

Provider Bulletin



News and Information

October 25, 2022

Personal Care Assistance (PCA) Service Reminders

UCare would like to remind PCA provider agencies of the following requirements to help ensure providers are documenting visits correctly and that claims are paid appropriately.

Qualified Professional Supervisory Visits

Per [Minnesota Statutes, section 256B.0659, subdivisions 13 and 14](#), PCAs providing care to Minnesota Health Care Programs (MHCP) members must have supervision by a Qualified Professional (QP). The QP is responsible for helping the member develop a plan for use of the PCA's time and monitor the plan, as well as train and evaluate the individual PCA. Supervision is done through regular visits. It is important that all QP supervision visits are done timely.

Visits must occur:

- Within the first 14 days of the PCA starting to provide regularly scheduled services
- At least every 90 days for the first year of services
- Every 120 days after the first year of services or when a member requests increased supervision

Visits shall evaluate:

- Member satisfaction of services
- Review of the care plan
- Whether the services provided are meeting the goals of the care plan
- Results of the evaluation, including any corrective action
- Any revisions needed to the care plan

Visits must be documented in the member's and individual PCA's records.

Qualified Professional Licensure

All QPs must have an active license at the time of supervision. It is the responsibility of the PCA provider agency to ensure a QP's licensure is current and documented. State statute ([Minnesota Statutes, section 256B.0625, subdivision 19c\(b\)](#)) defines a qualified professional as one of the following:

- A mental health professional
- A registered nurse
- A licensed social worker
- A qualified designated coordinator meeting the criteria in [Minnesota Statutes, section 245D.081, subd. 2\(b\)](#)

PCA Time Sheets

It is vital that PCAs document the services provided using time sheets, as required by [Minnesota Statutes, section 256B.0659, subd. 12](#). Documentation must occur daily on a time sheet template that contains ALL of the following:

- Full name of PCA and their individual provider number
- Provider name and telephone number(s)
- Full name of member and either the member's PMI (Medical Assistance number) or date of birth
- Consecutive dates, including the month, day and year, as well as arrival and departure times with am or pm noted
- Signatures of member or their authorized representative
- Signature of individual PCA
- Any shared care information, if applicable
- A statement that it is a federal crime to provide false information on personal care service billings for medical assistance payments
- Dates and location of member stays in a hospital, care facility or incarceration

The PCA provider agency must keep time sheets on file and in the member's record.

UCare takes compliance with regulatory requirements seriously. UCare may ask for documentation from provider agencies at any time to show compliance with these requirements. Failure to comply with requests for documentation may result in a breach of contract or other corrective action, including recoupment of payment.

If you have questions about this information, please call UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493.

Additional Resources For Providers:

- [UCare Provider Manual*](#)
- [Minnesota Department of Human Services MHCP Provider Manual](#)

**Updates related to these topics are planned for release in the 2022 Q4 update.*