



Front Porch Chat: Personal Care Services

February 19, 2026



Housekeeping

- Intended Audience: 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 for Long-term Services and Supports) Website hosted by Acentra Health



Housekeeping Zoom Quick Tips

How to Ask a Question

- To ask a question, click the Q&A button at the bottom of your Zoom screen (icon below).
 - A box will pop up, and you can type your question there.



How to Turn On Closed Captions

- On the toolbar at the bottom of your screen, look for the captions option (icon below).
 - Click the small arrow next to it.
 - Hover over “Speaking Language” and choose the language you want.
 - After you select your language, the captions will appear at the bottom of your screen.



Today's Discussion Topics

- ADLs and IADLs
- Change of Status Process
- Reconsideration Process
- Aides who can be hired to provide PCS
- PCS Beneficiary Responsibilities
- The Role of NCLIFTSS
- Question & Answers

Today's Presenter:
Penny Paul – PCS Program Manager for NCLIFTSS



PERSONAL CARE SERVICE

ADLs & IADLs



PCS Assessment Requirements

- Each beneficiary must have a new admission assessment to see if they qualify for Personal Care Services (PCS).
- If approved for PCS, they must have a reassessment every year, which is usually from the time they were approved to receive PCS.
- All assessments are done by a nurse from NCLIFTSS.
- During the assessment, the beneficiary must show how they can perform 5 daily activities: bathing, dressing, moving around, using the bathroom, and eating.
- This helps the nurse decide how to score your needs on the assessment.



What are ADLs? (Activities of Daily Living)

ADLs, or **Activities of Daily Living**, are self-care tasks, we do every day.

The 5 Qualifying ADLs for PCS:

- **Bathing:** Washing our body to stay clean
- **Dressing:** Putting on clothes, like shirts, pants, and shoes
- **Mobility:** Walking, standing up, or getting in and out of bed
- **Toileting:** Going to the toilet and cleaning up afterward
- **Eating:** Using a spoon or fork to eat food

Important: The completed nurse's assessment will show how much help you need with your ADLs.



What are IADLs? (Instrumental Activities of Daily Living)

IADLs, or **Instrumental Activities of Daily Living**, are tasks that help manage your home.

Assistance with household tasks must be directly related to your assessed ADLs needs.

Examples of IADLs include:

- Changing or making the bed
- Cleaning or straightening up the bathroom
- Folding clothes
- Hanging up clothes
- Clearing out clutter or making clear pathways in the home
- Bringing and setting up or returning medical equipment or kitchen appliances
- Cleaning the bedside commode/urinal/bedpan or disposing of incontinent supplies
- Emptying or taking out the trash
- Planning meals and chopping/grinding/pureeing or thickening food



**Important Note: PCS does not allow IADLs unless help is also needed with ADLs*



PERSONAL CARE SERVICES

Change of Status



Change of Status



- **Medical Change of Status** is when you have a change in your medical condition, and your doctor changes your treatment. This could include new medicine, a new condition, new therapy, or new test. These changes may cause you to not be able to do some of the ADLs you could do before.
- **Non-Medical Change of Status** is when your family member can or cannot continue to help with your ADLs. It can also happen if your home situation changes, making it harder for you to do your ADLs with or without your family.



Requirements for PCS Change of Status Reviews

- Medical Change of Status: Your doctor must request to reassess you within 90 days of the date they noted a change in your status.
- Information Needed for Reassessment:
 - Your doctor must send NCLIFTSS details about:
 - Your medical condition
 - The availability of a family or friends that help you
 - Changes in your home that affect your ability to do ADLs
- Scheduling an Assessment: If documents show a change in your condition, NCLIFTSS will schedule a face-to-face assessment.
- Face-to Face Assessment: During the meeting, you will show the nurse what has changed. The information you share will help decide if you qualify for more PCS hours.



PERSONAL CARE SERVICES

Reconsideration Process



Reconsideration

1. For example, your initial assessment states you only need 50 PCS hours, and you think you need 80 PCS hours. You can ask NCLIFTSS to reconsider.
2. You will need to let NCLIFTSS know you want them to reconsider your hours 31 - 60 days from the time you were approved to receive PCS.
3. When you let NCLIFTSS know you want them to reconsider, you must send them medical or non-medical documents to prove you need more PCS hours.
4. NCLIFTSS will review what you send to them to decide.
5. If a decision can't be made from your documents, NCLIFTSS will ask to schedule a face-to-face assessment.
6. You will receive a letter in the mail with the decision about more hours. If you are approved for more hours, your provider will be told about the new hours. If you are not approved, you will receive an appeal letter for you to send to NC Medicaid for review.



