

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance



Office of the Senior Deputy Director/Medicaid Director

Transmittal # 22-09

TO: DC Medicaid Providers

FROM: Melisa Byrd
Senior Deputy Director and State Medicaid Director

DATE: February 17, 2022

SUBJECT: Personal Care Aides Maximum Hours of Service

Purpose

The purpose of this transmittal is to increase a prior limit on the maximum number of service hours that an individual personal care aide (PCA) can provide. This transmittal amends guidance previously issued in [Transmittal #17-29: Enrollment of Personal Care Aides](#).

Background

Department of Health Care Finance (DHCF) has made the determination that due to shortages in the PCA workforce and to ensure access to services, it is likely that aides may need to spend more time with beneficiaries during shift changes and in other circumstances.

To address these challenges, effective for service dates beginning January 1, 2021, DHCF is increasing the maximum number of service hours that an individual PCA can provide in a single day from sixteen (16) hours to eighteen (18) hours. This change applies to services provided under the District of Columbia Medicaid State Plan's Home Health benefit, as well as services provided under the 1915(c) Home and Community-Based Services Waiver for the Elderly and Persons with Physical Disabilities (EPD Waiver).

Provider Billing

DHCF expects that this change may impact historical fee-for-service claims submitted by home health agencies (HHAs). HHAs are encouraged to review impacted claims with service dates of January 1, 2021 or later, that were voided or denied because DHCF determined that the affiliated PCA exceeded the sixteen (16) hour limit. Those claims may now be payable given the updated service limit.

DHCF will work to reprocess claims that were **denied** to ensure timely payment. Providers whose claims were **voided** because the aide exceeded the sixteen (16) hour limit must resubmit those claims because DHCF cannot reprocess voided claims.

Providers should resubmit any **voided** claims from January 2021 through March 2021 by March 31, 2022.

DHCF may revisit this policy change at a later date.

Contact

If you have questions regarding this transmittal please contact Natasha Lewis, Program Manager, Division of Public & Private Provider Services, at natasha.lewis@dc.gov, or by phone at (202) 246-4024.