

Job Aid Title: PCA Service Increase	Approved By: Elizabeth Martinez
ID:	Date of Initial issue: 11/30/18
LOB: SHP, CC, PHSP/LTSS	Effective Date: 11/30/18
Topic (for search): PCA Increase	Last Review Date:1/27/20

Purpose:

To provide the Clinical Eligibility Assessment nurses with guidelines for handling member request for PCA increase or ADHC/SDC request.

Clinical Eligibility Assessor Responsibility

- The Assessor will verify the rationale for the member's request and inquire what type of request is being made, i.e. additional hours, days, change of schedule, SDC or ADHC. Encourage the member to be specific as possible.
- Inquire what has changed since the last assessment and capture changes in the assessment document.
- Provide education to determine what other services may be put in place to assist with additional needs. Please review PCA Increase Education sheet.
- The Assessor will send an e-mail to the designated LOB inbox and include the following information in the body of the e-mail.

Subject Line: PCA increase/ADHC initial request, SDC/ADHC increase

In body of email:

- **Service requested-** (PCA increase, SDC initial/increase, ADHC initial/increase. Include the details of the request, for example " Member requesting additional 2 hours Monday and Friday) Be specific as possible
- **Reason for request** –(Include member's rationale for service increase)
- **Is this a mutual mbr?** (yes or no)

If...	Then
CC	CCservicerequest@Healthfirst.org
SHP	SHPservicerequest@Healthfirst.org