



# Front Porch Chat: Personal Care Services

---

November 20, 2025



# Housekeeping

---

- Intended Audience: Personal Care Services (PCS) Medicaid Beneficiaries
- Today's Presentation will be 30 minutes
- Q&A: Will be 15 minutes at the end of the presentation
  - This portion of the webinar is for your questions
  - Questions can be entered at any time in the Q&A chat
- There will be a survey at the end of this presentation for you to answer
- A recording of today's presentation and the PowerPoint will be posted on the NCLIFTSS (Linking Individuals and Families to Long-term Services and Supports) Website hosted by Acentra Health



# Topics for Discussion

---

- Telephonic Assessment
- Monthly Hours Awarded
- Unable To Contact (UTC)
- When a New Assessment is Needed
- Q&A Session

Today's Presenter:

Penny Paul, RN, PCS Program Manager for NCLIFTSS



# Telephonic Assessment



# Telephonic Assessment Process

- All assessments usually happen in person. This means a nurse from NCLIFTSS will come to your home to do the assessment.
  - Sometimes, the state may allow a phone assessment instead. This can happen if there is an emergency, like bad weather, that makes it unsafe for the nurse to travel to you.
  - Your safety and the nurse's safety are very important to us.
  - Phone assessments are not for convenience. They must be approved by NC Medicaid.



# Telephonic Assessment Process

---

- If a phone assessment is approved, an NCLIFTSS nurse will call you or your health care person of contact, to complete it.
- You can have anyone you want with you to help during the call.
- During the call, you will need to describe how you do your daily activities instead of showing them. Please explain step by step so we understand your needs clearly.
- If the phone assessment results in fewer hours or a denial, our team will contact you and schedule an in-person visit within 5 days.
- Our goal is to be fair, and thorough, when deciding your personal care services.





# Telephonic Assessment Process

## **If You Get a Denial or Fewer Hours After a Phone Assessment**

- If your phone assessment results in fewer care hours or a denial, NCLIFTSS will not use that assessment. Instead, we will schedule an in-person assessment.
- We have 5 days to reschedule and complete this in-person assessment.
- A nurse will come to your home to see you in person. This helps us understand your needs better because we can watch you do your daily activities instead of just hearing about them.



# Monthly Hours Awarded





# Monthly Hours Awarded

You can get hours each month if you meet the guidelines.

- A nurse from NCLIFTSS will come to your home to do an assessment.
- The nurse will ask you to show how you do daily activities like bathing, dressing, moving around, using the bathroom, and eating.
- Doing these activities the best you can helps the nurse understand your needs.
- After the nurse sends the assessment, the system will decide your hours, if you qualify.



# Monthly Hours Awarded

---

- You will get a letter in the mail about 14 days after the nurse completed your assessment.
  - The letter will tell you if you qualify and how many hours you get each month.
- Your provider will split your monthly hours into daily hours based on the days you asked for help.
- Hours cannot be doubled on another day.
  - Example: If you get help 7 days a week and miss one day, the aide cannot make up those hours later.
  - But if you get help 5 days a week and miss one day, the aide can make up those hours on one of the 2 days you normally don't get help.



# Monthly Hours Awarded

## Things to Remember

- Any changes to your schedule must be written down to explain why.
- If you have an appointment during your normal care time, the aide can work your hours later that same day.
- The nurse does not decide your hours or if you qualify.



