

Frequently Asked Questions (FAQs)

Personal Care Services (PCS) Provider Webinar October 23, 2025

Q. Is the NC Medicaid 3085 form uploaded to QiRePort?

A. Yes. The NC Medicaid 3085 form is uploaded one time to QiRePort along with the training curriculum used to satisfy this requirement of additional training in caring for individuals who have a degenerative disease characterized by irreversible memory dysfunction that attacks the brain and results in impaired memory, thinking, and behavior, including gradual memory loss, impaired judgment, disorientation, personality change, difficulty learning, and the loss of language skills

For assistance with this upload please reach out to:

Call 888-705-0970

VieBridge Support Center

Email: support@QiRePort.net

Q. Is there still a 7-day grace period on the 90-day RN Nurse Supervisor Visit?

A. Yes. A 7-calendar day grace period is allowed.

Q. Where in 3L Policy does it specify that the time the Supervisory RN visit starts and finishes must be recorded?

A. This information is specified in section 7.10 b 9 of Clinical Coverage policy (CCP) 3L. It states, "Document all components of the supervisory visits: the date, arrival and departure time, purpose of visit, findings and supervisor's signature".

Q. Are there any plans to submit these documents electronically as opposed to faxing documents?

A. Yes. We are planning to have these forms sent through QiRePort Provider Interface; however, and implementation date has not been confirmed. Communications will be sent out via Medicaid Bulletin, QiRePort, NCTracks and NCLIFTSS webpage prior to implementation. The proposed date for this change is the middle of 2026.

Q. Where are the 6 months or "80-hour PCS Skills training" requirement found in clinical policy?

A. The information to satisfy this requirement can be found in CCP 3L section 7.10 C, refer to -10A NCAC 13F, 10A NCAC 13G and 10A NCAC 27G.

Q. Can you supply examples of compliant and non-compliant documentation of aide training, specifically accidents and incidents?

A. No. NC Medicaid does not provide any standard documentation training forms. Each provider develops their own documents that must contain all elements required in CCP 3L and 3L- 1.

Q. Does the six-month window for the 80-hour training only apply to assisted living? Or does that apply to home care as well?

A. No. Home Care regulations only require the aide to go through a skill verification for ADL's prior to being assigned client care task.

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Q. Do these changes also pertain to non-medical companion companies?

A. Yes. All compliance documentation and training required apply to any provider that renders State Plan Personal Care Services.

Q. How are we supposed to verify that a care giver is not a relative who must not give care? Do we pull genealogy records?

A. It is the responsibility of the Agency to establish a policy for checking and detailing how they will exercise due diligence in vetting aides, to ensure that the agency is compliant and that the guidelines in Clinical Coverage Policy 3L and 3L-1 are followed.

Q. We are getting calls from Beneficiaries wanting to know why their family can't provide their PCS like CAP Beneficiaries. We tell them to call the STATE. Will this ever change?

A. The Center for Medicaid and Medicare Services (CMS) does not permit consumer direction for state plan services. Consumer direction is only permitted under waiver authority. For additional information: <https://www.medicaid.gov/medicaid/long-term-services-supports/self-directed-services>. NC Medicaid does not have plans to move the current state plan personal care services to a waiver.

Q. Do all the managed care Medicaid companies have ways to upload or require the same 3085 and 3136?

A. You will need to reach out directly to each Managed Care plan for their requirements for that information.

Q. Should the electronically generated task sheets have the aide's full name or are initials sufficient?

A. Yes. It must have their full name.

Q. Where do we get the NC Medicaid 3136 and NC Medicaid 3085 forms?

A. All forms and instructions can be found:

NCLIFTSS website: [Resources for Personal Care Services - North Carolina LIFTSS](#)

PCS website: [Adult Care Home and Personal Care Services Forms | NC Medicaid](#)

Q. For supervisory visits, is it every 90 days to the day or can it be every 4 months?

A. The In- Home PCS provider shall ensure that a qualified RN Nurse Supervisor conducts an RN Supervisory visit to each beneficiary's primary private residence location every 90 calendar days.

