**Personal Care Assistance Services Process**

PCA service requests, reviews, and determinations are conducted by UCare; with the exception of UCare Connect, which is managed at the county level.

These services include:
- Change of provider agency
- Temporary start of services
- Temporary increase of services

An independent assessment is required to begin PCA services for a UCare member; this includes initial as well as annual assessments.

*Requests for copies of the previous or most recent PCA assessments can be made via the “Care Coordinator UR Communication Form”.*

If a MSHO/MSC+ member is open to a CADI waiver, the UCare assigned case manager is required to coordinate the PCA assessment by contacting UCare directly.

If a County CADI case manager wishes to conduct the PCA assessment, they are required to contact UCare to obtain authorization for the assessment prior to the scheduled assessment.

UCare determinations of PCA services, is communicated to both Internal as well as delegated Case Managers via the daily secured FTP report.

To ensure the determination is communicated with potential CADI case managers, a copy of the DHS-5841 (Managed Care Organization/County/Tribal Agency Communication Form Recommendation for State Plan Home Care Services) is requested to be completed and sent by the assigned MSHO/MSC+ case manager.

Questions or concerns regarding the determination of PCA services should be directed to the UCare Intake Authorization team.

For further information on the PCA authorization process, please review chapter 8 of the UCare homecare chapter found [here](#).