Nevada Medicaid – Division of Health Care Financing and Policy Functional Assessment for Personal Care Services (PCS)

Assessment Date:	Time In:		Time Ou	ıt:			
Recipient Name:			Recipient ID:				
DOB:	Age:	Height: _	<u>'"</u>	Weight:	lbs.	Gender: Male	Female
Individuals legally responsible to parents and legal guardians.	provide medical s	support incl	ude spouses of	recipients and	parents oj	f minor recipients includ	ing stepparents, foster
Name of Legally Responsible Inc	lividual (LRI):						
LRI's Relationship to Recipient:	☐ Self ☐ Par	ent Sp	oouse 🗌 Gua	ardian 🗌 Ot	ther, speci	ify:	
Others in household and their rela	ationship to recipi	ent (e.g., Ma	ary Smith=siste	r, John Smith=	uncle):		
Is the Personal Care Assistant (PCA	A) related to the rec	ipient?	Yes No If	yes, specify PC	CA's relation	onship to recipient:	
PCA Name:			Does the PCA		pient's ho	me? Yes No	
Primary Source of Information:	Recipient	Other, spe	cify relationship	o to recipient:			
Recipient and Household Routi	ne:						
Overview of Recipient's Health	Status, Expectat	ions, Needs	and Goals:				
Structural/Physical Barriers (C		-		rairs inside hor	ne ontion	al use (e.g., laundry)	
☐ Stairs leading from inside hou ☐ Other, <i>specify</i> :			-		-		
Sensory Status (Check all that a	pply.)						
Language							
□ 0 - Expresses complex □ 1 - Minimal difficulty □ 2 - Expresses simple ic □ 3 - Has severe difficul □ 4 - Recipient is respon □ 5 - Recipient is unresp □ 6 - Age appropriate.	in expressing idea deas/needs with m ty expressing basionsity, but unable to	s/needs. Ma oderate diff c ideas/need o express bas	y need extra tir iculty. Is and requires r	ne or minimal naximal assista	ance/gues		
Hearing and Auditory Compre	hension of Langu	<u>age</u>					
	culty, able to hear culty hearing and t ty hearing and und l/or additional tim	and underst understandinderstanding see.	and most multi- ng simple, one-s simple greeting	-step instruction	ons. ns. Needs	frequent prompting assis equires multiple repetiti	
Vision (With Corrective Lens	es as Applicable)						
□ 0 - Normal vision. Sec □ 1 - Partially impaired. □ 2 - Severely impaired. hearing or touching □ 3 - Completely blind. □ 4 - Completely blind.	Cannot see newsp Cannot see obstag. Compensates adec	print or med cles. Canno quately.	ication labels. ot find way arou			n. ing cane. Cannot locate	objects without
Mobility							
1 - Ambulates unassist 2 - Modified mobility	with or without as	sistive devi	ces.				

Comments and Additional Information:

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Recipient Name:	Recipient ID:

Activities of Daily Living (ADLs)

Use the following sections to detail the recipient's functional ability and need. Authorize time only when the PCA will be performing the task. The times shown for each task are the maximums and should not routinely be authorized. PCAs are expected to employ multi-tasking techniques whenever possible. The amount of time for any particular task must be determined in consideration of:

- The amount of assistance the recipient will usually need;
- Availability of the LRI to assist with the task;
- Specific activities that need to be accomplished;
- Environmental or housing factors that may serve as a barrier to service delivery;
- Recipient's unique circumstances; and
- Recipient's lifestyle choices.

