Movement gained acceptance and political influence, a grassroots movement for a comprehensive disability rights law (the ADA) was implemented (July 26th, 1990).

Centers for Independent Living today still fight similar battles to ensure that the rights of people with disabilities are protected. Even with the passage of the Americans with Disabilities Act, people with disabilities often find that advocacy and support from the disability community and the Disability Rights Movement is an essential element in enforcement of the civil rights law.

WHAT IF I HAVE A MANAGED CARE COMPANY (MCO)?

If you believe you would benefit from PCA services you should directly contact the Long Term Supports Services at GSIL. GSIL will provide you with the necessary information to proceed for PCA services. GSIL will assist you through the process for determination of eligibility, care plan development, and obtaining the necessary authorization from your MCO.

Personal Care Attendant Services are authorized by your Managed Care Organization (MCO). Your Primary Care Physician authorizes your need for PCA services based upon the Self Care Functional Evaluation conducted by GSIL's registered nurse. A prior authorization form is prepared and sent to MCO for approval. The Managed Care companies require a prior authorization be submitted for Granite State Independent Living to provide Personal Care Attendant Services. Granite State Independent Living completes the process for obtaining authorization for services to be provided on your behalf. If for some reason an authorization isn't granted, there are systems in place for appealing decisions.

Most importantly, inform your healthcare professional(s) which Managed Care Organization you have chosen so that appropriate steps can be taken to ensure continuity of care.

IMPORTANT TERMS YOU NEED TO KNOW

Activities of Daily Living (ADLs): Basic self-care tasks of everyday life, such as eating, bathing, dressing, toileting, and transferring

Care Plan (CP): A plan of care which is based on the personal care assessment (Self Care Functional Evaluation) which include information on behalf of the person receiving services such as, but not limited to: person's functional, physical health, and behavioral status and rehabilitative prognosis, the need for Personal Care Attendant Services and other services the person may be receiving.

The Care Plan is a description of the specific PCA services and tasks that the person needs assistance with; and the number of hours of PCA services needed on a daily or weekly basis.

Chronically Wheelchair Mobile:

The recipient, due to a physical disability, must use a wheelchair for mobility

**Managed Care Organization
Authorization for Personal Care**

Attendant Services: A document provided by the Managed Care Organization authorizing a person to receive Personal Care Attendant Services.

Medically-Oriented Tasks: Medically-oriented tasks generally are those tasks supportive of nursing care that require special medical knowledge or skill. These tasks are covered personal care services.

Personal Care Attendant (PCA):

(RSA 161-E:1 Definition) A qualified non-family member whether or not that person is a professional or paraprofessional and who, in accordance with a plan of care prescribed by a physician and developed in conjunction with and reviewed by a registered nurse, assists severely physically disabled persons to maintain themselves in their homes and gain greater control over their own lives by providing medically oriented long-term maintenance and supportive care.

In addition, the person who meets the training and experience requirements and is an employee of Granite State Independent Living.

Physician Authorization: A statement certifying that, based on the person's primary care physician's assessment of the person's abilities and of the frequency and scope of the acute medical interventions needed by the person that PCA services are necessary and appropriate.

Self-Care Functional Evaluation (SCFE):

A personal care assessment conducted by Granite State Independent Living's licensed registered nurse and used to develop the plan of care. The personal care assessment includes information, such as but not limited to: person's functional level; the adaptability of the person's place of residence to the provision of PCA services; the capability of the person to participate in his or her own care and to determine the degree of support needed; and the extent of, and need for, any natural supports taking into account the potential contributions of natural supports

Self-Direction: A person who self – directs is capable of making informed choices about his or her Personal Care Services; and selecting, directing, supervising and managing the personal care attendant in the implementation of a plan of care or the person may appoint an Authorized Representative to act on their behalf

**Applicable Governing Rules for
Personal Care Attendant Services:**
RSA 161-E and He-W 522 Personal Care
Attendant Services

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