

PERSONAL CARE AIDE (PCA) SERVICES RECIPIENT RESPONSIBILITIES

The Recipient's responsibilities are to:

- Notify the provider and PCA case manager of changes in Medicaid eligibility.
- Notify the provider of current insurance information, including the name of other insurance coverage, such as Medicare.
- Notify the provider and PCA case manager of changes in medical status, service needs, address location (if you go on vacation or into a hospital or other facility) or in changes of status of legally responsible family member(s).
- Treat all staff appropriately.
- Sign the PCA delivery record to verify services were provided.
- Notify the provider when scheduled visits cannot be kept or services are no longer required.
- Notify the provider agency of missed visits by provider agency staff.
- Notify the provider agency of unusual occurrences, complaints regarding delivery of services, specific staff and/or requests for a change in caregivers.
- Supply the provider agency with a copy of advance directives.
- Establish a backup plan in the event a PCA is unable to work at the scheduled time.
- Not request your PCA work more than the hours authorized on your service plan.
- Not request your PCA work or clean for non-recipient family or household members.
- Not request your PCA provide services not on the service plan.
- Contact the district office PCA case manager to request a change of provider agency or ISO.

Recipient/Personal Representative Signature Date

Service Worker Signature Date