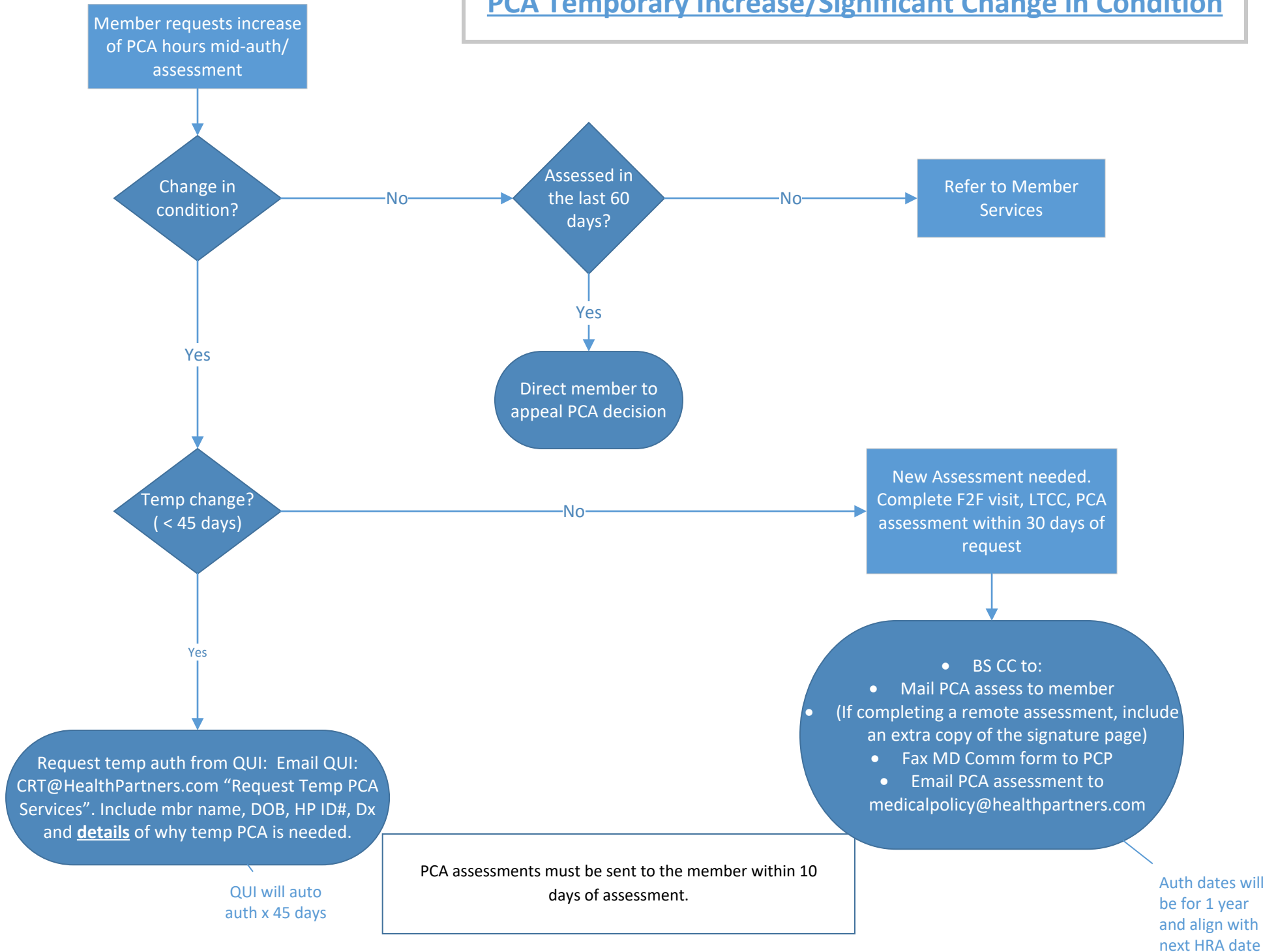


PCA Temporary Increase/Significant Change in Condition



Member requests increase of PCA hours mid-auth/assessment

Change in condition?

No

Assessed in the last 60 days?

No

Refer to Member Services

Yes

Direct member to appeal PCA decision

Yes

Temp change? (< 45 days)

No

New Assessment needed. Complete F2F visit, LTCC, PCA assessment within 30 days of request

Yes

Request temp auth from QUI: Email QUI: CRT@HealthPartners.com "Request Temp PCA Services". Include mbr name, DOB, HP ID#, Dx and **details** of why temp PCA is needed.

QUI will auto auth x 45 days

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

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

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