



February 28, 2024

Re: Changes to Empower Healthcare's Personal Care Services Policy

Providers,

Empower Healthcare Solutions has updated the policy for Personal Care Services. **The changes will be effective 04/01/2024.**

Updates include:

- Physician's prescription, referral, or signature of PCP on DMS-618 required.
- Medical necessity must be demonstrated, and the dependency or need cannot be attributed to normal age-appropriate activities of daily living regarding children under the age of 18.
- Direct care must be provided, not just oversight, cuing, or supervision (unless documentation indicates those services are needed to prevent harm to the member).
- Services may not be provided by members of the member's family or household, (including a spouse, a minor's parent, stepparent, foster parent or anyone acting as a minor's parent, legal guardian of the person) and must meet the standards for personal care set by the Arkansas Department of Human Services Medicaid Personal Services Provider Manual.
- PCS are not intended to replace the parent, meet childcare needs or to replace age-appropriate ADL deficiencies in the absence of the parent.

For questions, please contact Empower Provider Relations
empowerhealthcaresolutionspr@empowerarkansas.com.

Thank you,

Empower Healthcare Solutions