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REVIEW OF SERVICE PLANS SPECIFIC TO PCA (Personal Care Assistance) AUDIT ANALYSIS POLICY STATEMENT

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A **SERVICE PLAN** ~ or **SP** ~ forms the basis of understanding between consumers, providers, and the state in regard to Personal Care Services. Foremost, it represents the clinical overview and access to specific services of a person deemed eligible to participate in the PCA Program managed under the auspices of DSDS.

It establishes the scope, frequency and duration of services to be provided to a consumer by authorized providers. It solidifies the understanding between the provider and the state regarding reimbursement of services rendered to the consumer. Services are prior authorized on an annual basis or within the SP “plan year” if a modification (amendment) is approved.

Audit reviews should encompass analysis of services and costs and not focus strictly on the assumed schedule of services as reflected in the SP breakdown. It is acceptable to clearly document a reallocation of service units to address changing consumer need or availability provided the regulatory and prior authorization of those units are not exceeded. This “flexibility” in the provision of care does not remove the requirements related to provider documentation maintained to support billing events nor alter the requirement that all services must be in compliance with all relevant regulations.

The SP is an integral part of DSDS Quality Assurance reviews. Audits conducted by the Department will utilize the SP to evaluate reimbursable services. These reviews and audits will analyze the SP schedule understanding that weekly and monthly service schedules may be interpreted as flexible where necessary. Providers need to ensure DSDS that the SP is accurate to the extent possible and seek amendment or modifications as appropriate to a SP that no longer reflects actual consumer needs.

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DSDS Director