Grooming: Combing/Brushing hair, shaving, 0 - Independent: Does not need help 1 - Intermittent Supervision or Miniminstruction or needs assistance into a does not need physical presence of a fasten clothes; does not need physical 2a - Constant Supervision: Needs and for instruction or safety, but does not need physical activity. Recipient is able to physical activity. Recipient is able to physical activity. Recipient on Another: Needs physically participate. N/A - Not age appropriate. Factors directly impacting level of function:	ng and applying lotion to the body. Ind back. Includes application of prosthetics/orthotics. brushing teeth, nail care. or supervision of another person. Inal Assistance: Needs occasional reminders or and out of the tub/shower or washing difficult areas; nother person at all times to dress, lay out clothes or all presence of another person at all times to groom. Other person constantly present during this activity not need physical help. help and presence of another person during the entire ally participate. Includes bed or chair bath. hysical help from other person. Recipient is unable and presence of another person deficit.	different days, use spaces under Items 1 and 2 below to specify. 1. Minutes per day: Days per week: Total Minutes: 2. Minutes per day: Days per week: Total Minutes: Minutes per week: This task is completed with or without an assistive device by: Recipient Family/Spouse
Identify the specific tasks requiring assistance	with bathing.	
Standby assistance	Sponge bathing and drying	Cleaning up after the bath, shower
☐ Assisting in/out of tub/shower☐ Assisting with back	☐ Bed bathing and drying ☐ Tub bathing and drying	☐ Showering and drying ☐ Shampooing/Washing hair
	Tub battling and drying	☐ Snampoonig/washing nair
Bathing Routine:		
Identify the specific tasks requiring assistance		
□ Dressing recipient, completely□ Dressing recipient, partially	☐ Undressing recipient, completely ☐ Undressing recipient, partially	☐ House clothes ☐ Street attire
Standby assistance	Laying out clothes	Street attire
-	Laying out clothes	
Dressing Routine:		
Identify the specific tasks requiring assistance	with grooming.	
☐ Shaving face ☐ Electric ☐ Razor		g legs and/or underarms
Caring for finger nails		y assistance
Applying nonprescription lotion to skin		ng with setting/rolling/braiding hair (does not
Drying hair	Combing/Brushing hair include	e permanents, cutting or chemical processing)
Grooming Routine:		

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Recipient Name:	Recipient ID:					
B. Toileting: Bowel and bladder elimination, incommode, cleansing self after elimination and		Toileting <i>Maximum allowable is 30 minutes per day.</i>				
☐ 0 - Independent: Does not need help o who manages problems of dribbling	Minutes per day: Days per week:					
	nal Assistance: Needs intermittent supervision or thes adjustment or washing hands. No incontinence.	Total minutes per week: This task is completed with or without an				
□ 2 - Constant Supervision or Help of Another: Usually continent of bowel and bladder, but needs and receives supervision and/or physical assistance with major parts or all parts of the task including bowel and/or bladder programs and appliances, e.g., colostomy, ileostomy, urinary catheter, bed pan, incontinent product used as precaution.						
☐ 3 - Dependent on Another: Incontiner Recipient is unable to participate.	nt of bowel and/or bladder, diapered constantly.	Comments:				
■ N/A - Not age appropriate.						
Factors <u>directly</u> impacting level of function: Mobility deficit Cognitive/Behavio	r					
Frequency: Toileting is done times per	day.					
Time of Day: ☐ AM ☐ Noon ☐ PM	HS					
Identify the specific tasks requiring assistance of Changing diapers ☐ Assisting with use of urinal ☐ Assisting with toilet hygiene (includes use of toilet paper and washing hands)	with toileting. Stand-by assistance Assisting with feminine hygiene needs Changing colostomy bag/emptying catheter bag	 ☐ Assisting on or off bed pan ☐ Assisting with clothing during toileting ☐ Set up supplies and equipment (does not include preparing catheter equipment) 				
☐ Applying nonprescription lotion to perineal or	rectal area					
Toileting Routine:						
transfers. May use equipment such a 1 - Intermittent Supervision or Minima Requires physical presence of another 2 - Requires Help of Another: Needs transferring. Recipient is able to par 3 - Dependent on Another: Needs phy to carry out this activity, e.g., Hoyer N/A - Not age appropriate. Factors directly impacting level of function: Mobility deficit Cognitive/Behavio	g/changing recipient's position in bed/chair. ion or physical assistance to complete necessary is railings and trapeze. al Assistance: Needs and receives guidance only. Person during transfer, e.g., verbal cuing, guidance. Physical help and presence of another when ticipate. I sical help from other person or mechanical device lift. Recipient is unable to physically participate. The Endurance Sensory deficit Other	Transfers and Positioning Maximum allowable is 30 minutes per day. Not to exceed 10 minutes per transfer. Minutes per day: Days per week: Total minutes per week: This task is completed with or without an assistive device by: Family/Spouse PCA Other, specify: Comments:				
Frequency: Transfers and positioning are don						
Time of Day: AM Noon PM	HS					
Identify the specific tasks requiring assistance with transfers and positioning. Non-ambulatory movement from one stationary position to another (transfer) Adjusting or changing recipient's position stationary position to another (transfer) in bed or chair (positioning)						
Transfers and positioning routine:						

