

Personal Care Option (PCO) Program



TIP SHEET

What is the Personal Care Option (PCO) Program?

The Medicaid PCO program is designed to permit a person to live in his or her home rather than a nursing facility, and to maintain or increase personal independence. Personal Care attendants provide a range of services to individuals who need help with activities of daily living because of a disability or functional limitations.

Who is eligible for PCO?

The PCO program is available to qualified individuals 21 years of age or older who are eligible for full Medicaid coverage, and meet the requirements for medical necessity. A Third-Party Assessor does an assessment to determine if a consumer qualifies to receive PCO services.

Why is it called the *Personal Care Option* Program?

Consumers have the option of two different service models:

Consumer-Directed: This model is ideal for consumers who want and are able to direct their own care. A consumer advertises if necessary, and interviews and selects attendants, supervises the attendant and fires the attendant if necessary. A PCO agency helps the consumer with business related responsibilities, such as taxes and payroll according to program regulation.

Consumer-Delegated: This model is ideal for consumers who do not want to or are not able to direct their own care. A PCO agency recruits, interviews, hires, trains, supervises and pays attendants according to program regulation.

In both options, consumers may select the attendant (who can be a family member, except for a spouse), and must work with an approved PCO agency.

Please note: All attendants must be eighteen years of age or older and pass a nationwide caregivers' criminal history screening.

Some PCO agencies offer both options, while others specialize in only one. Ask the agency which option they provide. Details on the program and a state list of approved PCO agencies can be obtained by calling 1-866-451-2901 or found at

www.nmaging.state.nm/PCO_program.html

To Apply for PCO Services

Medicaid State Plan services for PCO consumers are administered through the Coordination of Long Term Services (CoLTS) program. The Managed Care Organizations (MCOs) for CoLTS are Evercare and AMERIGROUP.

- If you **ARE NOT** currently enrolled with either AMERIGROUP or Evercare and are NOT receiving PCO services but would like to be assessed for your eligibility for PCO services, please contact Molina Health Care at 505-348-0311 or toll free at 1-866-916-3250.
- If you **ARE** currently enrolled in AMERIGROUP, are NOT receiving PCO services and would like to apply and be assessed for your eligibility for PCO services, please contact AMERIGROUP at 1-877-269-5660.
- If you **ARE** currently enrolled in Evercare, are NOT receiving PCO services and would like to apply and be assessed for your eligibility for this Program, please contact Evercare at 1-877-236-0826.

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The PCO Program offers assistance with:

- Self-administered medication
- Bowel and bladder services
- Cognitive assistance
- Eating
- Household services
- Hygiene, grooming, bathing
- Meal preparation
- Minor maintenance of assistive devices
- Skin care
- Support services

The PCO Program
1-866-451-2901

The Aging and
Disability Resource
Center
1-800-432-2080

Molina Health Care
1-866-916-3250
505-348-0311

AMERIGROUP
1-877-269-5660

Evercare
1-877-236-0826