

New Enrollee With PCA

Note: If member is working with an out of network PCA provider, provide member with a list of HealthPartners in-network providers. If member prefers to stay with current (out of network PCA provider) communicate the reason why to HealthPartners liaison @ hp_mshomsc_cc@HealthPartners.Com and inform provider they will need to pursue becoming an in-network provider.
Note: Out of network providers are authorized for a maximum of 120 days

Receive new enrollee with PCA services in place

Is the previous PCA authorization ending within the next 60 days?

No

Contact the PCA provider and inform them of the change in health plan and request they contact HealthPartners QUI department @ 952-883-6333 or Fax @ 952-883-5700 for ongoing authorization. Request copy of PCA assessment from the PCA agency and note authorization period and units authorized. Retain assessment in members chart.

Yes

Complete LTCC and PCA Legacy tool within 30 days of enrollment

All required transfer paperwork received?

No

Complete LTCC and PCA within 30 days of enrollment.

Will there be a reduction in units?

No

- Mail PCA
- (If completing include an extra
- Fax MD C
- Email PC medicalpolicy

- BS CC to:
- Mail PCA assess to member,
 - Fax MD Comm form to PCP,
 - Email PCA assessment to medicalpolicy@healthpartners.com

Auth dates will be for 1 year and align with next HRA date

Yes

Complete IHRA per requirements within 30 days of enrollment. Keep on original assessment schedule.

Complete all elements of the assessment according to rate cell. Do not the PCA assessment at this time. Continue current hours until next assessment is due.

PCA assessments must be sent to the member within 10 days of assessment.

- BS CC to:
Mail PCA assess to member
completing a remote assessment,
include an extra copy of the signature
page)
Fax MD Comm form to PCP
Email PCA assessment to
calpolicy@healthpartners.com

Auth dates will
be for 1 year
and align with
next HRA date

ell. Do not process
until next PCA