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Recipient Name: Recipient ID: **D.** Mobility/Ambulation: The process of moving between locations, e.g., bedroom to living room. Mobility/Ambulation Maximum allowable is 15 minutes per day. **0 - Independent:** Ambulatory without a device. Minutes per day: ___ Days per week: ___ ☐ 1 - Requires Assistance of a Device Independently or with Intermittent Supervision: Can use a device such as cane, walker, crutch or wheelchair without physical help of Total minutes per week: __ another person, but may require some supervision. This task is completed with or without an 2 - Requires Limited Physical Assistance: Needs help of another person to negotiate assistive device by: stairs or home ramp and/or to lock/unlock wheelchair brakes. ☐ Recipient ☐ Family/Spouse ☐ 3 - Needs Constant Physical Help of Another Person: Total dependence with ☐ PCA ☐ Other, *specify*: propelling wheelchair. Includes persons who remain bedfast. ■ N/A - Not age appropriate. **Comments:** Factors directly impacting level of function: ☐ Mobility deficit ☐ Cognitive/Behavior ☐ Endurance ☐ Sensory deficit ☐ Other **Frequency:** Mobility/Ambulation is done _____ times per day. Time of Day: AM Noon PM HS Identify the specific tasks requiring assistance with mobility/ambulation. Assist with rising from a sitting to a standing position Assist with putting on or removing leg ☐ Assisting with ambulation/using and/or position for use of walking apparatus braces and prostheses for ambulation ☐ Standby assistance with ambulation Assistance with manual wheelchair ambulation Mobility/Ambulation Routine: E. Eating: The process of getting food into the digestive system. Meal preparation is excluded. Eating Excludes special feeding techniques or G-tube feedings. Maximum allowable is 45 minutes per day.

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Assessor Signature Date		
Assessor Name (please print or type):		
Identify the specific tasks requiring assistance with eating. Spoon feeding Assistance with eating or drinking utensils or adaptive devices Eating Routine:	☐ Bottle feeding ☐ Cutting up foods	☐ Set-up of utensils or adaptive devices☐ Standby assistance or encouragement
Frequency: Eating assistance is needed times per day. Time of Day: AM Noon PM HS		
Factors <u>directly</u> impacting level of function: ☐ Mobility deficit ☐ Cognitive/Behavior ☐ Endurance ☐	Sensory deficit	
 □ 4 - Needs and Receives Total Feeding From Another Person □ N/A - Not age appropriate. 	: Includes spoon feeding.	Comments:
☐ 3 - Needs Physical Help of Another Person: Recipient can prequire assistance with application of orthotics or in using a		☐ Recipient ☐ Family/Spouse ☐ PCA ☐ Other, <i>specify</i> :
2 - Requires Limited Physical Assistance and/or Constant S another person to cut meat, arrange food, butter bread, etc.		This task is completed with or without an assistive device by:
☐ 1 - Needs and Receives Personal Supervision: Reminders in eat	ing or programming in eating.	Total minutes per week:
O - Independent: Feeds self without help of any kind. Include cutting food with a knife.	es drinking from a glass and	Minutes per day: Days per week:
		Not to exceed 15 minutes per meal.

