



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

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**To:** All NH Medicaid Enrolled Private Duty Nursing (PDN) Agencies  
**From:** NH Division of Medicaid Services  
**Date:** June 2021  
**Subject: Identification of Members for the Personal Care Services (PCS) option and submission of Requests for Authorization**

**Background:**

In December 2020, in accordance with approval of an 1135 waiver, the NH Medicaid program began offering families a personal care services (PCS) option in lieu of authorized but unfilled private duty nursing (PDN) hours. Under this option, (section 1905(a) family members may provide personal care services and be compensated for providing these services. Granite State Independent Living (GSIL) administers this option on behalf of the Medicaid program.

This Important Notice is a reminder on the process for identifying a member for the PCS option and requesting a service authorization.

**Identification of Members eligible for the PCS Option:**

Any member who has had PDN services or is currently eligible for PDN services but has never been admitted for services, (with an admission visit, completion of a 485, doctor's orders, etc.) must be given the opportunity to participate in the PCS option. Regardless of whether a family intends to use PDN services or not, each family must be given the opportunity to opt in or opt out of the PCS option.

- NH Medicaid Fee-for-Service (FFS) and Managed Care Organizations (MCOs) will identify members who have claims within the last two fiscal years for PDN services.
- If a member's authorization has expired, FFS or the MCO will contact the member to see if they want to be a part of the PCS option. FFS or the MCO will contact the nursing agency of the member's choice and request an admission for the current certification period.

PDN Agencies will check their lists of services rendered to members for any members whose certification is current or expired within the last 2 fiscal years and communicate with FFS or the MCO regarding continued eligibility. FFS or the MCO will direct the agency to proceed with the admission according to the above steps.

**Submitting a service authorization request:**

The nursing agency, upon request of FFS, the MCO, or upon expiration or termination of an authorization period will call the member to schedule an appointment for an admission or recertification. Due to the current State of Emergency, a telehealth admission may be completed rather than a face-to-face admission. At the time of admission, the nursing agency will determine if the family meets the criteria for PDN and discuss the PCS option.

- If members opt out, the nursing agency will contact FFS or the MCO with the usual paperwork for PDN service authorization and proceed per usual protocol requirements.
- If members opt in, nursing agencies will contact FFS or the MCO with the usual paperwork for service authorization. The request should identify that the family requests the PCS option only. It is expected that the nursing agency will continue to recruit nurses who are appropriate to cover unfilled PDN hours and offer those hours to a member's family. As always, families may refuse the PDN services offered or the nurses selected to staff the case.

**Payment for admissions completed when no nursing agency services are to be used:**

Upon completion of the admission, if a member's family chooses not to use the services of the nursing agency, the agency may send in a claim for the admission services rendered. CPT code T1023 will be used for this claim with a rate of \$155.74 per completed admission. This payment is for work done to determine a member's eligibility for the PCS option and does not apply to usual and customary admissions where a service authorization for PDN is submitted.

If you have any questions or concerns regarding this Important Notice, New Hampshire Provider Relations is available to answer your questions between the hours of 8:00 AM and 5:00 PM, Monday through Friday at (603) 223-4774 or (866) 291-1674 Toll-Free.