PERSONAL CARE SERVICE

Aide that Can be Hired to Provide PCS



Who can be Hired as a PCS Aide?

- Must be a paraprofessional (someone without a degree or certificate) and have:
 - A high school diploma or GED; or
 - 18 years old or older
- Meet the training, competency evaluation and other qualification by provider agency
- Cannot be a biological family member like a parent, spouse, child, grandparent, sibling or equivalent step or in-law
- Must live at a different address than the person receiving PCS



Important Note: If an aide does not meet these rules, they cannot be hired. If you have an aide who doesn't qualify, they will be replaced, which may cause delays or a temporary stop in your PCS hours.



PERSONAL CARE SERVICES

**What PCS Medicaid Beneficiaries
Are Responsible For**



PCS Medicaid Beneficiaries Responsibilities

Timesheets Matter

- You should be signing your aide's timesheets.
- Make sure the timesheets are filled out correctly and match the care you received.
- Only sign them if everything looks right. This helps keep things honest and avoids mistakes.

What to Do If Your Aide Is Absent or Not Helping

- If your aide doesn't show up or isn't doing their job, you or your caregiver should tell your provider (the company that sends the aide).
- Let them know what's going on so they can try to fix the problem.



PCS Medicaid Beneficiaries Responsibilities

You Have the Right to Choose

- If you're not happy with the care you're getting, you can change providers.
- You can call NCLIFTSS during your approved service dates to ask for a list of other providers or to pick a new one.
- NCLIFTSS will tell your current provider and your new provider for you.
- They will also update the system to show your new provider.



PCS Medicaid Beneficiaries Responsibilities

Why PCS Appointments Are Important

- You need to keep and attend your PCS appointments and participate to the best of your ability to keep getting care and services.
- If you miss your appointment, you might lose your services.

How Long Services Last

- After your assessment, you usually get 365 days (one year) of help.
- You must have a new assessment every year to keep getting services.

Note: It is very important to keep your contact information up to date with NCLIFTSS. Please call us anytime you move to a new address, or if you get a new phone number.



PERSONAL CARE SERVICES

The Role Of NCLIFTSS And How They Help



The Role Of NCLIFTSS

- NCLIFTSS (Acentra Health) is the company that works with the state to do independent assessments for people who want Personal Care Services (PCS).

What to expect from NCLIFTSS:

- NCLIFTSS will process referrals for PCS from your doctor.
- NCLIFTSS will schedule the assessment.
- NCLIFTSS will complete the assessment.
- NCLIFTSS will mail the outcome of the assessment, and if the person is approved, they will also contact the provider that was chosen.
- NCLIFTSS will give you a random list of providers.
- NCLIFTSS will follow rules and guidelines set by NC Medicaid.



The Role Of NCLIFTSS

What NOT to expect from NCLIFTSS:

- NCLIFTSS does not hire or fire PCS Aides
- NCLIFTSS does not manage the agency or their staff
- NCLIFTSS does not provide PCS Services (we are not the provider)
- NCLIFTSS does not help you choose a provider



The Role of Nurses From NCLIFTSS

NCLIFTSS Nurses are assessors -

- That means they come to your home to do an assessment to see what kind of help you need.
- A nurse from NCLIFTSS comes to your home once a year to see if you still need PCS.
- If you need to tell your NCLIFTSS nurse something, call the NCLIFTSS toll-free number and the person on the call will pass your message to the nurse

NCLIFTSS Nurse Assessors do not:

- Give regular support or follow-up visits.
- Manage your care.
- Send referrals for other services like CAP, skilled nursing or therapy
- Decide how many hours you get. They just write down your needs and send it in.
- A computer system decides your hours. After the nurse sends in your assessment, the system checks if you qualify and how many hours you get



Question & Answer



Next Front Porch Chat

- Our next Front Porch Chat for Personal Care Services will be **May 21, 2026**, at 11:30 a.m.



NCLIFTSS Contact Information

- Email Address: NCLIFTSS@acentra.com
- Phone Number: 1-919-568-1717 or 1-833-522-5429
- PCS Fax Number: 1-833-521-2626
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