Recipient Name:	Recipient ID:
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Instrumental Activities of Daily Living (IADLs)

Recipient must have deficits that preclude them from actively shopping, doing their laundry, completing light housekeeping tasks or preparing meals and there is not a willing and capable caregiver available. Indicate if the recipient is functionally independent with IADLs (Box 1) or meets criteria as described in either Box 2A or 2B.

1.	Recipient is functionally independent in IADLs with or without modifications (or has all Does not meet criteria for assistance with IADLs.	ternative resource).			
2A.	Recipient has extensive impairments (level 2 or higher) in the following ADLs. Check all areas that scored a level 2 or higher on this assessment.				
	☐ Bathing/Dressing/Grooming ☐ Toileting ☐ Transfers and Positioning ☐ Mobility/A	Ambulation			
	Comments:				
2B.	Check all that apply and provide supporting information for each item checked.				
	1. Mobility deficits/impairments of an extensive nature (level 2 or higher on the Functiona assistive device and which directly impacts the recipient's ability to safely perform househo <i>Example: The recipient has severe rheumatoid arthritis which prevents him/her from manip</i>	old tasks or meal preparation independently.			
	Supporting Information:				
	Cognitive deficits that directly impact the recipient's ability to safely perform household Example: Recipient has severe short-term memory loss and needs constant cueing to folk supporting Information.				
	Supporting Information:				
☐ 3. Endurance deficits that directly impact the recipient's ability to complete a task without experiencing substantial physical stressors. Example: Recipient has advanced COPD and experiences shortness of breath with minimal exertion.					
	Supporting Information:				
	☐ 4. Sensory deficits that directly impact the recipient's ability to safely perform household ta Example: Recipient has vision loss and has not established compensatory skills to be safe				
	Supporting Information:				
	Light Housekeeping: Services are integral to personal care and might include changing the ecipient's bed linens and cleaning areas used by the recipient.	Light Housekeeping Maximum allowable is 60 minutes per y ggm			
) - Performs light housekeeping without assistance.	7 3 66			
	l - Performs light housekeeping without assistance, but may need reminding or supervision.				
	2 - Able to do light housekeeping, but requires physical assistance or cueing from another.	Total minutes per week:			
	3 - Needs physical help and presence of another person. Recipient is able to physically participate.	This task is completed with or without an			
	4 - All light housekeeping must be done by others.	assistive device by:			
	N/A - Not age appropriate. N/A - Resides with LRI.	Recipient Family/Spouse			
L 1	V/A - Resides with LRI.	PCA Other, specify:			
	ors <u>directly</u> impacting level of function: Mobility deficit	Comments:			
☐ E ☐ C ☐ D	tify the specific tasks requiring assistance with light housekeeping. Imptying and cleaning bedside commode				
Ligh	t Housekeeping Routine:				

