

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance



Office of the Senior Deputy Director/Medicaid Director

Transmittal # 16-15

TO: Long-Term Care Service and Support Providers (Home Health Agencies)

FROM: Claudia Schlosberg, J.D. 
Senior Deputy Director and State Medicaid Director

DATE: June 1, 2016

SUBJECT: Revised Timeline for Personal Care Aide (PCA) Referrals

The Department of Health Care Finance (DHCF) is revising its procedure regarding timelines for when a Home Health Agency (HHA) is required to notify its Long Term Care Supports and Services Contractor (Delmarva) of the intent to accept or deny Personal Care Aide (PCA) services to a beneficiary. This revised procedure is designed to allow beneficiaries' greater access to PCA services.

In the past, Home Health Agencies were required to notify Delmarva within five (5) days of their acceptance or denial of a referred beneficiary. However, as part of this revised procedure, HHAs will now be required to issue this notification to Delmarva in writing within **48 business hours** of receipt of a referral. It is important to remember that HHAs cannot deny a beneficiary access to PCA services unless the HHA is at full capacity.

If you have any questions, please contact Ieisha Gray, Director, Long Term Care Administration, by telephone at (202) 442-5818, or by email at Ieisha.Gray@dc.gov.