

Frequently Asked Questions About PCA's

What are Personal Care Services?

Personal Care Services are covered, medically necessary, physician-ordered services provided by a Personal Care Attendant (PCA) under the direction of a Registered Nurse or qualified professional.

For more information about PCA services, please visit the Department of Human Services website:

www.dhs.state.mn.us/Contcare/disability/PCA.htm

What is a Personal Care Provider Agency?

A Personal Care Provider is an Agency that has signed a provider agreement with the Department of Human Services to provide personal care services.

Can I use PCA services if I am also using other services?

Yes. PCA services are separate from other programs and services you may be using.

For more information regarding PCA services, please visit the DHS website at:

http://www.dhs.state.mn.us/main/groups/disabilities/documents/pub/dhs_id_003867.hcsp

What services are covered by Personal Care Assistance?

- Activities of daily living (eating, toileting, grooming, dressing, bathing, transferring, mobility, and positioning).
- Instrumental activities of daily living (meal planning and preparation, managing finances, shopping for food, communication by telephone or other media, getting around and participating in the community).
- Health related functions through hands-on assistance, supervision, and cueing.
- Redirection and intervention for behavior including observation and monitoring.

For more information about PCA services, please visit the DHS website at:

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What services are NOT covered by Personal Care Assistance?

- PCA services not ordered by the recipient's physician
- Services not specified in the service plan developed by the county Public Health Nurse
- Services that are not supervised by a licensed qualified professional
- Services provided by the recipient's spouse, legal guardian, or by the parent of a recipient under the age of 18

- Services provided by a foster care provider of a recipient who cannot direct his/her own care (unless monitored by a county or state case manager)
- Services provided by the residential or program license holder in a residence for greater than four persons
- Services that are the responsibility of a residential or program license holder under the terms of a service agreement and administrative rules
- Any sterile injections
- Injections of fluids into the veins, muscles, or skin
- Services provided by parents of adult recipients, adult children or adult siblings of the recipient unless these relatives meet one of the hardship criteria and the Department of Human Services approves the Hardship Waiver Request (ask your provider about this)
- Homemaker services that are not incidental to covered personal care services
- Home maintenance or chore services
- Services that are not covered PCA services
- Services that have not been prior authorized by the Department of Human Services
- Transportation of the recipient by the PCA, other than transport needed to accompany the recipient to a medical appointment
- Services provided and billed by a provider who is not enrolled to provide PCA services

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How do I know if Student Experience would be a good fit for my PCA needs?

We only provide services to clients who are on Medical Assistance. Because our mission is to better prepare students for the transition from the academic world to their chosen career, we must consider whether each client's care would be a good learning challenge for a student PCA. A person who needs strictly babysitting is not a good match for our company. At the same time, a person who needs overnight care or very skilled training will not be a good match for our students either.

We have also found that we are better able to provide consistent, quality care for those clients who live in a 20-minute driving range of a college campus. The colleges in the Twin Cities where we currently recruit are: St. Thomas, Bethel, St. Kate's, and the University of Minnesota. In the Duluth area, the majority of our students come from University of Minnesota - Duluth, St. Scholastica and Superior College.

What kinds of students can I expect to encounter through Student Experience?

Student Experience uses a proven, three step screening process to identify students' skills and capabilities. We look for students who are responsible, mature, and have a strong willingness to learn. Because we ask students to make a year-long commitment, most of our candidates are first year, sophomores and juniors.

In our Home Care sector, Student Experience attracts Twin Cities and Duluth-area undergraduates with an

interest in the health sciences, behavioral sciences and natural sciences who want a "hands-on" experience. Since many professional and graduate programs in these fields require health care experience, an opportunity through our organization is a perfect way to gain that exposure. Our home care clients consistently remark on the students' enthusiasm and dedication to their work.

Why do college students make good PCAs?

- Their flexible schedules mean they are often available when clients need assistance the most--during evening and weekend hours.
- Students are invested in the work not just as a job, but as a learning experience. They bring an enthusiasm to their work, because the experience will help them achieve their long term goals.
- Students are asked to commit to working for an academic year, which means that they will provide consistency in care