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Recipient Name: Recipient ID: **G.** Laundry: Identify the recipient's ability to do any part of their laundry (excludes ironing). Laundry 0 - Can wash all personal items and linen without assistance. Maximum allowable is 60 minutes per week 1 - Does laundry without assistance, but may need reminding or supervision. when washer/drver is on site or 120 minutes per 2 - Able to do laundry, but needs special physical assistance or cueing from another. week when there is no washer/drver on site and 3 - Needs physical help and presence of another person during all of this activity to complete laundry must be taken to a laundromat. task. Recipient is able to physically participate. 4 - Personal laundry and linens must be done by others. □ N/A - Not age appropriate. Total minutes per week: □ N/A - Resides with LRI. This task is completed with or without an Factors directly impacting level of function: assistive device by: ☐ Mobility deficit ☐ Cognitive/Behavior ☐ Endurance ☐ Sensory deficit ☐ Other ☐ Recipient ☐ Family/Spouse Identify the specific tasks requiring assistance with laundry: ☐ PCA ☐ Other, *specify*: ☐ Doing hand wash ☐ Gathering and sorting ☐ Folding and putting away clothes ☐ Loading and unloading machines in residence ☐ Using offsite laundromat machines **Comments:** ☐ Hanging clothes to dry Laundry Routine: H. Essential Shopping: Items required specifically for the health and maintenance of the **Essential Shopping** recipient including groceries, prescribed drugs and other household items. Maximum allowable is 60 minutes per week 0 - Can shop without assistance. when distance to the nearest store is less than 1 - Shops without physical assistance, but may need reminding and/or help carrying bundles. 20 miles one way; maximum allowable is 120 2 - Requires physical assistance of another. Recipient is able to participate. minutes per week when distance to the nearest 3 - Totally dependent. Unable to participate in shopping at all. store is greater than 20 miles one way. ☐ N/A - Not age appropriate. □ N/A - Resides with LRI. Factors directly impacting level of function: **Total minutes per week:** ☐ Mobility deficit ☐ Cognitive/Behavior ☐ Endurance ☐ Sensory deficit ☐ Other This task is completed with or without an Identify the specific tasks requiring assistance with shopping. assistive device by: ☐ Preparing shopping list ☐ Picking up medication or DME ☐ Going to store and purchasing or picking up items ☐ Putting food away ☐ Recipient ☐ Family/Spouse Assistance with carrying groceries into the home ☐ PCA ☐ Other, *specify*: **Shopping Routine: Comments: I. Meal Preparation:** Essential to meeting a recipient's health needs, which includes activities Meal Preparation such as menu planning, storing, preparing and serving food and clean up. Maximum allowable is 90 minutes per day not 0 - Takes care of all areas of food preparation and clean up. to exceed 30 minutes per meal. 1 - Heats and serves prepared meals/foods without physical assistance or prompting. Breakfast: 2 - Prepares cold foods or simple meals, e.g., sandwiches, oatmeal, toast. May require prompting. Lunch: ____ 3 - Requires physical assistance of another to prepare meal. Recipient can participate. Dinner: 4 - Meals and snacks must be completely prepared and served to recipient. ☐ N/A - Not age appropriate. Minutes per day: N/A - Resides with LRI. Days per week: ____ Factors <u>directly</u> impacting level of function: Mobility deficit ☐ Cognitive/Behavior ☐ Endurance ☐ Sensory deficit ☐ Other Total minutes per week: Identify the specific tasks requiring assistance with meal preparation: This task is completed with or without an Cooking full meal Warming up prepared food (including Meals on Wheels) assistive device by: Planning meals Helping prepare meals Serving food Recipient Family/Spouse ☐ Grinding and pureeing food ☐ Clean-up ☐ PCA ☐ Other, *specify*: **Meal Preparation Routine: Comments:**

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Recipient Name: Recipient ID:

Functional Assessment Summary

The table below is populated from information entered on pages 2-6 of this form. Divide "Total Minutes Per Week" by 60 as described below, then use this information to complete the "Authorized Service Hours" section on the Service Plan that follows.

		Minutes Per Week	Days Per Week
	Bathing/Dressing/Grooming		+ =
ø	Toileting		
ADLs	Transfers and Positioning		
V	Mobility/Ambulation		
	Eating		
	Light Housekeeping		
IADLs	Laundry		
IAI	Shopping		
	Meal Preparation		
Total	Minutes Per Week:		

Divide "Total Minutes Per Week" by 60 and enter the quotient below. e decimals and round to the nearest 1/4 hour (e.g., .25 hours = 15 minutes).	
Total Minutes Per Week ÷ 60 = Total Hours Per Week	

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Nevada Medicaid – Division of Health Care Financing and Policy Service Plan for Personal Care Services (PCS)

