

Personal Care Services (PCS) Front Porch Chat at FAQ's
November 20, 2025

Q. What is the process for a PCS beneficiary to appeal a reduction in service hours after an in-person assessment?

A. Upon receiving the results of the assessment, the beneficiary will be notified via mail detailing the reduced service hours. If hours were decreased, the letter will include an appeal form. To file an appeal, complete the form and follow the and follow the instructions provided for returning it.