



Frequently Asked Questions (FAQs)
PCS Provider Webinar June 26, 2025

Q. Could you clarify the number of hours one can receive for Personal Care Services (PCS)?

A. NC Medicaid beneficiaries who are 18 and older may receive up to 80 PCS hours per month and may qualify for additional hours with Session Law 2013-306 if they meet certain criteria. Beneficiaries under the age of 18 may get up to 60 PCS hours per month.

Q. How long does it generally take to receive a response if someone already has a Referral Screening Verification Process (RSVP) number?

A. If you communicate by email to obtain a prior RSVP number, a response will be provided within three business days or less.

Q. What type of license is required to provide Transitions to Community Living (TCL)?

A. No license is required to perform TCL. TCL is a settlement agreement between NCD and USDOJ. For more information about the In-Reach and Transition Staffing Requirements please see the TCL In-Reach, Transition, and Diversion Manual (pgs. 5 and 18)
<https://www.ncdhhs.gov/tcl-manual-ir-transition-and-diversionrev-march-2025finalpdf>