Is this recipient at risk? Yes No Refer recipient to DHCFP? Yes No						
Service Type:	☐ Initial ☐ Redetermina	tion Update				
Recipient Nam	ie:	Recipient ID:				
DOB:	Age	:	Gender:	Male Female		
Phone:	Address (in	nclude city, state, zip):	·			
Name of Legal	ly Responsible Individual (Ll	RI):				
LRI's Relation	ship to Recipient: Self	Parent Spouse	Guardian Other	, specify:		
Others in household and their relationship to recipient (e.g., Mary Smith=sister, John Smith=uncle):						
Personal Care	Assistant (PCA) relationship to	recipient (if applicable):]			
PCA Name:		Doo	es the PCA live in the r	ecipient's home? Yes No		
Housing: Housing:	House Apartment	Mobile Home	ed Housing Otho	er (specify):		
Transportation	: Private Vehicle Pr	ublic Transportation	edicaid Transportation	Other (specify):		
Primary Health	Care Professional:	Address:		Phone:		
Hospital Prefer	rence:	Advance Directive:	Aller	gies:		
		☐ Yes ☐ No				
Medicare Eligi		ame of Other Insurance:	Veter	ran? Yes No		
Medicare Num	ecipient's Health Status, Exp	ectations Needs and Goals:				
Overview of K	ecipient s ficatui status, Exp	sciations, recus and Goals.				
Health Problem	ns: Arthritis BP [Neurologic Neuron	Cancer Cardiac cuscular Paralysis	Communicable Disea			
Diet: Gene	eral Diabetic Low	Salt Other (specify):				
ICD-9 CODE	MEDICAL DIAGNOSES	MEDICATION, DOSE	, FREQUENCY	MEDICATION, DOSE, FREQUENCY		
Compliance with Medical Regimen: Good Poor						
ASSISTIVE DEVICES: H = Has, U = Uses, N = Needs H U N H U N H U N H U N H U N H U N H U N H U N H U N H U N H U N N H U N H U N H U N N H U N N H U N N H U N N H U N N H U N N N H U N </td						
COMMENTS:						

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Recipient Name:					Rec	ipient ID:		
						the appropriate boxes: I sk (*) do not have time a		
Task	I	A	D	Minutes per Day	Days per Week	Comments Task		Comments
Bathing/Dressing/Groom	ning			-	-		*Telephone	
Toileting							*Vision	
Transfers and Positioni	ng						*Hearing	
Mobility/Ambulation							*Speech	
Eating							*Orientation	
Light Housekeeping							*Medication Reminder	r
Laundry							*Transportation	
Essential Shopping								
Meal Preparation								
	ooxes: R are d Service	= Red	ceivin	g Service, I N Chore CHIPS	N = Needs. Services Slity Waiver	If needs are identified, notif R N	fy the NMDO. R N als on Wheels he Health hisportation E/Supplies R N C T T T T T T T T T T T T T T T T T T	Medical/Dental/Ocular Legal Services/Guardian OT/PT/Speech Companion Other:
to the nearest ¼ ho column will autom 2. Next, in the "Days "Total Hours Per V 3. Rows below must	gth of Vur. For atically of Serviveek" combe com	visit" exam add t ice Polum plete days	columple, he lest we work when the lest we work when the lest many the lest we will be a column and the lest will be a column and the lest will be a column and the lest we will be a column and the lest will be	mns first (.25 hours = ngth of vis eek" colum omatically om left to rvice per w	from left to = 15 minute sit columns nn, enter th multiplies right for "	es, .50 hours = 30 minute in that row. e number of days per we "Hours Per Day" by "Da Total Hours Per Week"	ek that this service sch ays of Service Per Wee to calculate properly	urs. Use decimals and round ites, etc. The "Hours Per Day" edule will be provided. The k." V. If you go back and change tumn and then press "Enter"
	ength of -day Vis			ngth of A Visit	Length HS Vis		Days of Service Per Week	Total Hours Per Week
Total Hours Per We	ek =			· Number t	o the left m	ust equalhours.		
COMMENTS:	· CK		`	Transcr v	o ine ieji m	nours.		
5 days per week (35 h must be requested. At	ours). U uthoriza	Jnuse tion (ed ho	urs cannot	be carried	over into the following vee provider availability.	veek. If recipient's nee	changed to 7 hours per day, eds change, a new assessment
Recipient Name (please	print or i	type):				Assessor Nar	me (please print or type):	
Recipient Signature			- D	ate		Assessor Signature		- Date

