

PROVIDER UPDATE

July 31, 2020

Personal Care Services and COVID-19 Update

During this time of crisis, we would like to help you continue services for your beneficiaries. We will need you to continue to submit your requests as normal, so that we can process them according to our directives from DHS, and so Optum can perform their assessments in a timely manner. Please see below for some helpful information for PCS and COVID-19.

- If your PA expires when you are still providing services, we will need you to submit a new PA request so we may determine whether services will be certified (according to the DHS directive during the COVID-19 crisis).
- Regardless of whether the PA is being requested for a continuing or new beneficiary or for a provider change, we will still need the DMS-618.
- **If the beneficiary is new to PCS and/or new to the provider, a beneficiary signature is required on the DMS-618 in order for us to process your request.**
- If this PA is a continuation of existing services, COVID-19 suspensions allow for the previous DMS618 to be submitted, or the DMS-618 may be submitted without the beneficiary signature. Currently, PAs using previous or unsigned DMS-618s are receiving determinations through the end of 2020.
- If you have submitted a new PA, and are waiting on an Independent Assessment from Optum, you can request a temporary extension on your new PA by submitting a help ticket. In this ticket, please state the PA or case number and that you need an extension due to the delay in an Optum Assessment.

CONTACT US:

If you have any questions or need additional information, please contact our Intake/Customer Support Helpline at **888-660-3831**. or you can email Provider Relations at Ar.pr@eqhs.com