# Unable to Contact



# Unable to Contact (UTC)

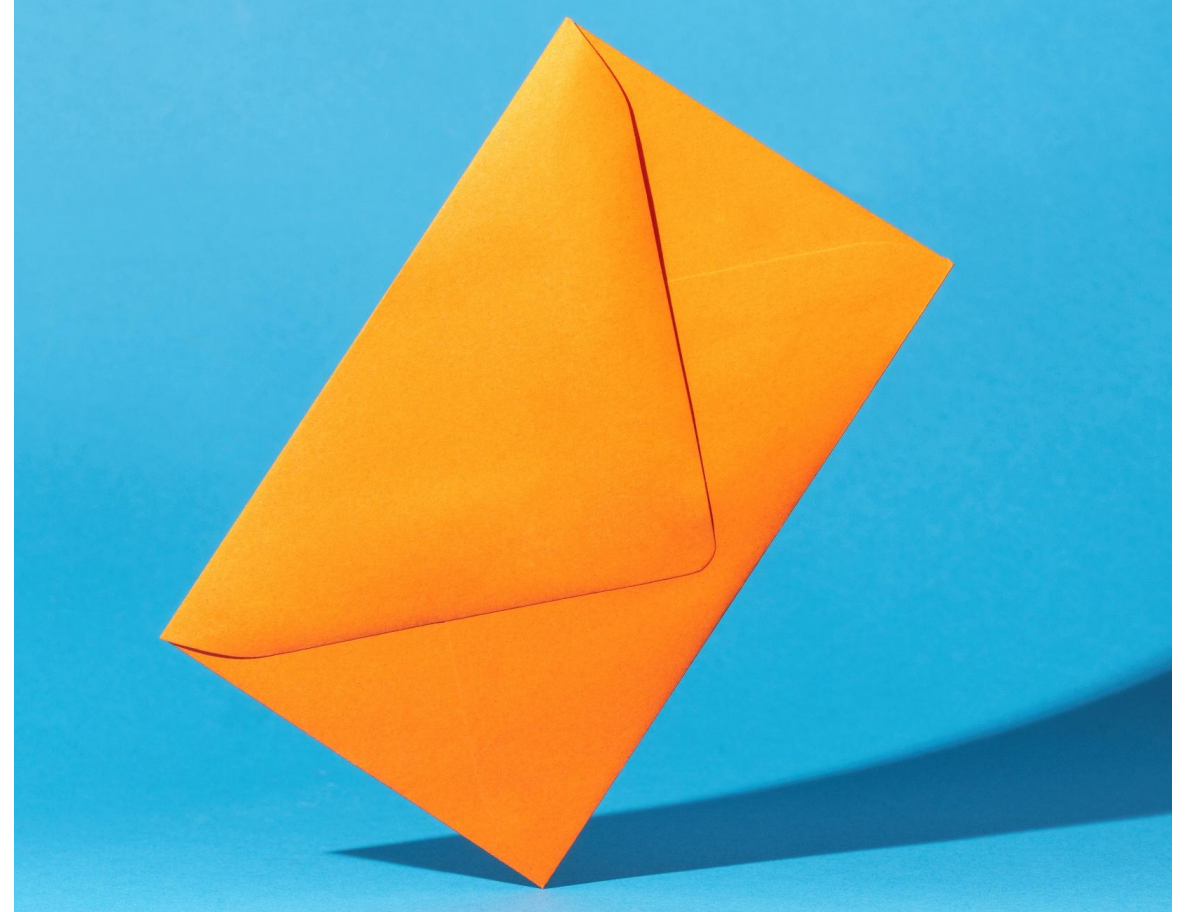
- UTC means Unable to Contact
- To get PCS services and keep them, you must have an initial assessment, and then one every year (every 365 days).
- The NCLIFTSS scheduling team will call you using the phone numbers we have.
- We will try 3 times to reach you to set up your assessment.
- If we cannot reach you, we will mail a notice called a Technical Denial – Unable to Contact (UTC). You will have 10 business days to contact us.





# Unable to Contact (UTC)

- If you get this notice called a Technical Denial, you have the right to ask for mediation and an appeal.
- This means you can talk to the mediation and appeals team, and they will usually help schedule your assessment.
- Your services will stop during this process, so it's very important to answer or return calls from NCLIFTSS to avoid service interruptions.
- You can keep track of your yearly assessment by asking your in-home provider - they know when it's due.
- You can also call NCLIFTSS yourself to schedule your annual assessment.
  - Phone Number: 1-919-568-1717 or 1-833-522-5429



# **When a New Assessment is Needed**





# When a new assessment is needed

- To start PCS services, you first need to have an assessment done before joining the program.
- After you are approved, you must have an assessment every year (every 365 days).
- If you do not have your assessment within 30 days after your authorization ends, your services will stop until you complete another assessment.



Note: Providers cannot get paid for services before or after the approved time.



# When a new assessment is needed

- You can ask for another assessment anytime during the year if your health, caregiver, or living situation changes and affects your daily activities.
- These are called change of status assessments (medical or non-medical).
- If you have a mediation or appeal, you may need another assessment by a different nurse. This happens if the nurse at mediation cannot get a clear picture of your needs.



# Question & Answer

---



# Next Front Porch Chat

- Our next Front Porch Chat for Personal Care Services will be **Feb. 19, 2026**, at 11:30 a.m.



# NCLIFTSS Contact Information

- Email Address: [NCLIFTSS@acentra.com](mailto:NCLIFTSS@acentra.com)
- Phone Number: 1-919-568-1717 or 1-833-522-5429
- PCS Fax Number: 1-833-521-2626
- Website: [ncliftss.acentra.com](http://ncliftss.acentra.com)



Acentra

HEALTH

Accelerating  
Better Outcomes