Q. PCS Care Skills Test or Training Checklist, will the LHPS checkoff's signed by RN work for this?

A. No. This is an additional form provided by the Division of Health Services Regulation (DHSR) for facilities and it does not encompass all information required in Clinical Coverage Policy 3L-1.

Q. How many hours of in-service training are required for home aides?

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A. State Plan PCS requires 80- hours training in Skilled PCS training for all aides in Congregate Care settings and requires all In- Home Care aides to go through a skill verification for ADLs prior to being assigned client care task along with any training identified in CCP 3L and 3L-1 as well as any identified in DHSR guidelines.

Q. Can a family member be a care giver if they are not the legal guardian and do not live in the home?

A. No. This is not permitted as per CCP 3L and 3L-1. As per Policy 3L and 3L-1, 4.2.1, Medicaid shall not cover Personal Care Services when the PCS is performed by an individual who is the beneficiary's legally responsible person, spouse, child, parent, sibling, grandparent, grandchild or equivalent step or in-law relationship to the beneficiary.

Q. Does all Aides need to be PCA certified?

A. No. The skill level of the aide would depend on the level of care required for the beneficiary(s) that the aide is providing services for.

Q. Is the LHPS DHSR form sufficient for personal care skills?

A. No. This is an additional form provided by DHSR for facilities. It does not satisfy the requirements for PCS as it does not encompass all requirements.

Q. If the PCS aide is a CNA would the 80-hour skills training still be required?

A. If an Aide is a Certified Nursing Assistant (CNA) with an active license which exceeds the training requirements of a PCA and can provide proof of credentials, this will satisfy that requirement.

Q. How many hours a day in one home can PCAs work versus CNAs a day under personal care.

A. The hours worked per day for a PCA, or a CNA, are determined by the beneficiaries' service plan which must be followed.

Q. Is there a way providers could request technical assistance to make sure their forms and process meet standards?

A. Yes. The Personal Care Services Unit does not approve or provide standard forms for providers. However, we will provide guidance as to where to locate the elements that need to be included in the forms pertaining to CCP 3L and 3L-1. If you have further questions, you can reach us by email.

PCS Email: PCS_Program_Questions@dhhs.nc.gov

Q. Do you have a form that is acceptable for the basic training for basic ADLs?

A. No. NC Medicaid does not have a standard form with this information. If you have a form or are creating a form, be sure that it contains all required elements listed in CCP 3L and 3L-1.

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Q. I have 2 beneficiaries currently that receive 80hrs a piece. Will I need to submit the 3136 and 3085 forms?

A. If a provider serves a beneficiary that receives 80 hours or less, then the NC Medicaid 3085 form is not required. The NC Medicaid 3136 form is applicable to all providers and must be submitted annually via QiRePort upload.

Q. Would former CNA training but no longer licensed as CNA qualify for PCS training?

A: Yes, if the level of care required by the beneficiary does not require an active CNA license.

Q. Does the state have a form for supervision visits or skills training? Or is this left to the provider to interpret the rule and create their own forms?

A. No. NC Medicaid does not have a standard form with this information. If you have a form or are creating a form, it must contain all required elements listed in CCP 3L and 3L-1.

Q. Can we see in QiRePort the previous 3085 and 3136 forms we have submitted?

A. Yes. A provider can view all forms that have been uploaded in QiRePort. For any assistance with this, please reach out to VieBridge Support directly.

Call 888-705-0970

VieBridge Support Center

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Q. The required PCS Training Checklist must be signed by an RN?

A. Yes. This must be signed by a Registered Nurse and credentials must be included. An exception is if the aide has been employed less than 6 months and they provide proof of their employment start date, then the basic ADL training can be done by other staff members per DHSR guidelines.

Q. How do I request expanded hours?

A. To request expanded hours, the attending physician must submit a Change of Status. This should be completed on the [DHB-3051](#) form and submitted to NCLIFTSS.