




**DELAWARE HEALTH AND  
SOCIAL SERVICES**

Division of Services for Aging and  
Adults with Physical Disabilities

**Personal Care  
Service Specifications**

**Revision Table**

<b>Revision Date</b>	<b>Sections Revised</b>	<b>Description</b>
7/23/2018		Revised for the 2019 contract

	<p style="text-align: center;"><b>DELAWARE HEALTH AND SOCIAL SERVICES</b></p> <p style="text-align: center;">Division of Services for Aging and Adults with Physical Disabilities</p>	<p style="text-align: center;"><b>Personal Care Service Specifications</b></p>
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**1.0 SERVICE DEFINITION**

- 1.1 Personal care is a service provided to older persons and adults with physical disabilities who need help in carrying out activities of daily living (ADL's) or instrumental activities of daily living (IADL's). Specific supports may include assistance with a range of activities such as bathing, dressing, personal hygiene, meal preparation, shopping, housekeeping, or other related services specified in an individual's plan of care.

**2.0 SERVICE UNIT**

- 2.1 The unit of service for personal care is one hour.  
 2.2 The minimum billing unit is one quarter (.25) hour.  
 2.3 Time spent preparing for a visit and travel to and from a visit may not be billed.  
 2.4 The provider is permitted to bill for one (1) hour of service when unable to gain access, however billing for lack of access more than three (3) times per year is not permitted.

**3.0 SERVICE AREA**

- 3.1 Personal care is available to all eligible residents of the State of Delaware.  
 3.2 Providers of personal care are permitted to apply for sub-areas of service within the state.

**4.0 SERVICE LOCATION**

- 4.1 Personal care may not be provided in a long term care facility.

**5.0 ELIGIBILITY**

- 5.1 The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) staff will determine participant eligibility for Personal Care service and authorize participant service hours.

**6.0 SERVICE STANDARDS**

- 6.1 The provider must comply with all Federal, State, and local rules, regulations and laws applicable to the provision of the service.  
 6.2 Eligible personal care providers include:  
 6.2.1 Home health agencies licensed by the State of Delaware  
 6.2.2 Personal assistance services agencies licensed by the State of Delaware  
 6.3 The provider must develop and maintain policies and procedures for the delivery of personal care services.  
 6.4 DSAAPD authorizes the number of service hours a participant will receive.  
 6.4.1 All personal care services must be prior-authorized by DSAAPD.  
 6.4.2 DSAAPD may establish service caps based on available funds.  
 6.4.3 DSAAPD may authorize service hours above established caps in cases of emergency or extreme need.  
 6.5 The provider is responsible for conducting an initial in-home visit and developing a detailed care plan for each participant.  
 6.6 The provider must complete the assessment and care plan within five (5) working days of the referral.  
 6.7 The provider must start services within ten (10) days of the DSAAPD referral.



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- 6.7.1 If the provider does not start services within ten (10) working days of referral the provider must notify DSAAPD regarding the reason for delay.
- 6.8 The provider must re-assess a participant in accordance with state regulations.
- 6.9 The provider must maintain a current care plan in the participant's home.
- 6.10 The provider must make every effort to furnish personal care at times/days agreed upon with the participant.
- 6.11 The provider must report to DSAAPD any changes to a participant's care plan prior to implementation, including proposed modification of authorized hours.
- 6.12 The provider must notify the participant of any change in schedule, or interruption of service.
- 6.13 The provider must notify DSAAPD within two (2) working days of any interruption in service.
- 6.14 The provider must notify DSAAPD within two (2) working days upon occurrence of any of the following events:
  - 6.14.1 Participant is hospitalized or institutionalized
  - 6.14.2 Participant is placed on skilled care
  - 6.14.3 Participant is receiving personal care or a similar service from another funding source (e.g., Medicare, hospice)
  - 6.14.4 Participant changes address
  - 6.14.5 Participant expires
  - 6.14.6 Participant refuses services
- 6.15 The provider must ensure access to authorized representatives of Delaware Health and Social Services and/or DSAAPD to the participant's case files and medical records.
- 6.16 The provider must maintain the participant's right of privacy and confidentiality.
- 6.17 The provider must comply with DSAAPD quality assurance initiatives related to this program.
- 6.18 The provider must notify DSAAPD of problems which threaten participant service.
- 6.19 The provider must notify DSAAPD and the participant in writing two (2) weeks prior to termination of services to any one (1) participant.
  - 6.19.1 The notification must include reasons for the termination and steps taken by the provider to resolve the issues.
  - 6.19.2 The notification must include the proposed plan of care that will be provided during the two week period.
- 6.20 The provider must give DSAAPD thirty (30) days written notice if terminating five (5) or more participants at a given time.
  - 6.20.1 The notice must include the proposed plan of care that will be provided to the participants during the thirty (30) day period.
- 6.21 The following services are allowable:
  - 6.21.1 Bathing
  - 6.21.2 Dressing
  - 6.21.3 Personal hygiene
  - 6.21.4 Transferring
  - 6.21.5 Toileting
  - 6.21.6 Feeding
  - 6.21.7 Mobility assistance
  - 6.21.8 Skin care
  - 6.21.9 Supervision



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- 6.21.10 Household cleaning
- 6.21.11 Laundry
- 6.21.12 Washing dishes
- 6.21.13 Making beds and changing linens
- 6.21.14 Shopping for household items
- 6.21.15 Performing errands
- 6.21.16 Preparing meals
- 6.21.17 Escorting to a physician's office or other medical facility
- 6.21.18 Assistance with other identified ADL/IADL-related support needs

**7.0 INVOICING REQUIREMENTS**

- 7.1 The provider will invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy Log Number X-Q, Invoicing, utilizing the DSAAPD provided Invoicing Workbook for Personal Care service (IW-PC-SSBG & IW-PC-Title III).
- 7.2 The provider will enter service hours for each invoice period via Provider Direct and initiate Activities and Referrals to correct any SAMS Roster discrepancies. When directed, the SAMS Roster will be used as the basis for invoicing.

**8.0 PROGRAM INCOME**

- 8.1 DSAAPD staff will inform care recipients, family members, and/or caregivers of the cost of providing Personal Care service and will offer them the opportunity to make voluntary contributions to help defray the cost, thereby making additional service available to others.
- 8.2 Providers must have procedures in place to:
  - 8.2.1 Protect privacy and confidentiality with respect to contributions.
  - 8.2.2 Safeguard and account for all contributions.
  - 8.2.3 Use the contributions to expand services.
- 8.3 No eligible participant will be denied service because of his/her inability or failure to make a contribution.