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DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF HEALTH CARE FINANCING AND POLICY
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Personal Care Agency Survey Results

These results are based on 28 responses received. Currently a total of 63 Personal Care Agencies (PCAs) and 8 Intermediary Service Organizations (ISOs) are enrolled in Nevada Medicaid.

1. How many recipients do PCAs currently serve?

4,152 total recipients are being served per the results of this survey.

- 16 agencies provide services from 0 to 100 recipients (57%)
- 5 agencies provide services from 101 to 200 recipients (18%)
- 4 agencies provide services from 201 to 400 recipients (14%)
- 2 agencies provide services from 401 to 1000 recipients (7%)

2. How many individual caregivers do PCAs currently employ?

Total Caregivers employed in 28 agencies: 3,313

This ranges from 4 to 640 caregivers per agency

3. Does their PCA currently use a business management software tool, excluding Allscripts-PayerPath or a billing clearinghouse?

64% are already using a management software tool*

36% are not using any software tool

*Of software that was reported as being used, many listed Quickbooks™, Microsoft Works, and McKesson. Only three complete, integrated management systems were reported: HomeTrak™, Kaleida, and Visit Call.

4. If PCAs are not currently using a business management software tool, would they be opposed to utilizing one provided by Nevada Medicaid?

53% not opposed

5% opposed

42% did not respond to the question

5. If a software tool examined their claims for accuracy prior to submission to Nevada Medicaid (fiscal agent), do they believe they would receive fewer denied claims?

50% yes

50% no

6. Are they supportive of caregivers obtaining a National Provider Identifier (NPI)?

54% not opposed

46% opposed