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Service Plan Attachment

Use the following table if additional space:	is needed to list all recipient diagnoses and medications.
Recipient Name:	Recipient ID:

ICD-9 CODE	MEDICAL DIAGNOSES	MEDICATION, DOSE, FREQUENCY	MEDICATION, DOSE, FREQUENCY

Progress Notes

Use the following table to record progress notes as applicable.

Dasimiant Mama	Pariniant ID.
Recipient Name:	Recipient ID:

DATE	TIME	NOTES

PERSONAL CARE AIDE SERVICES HOME CARE CRITERIA

- 1. I have ongoing Medicaid eligibility and personal care aide (PCA) services have been determined by Nevada Medicaid to be medically necessary;
- 2. My legally responsible adult(s) is/are unavailable or incapable of providing necessary care;
- 3. I am capable of making choices about activities of daily living or have a personal representative who assumes this responsibility;
- 4. I may require periodic professional medical and/or support services under professional supervision. These services are not required on a full-time basis;
- 5. I understand Medicaid personal care aide (PCA) services must be authorized in accordance with an approved service plan. The service plan prepared by the PCA case manager links personal care aide tasks to my unmet needs as determined by a Functional Assessment. I understand Medicaid authorization for payment of service(s) does not guarantee availability of Medicaid providers;
- 6. I understand personal care aide services must be medically necessary and meet Nevada Medicaid's utilization control procedures;
- 7. My legally responsible family members may not be reimbursed for providing care.

I understand the services I will receive must be within the above limits of Nevada Medicaid's Personal Care Aide Program.

In accordance with federal rules and regulations, the Nevada State Division of Health Care Financing and Policy and providers of Medicaid services do not discriminate unlawfully against recipients on the basis of race, color, national origin, sex, religion, age, disability or handicap (including AIDS or AIDS-related conditions). For further information or to file a complaint, please contact the Division of Health Care Financing and Policy civil rights coordinator at (775) 687-4776, or the Office of Civil Rights (OCR), Department of Health and Human Resources, 50 United Nations Plaza, San Francisco, CA 94102 at (415) 437-8310.

Recipient Name	Recipient/Personal Representative Signature	Date
Medicaid #	Service Worker Signature	Date

PERSONAL CARE AIDE SERVICES RECIPIENT BILL OF RIGHTS

The Recipient's rights are to:

Receive considerate and respectful care at all times, and have property treated with respect;

- Participate in the development of the Service Plan and receive an explanation of services proposed. Receive a written list of alternative resources and referrals that may be available;
- Receive a copy of the service plan;
- Receive the name of the PCA case manager and the Nevada Medicaid district office supervisor's number to be contacted for complaints about caregiver, provider or DHCFP employees;
- Receive assurance that privacy and confidentiality about one's health, social, domestic and financial circumstances will be maintained pursuant to law;
- Know all communications and records will be treated confidentially;
- Expect all providers, within the limits set by the service plan and within program criteria, will respond in good faith to the recipient's reasonable requests for assistance;
- Receive information upon request on Nevada Medicaid's policies and procedures, including information on charges, reimbursements, and service plan determinations;
- Request a change of provider agency or ISO;
- Participate in the plan for discontinuation of service;

- Have access, upon request, to Medicaid payment history;
- Receive a written explanation of the hearing process;
- Request a hearing when a disagreeing with Nevada Medicaid's action to deny, terminate, reduce, or suspend services;
- Receive in writing the name and contact number of an official of Nevada Medicaid and the state ombudsman telephone number.

Recipient/Personal Representative Signature	
Service Worker Signature	Date

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 Sign	nature Date
Service Worker Signature	Date