

## What Happens Next?

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| **Case Management Assessment and Development of Your Person Centered Plan (PCP)*** Your selected EPD Case Management Agency will contact you directly to schedule your first visit with the case manager assigned to you.
* The assigned case manager will coordinate an initial meeting with you to gather information to plan your person-centered plan meeting.
* Your case manager will help you identify, coordinate with, and invite the persons you chose to attend your person-centered plan meeting.
* Your case manager will facilitate the person-centered plan meeting.
* The Person-Centered Plan will be developed to outline the steps you identify towards a successful life in your community.
* Your case manager will work with you to complete your Person-Centered Plan (PCP) and obtain prior authorizations for your services from Qualis, DC’s Quality Improvement Organization.
* Your case manager will coordinate the services identified in your Person-Centered Plan.
* Your case manager will monitor your services to ensure that your services are delivered to you.
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| **Delmarva Assessment** * If Personal Care Aide (PCA) service is among the additional services identified in your Person Centered Plan, you will be contacted by the Delmarva Foundation to schedule a face-to-face assessment with a nurse.
* The face-to-face assessment will assist in determining whether or not your health needs require PCA services and the amount of time needed of these services.
* At the time of the assessment you will have the chance to select three Home Health Agencies and provide your selections to the nurse conducting the assessment.
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| **Approval/Denial** * You will receive a letter of determination for approval or denial of PCA services from the Delmarva Foundation.
* If approved, your selected Home Health Agency will make direct contact with you to develop a Plan of Care for the provision of PCA services.
* If denied, you will receive information on the appeals process.
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District of Columbia Office on Aging

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