

**Personal Care (PC) Services Program
FREQUENTLY ASKED QUESTIONS (FAQ)**

Questions that appear on the PC FAQ serve as a policy clarification by BMS.
The next Policy Manual update will reflect the clarifications for which BMS has responded.

FAQ	DATE	TOPIC	QUESTION	RESPONSE
11	2/11/2026	EVV	Our agency has a member who lives in a very rural area with no internet or landline service. Does a FOB device work if there is no internet connection?	The FOB does not require a landline or internet connection to function. It is recommend that the DCW use the mobile app to clock in and out, as this is typically the most efficient option. Once the worker is in an area with internet, it will upload the data into the system.
10	11/12/2025	General	Is a parent/legal guardian required to be present when a PC DCW is providing Services?	No, they are not required to be present, but a DCW cannot do any tube feedings, medication administration, etc. as outlined in policy, and they cannot be responsible for any other minor children in the home.
9	11/12/2025	General	Our agency received a transfer, but we cannot do the home visit to complete the Initial PC Member Assessment and Plan of Care for approximately two-weeks due to unavailability of the member. Will we be penalized for this?	Per Section 517.26, Transfer to Different Agency the Receiving Provider Agency Responsibilities are to "Complete member assessment and develop the PC POC within seven business days and upload into the UMC web portal." If the agency is unable to do this, be sure the reason is documented well why. If the agency is unable to get the assessment and POC developed within 14 business days they should contact the OA for further guidance.
8	8/13/2025	General	Can Providers hire CNA's to work as Direct Care Workers?	A certified nursing assistant (CNA) or licensed practical nurse (LPN) able to provide documentation of current certification, can be hired with their CNA/LPN credentials once they have completed First Aid/CPR training, member specific needs, member handbook, required PC training and specific agency policies trainings. After the initial hire, the CNA /LPN would be required to provide documentation of continued certification/licensure and then would only be required to take the remaining annual DCW related trainings. CNA/LPNs serving in the capacity of a DCW cannot provide any skilled nursing care or any formal assessments.
7	8/13/2025	Training	Are providers still required to use the state's Continuing Certification System to track employee training and certifications?	No. After the July 31, 2025 reporting deadline, providers are no longer required to use the Continuing Certification System. Employee reviews will be based on those PAs and DCWs who provided services to the representative sample of members chosens for review.
6	06/26/25	General	Can a provider agency refuse to accept a child for PC services?	Yes.
5	6/26/2025	General	A member is going out of the county for appointments and will be gone for three days. The PC worker is the grandmother and she will be going with the family to assist with the member. Can she still clock in/out for regular shifts as she will be assisting the member?	If it is not a county their CON covers, she cannot bill for PC services while in that county.

4	6/13/2025	Billable Services	Can a DCW bill for taking a member to a funeral?	No. An agency cannot bill Medicaid for a DCW's time for taking a member to a funeral.
3	5/14/2025	Forms	The current PC policy manual does not have anything about an agency using a Responsibility Agreement with a member. Can we?	Even though the current policy manual does not discuss the use of one, it does not mean an agency cannot use one. BMS has developed and provided a template that can be used with PC Program members. This has been included in the DRAFT PC Policy Manual. You may begin using it now.
2	5/14/2025	Forms	Can a DCW backdate a worksheet to the beginning of the month, if the plan of care was not completed by the first of the month?	Yes. As long as the plan of care is completed within the month it is due, it covers the entire month.
1	4/3/2025	Forms	Are providers still required to use the WV Home and Community-Based Waiver Notification of Death forms dated May 1, 2023?	No. When Providers complete an incident for a death correctly in Atrezzo the NOD form is created by the IMS in the Incident Case. You may print the NOD form from Atrezzo and submit it to BoSS with your Request for Closure form. You are still required to upload the NOD into CareConnection.