



Front Porch Chat: Personal Care Services

May 21, 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

- PCS Aides
 - Who they are
 - What they do
 - What services they can and cannot provide
- Change of Provider Process
- Question & Answers

Today's Presenter:
Shannon Malorzo – PCS Program Manager for NCLIFTSS



PERSONAL CARE SERVICE

PCS Aides



PCS Aide Requirements

- Who Can Be a PCS Aide
 - Must be 18 years old or older, or
 - Must be a high school graduate or have a GED
- Background Checks
 - PCS agencies must complete background checks on all aides
 - Aides cannot work if they have a serious criminal history that could affect client safety
 - This includes anyone with a confirmed record on the North Carolina Health Care Registry



PCS Aide Requirements

- Required Training Topics
 - All PCS aides must be trained in:
 - Beneficiary rights
 - Privacy and confidentiality
 - Personal care skills
 - Reporting accidents and incidents
 - Recognizing and reporting abuse or neglect
 - Infection control



Who is **Not** Allowed to Be a PCS Aide

- A person who is related to the client, such as a:
 - Parent
 - Spouse
 - Child
 - Grandparent
 - Brother or sister
 - Step-relative or in-law
- A person who lives in the same home as the client



PCS Aide Responsibilities

- Daily Personal Care (ADLs)
 - PCS aides help clients with:
 - Bathing
 - Getting dressed
 - Moving safely (mobility)
 - Using the bathroom (toileting)
 - Eating
- Everyday Support Tasks (IADLs)
 - PCS aides may also help with:
 - Light housekeeping
 - Laundry
 - Simple meal preparation



Tasks PCS Aides are **Not** Allowed to do

- PCS aides **cannot** do the following:
 - General housekeeping
 - Heavy or regular laundry
 - Running errands
 - Handling money or bills
 - Caring for other people



Medication Assistance

- What PCS Aides **Can Do**

(Only if listed in the PCS service plan)

- Remind the beneficiary when it is time to take medicine
- Hand the beneficiary their medicine if it is already set up
- Watch for problems and report concerns to a supervisor or nurse

- What PCS Aides **Cannot Do**

- Give medicine directly to the beneficiary
- Decide doses or change medicine schedules
- Set up pill boxes or crush pills
- Give shots, eye drops, or other medical treatments



PERSONAL CARE SERVICES

Change of Provider



What is a Change of Provider?

- A Change of Provider means a PCS beneficiary chooses a new PCS agency
 - The beneficiary keeps the same PCS hours
 - A new assessment is not needed just to change agencies
 - Only one PCS provider can give services at a time

- A Change of Provider **cannot** be used to:
 - Get more PCS hours
 - Change approved PCS services
 - Get paid for past services



Reasons to Change Providers

- A beneficiary may change providers if:
 - They are not happy with their current services
 - The provider cannot meet their needs
 - They move or want a different agency
 - Agency closing

Important: The choice must always be what the beneficiary wants



Who Can ask for a Change?

- A Change of Provider can **ONLY** be requested by:
 - The beneficiary
 - The beneficiary's Power of Attorney
 - Legal Guardian



Steps to Change Providers

- Step 1:
 - The beneficiary chooses a PCS agency that is approved by Medicaid.
 - If the beneficiary is not sure which agency to choose, they can call NCLIFTSS at (833) 522-5429 to get a Random Provider List to help them decide.
- Step 2:
 - The beneficiary will call NCLIFTSS at (833) 522-5429 and tell the Call Center Representative that they would like to change PCS providers
 - The Call Center Representative will ask the beneficiary a few questions
 - After the questions are answered, the Call Center Representative will enter the beneficiary's new provider choice.

NOTE: All Change of Provider (COP) phone calls are recorded. If the Call Center Representative cannot confirm the beneficiary's identity or get the proper approval, the COP request may be delayed or denied.



Steps to Change Providers

- Step 3:
 - A notice is sent to the new provider that the beneficiary chose
 - The new provider will accept the beneficiary
 - The beneficiary's approved hours and services stay the same
- Step 4:
 - The new provider creates a service plan
 - The plan must be approved before services can begin
 - Services cannot start or be billed until the plan is approved
 - Once the plan is approved, the new provider will receive a notice with the date services can start



Steps to Change Providers

- Step 5:
 - After the new provider accepts the referral, the old provider will get a notice. The notice lets them know that the beneficiary is switching agencies and tells them the date they should stop providing services.



Change of Provider Timeframe

1-Day Change (Expedited)

Used when services need to change quickly:

- The current provider has ended services
- The agency is closing
- There is a safety concern

10-Day Change (Regular)

Used for routine provider changes:

- The beneficiary is not satisfied with the aide or agency



Question & Answer



Next Front Porch Chat

- Our next Front Porch Chat for Personal Care Services will be **August 20, 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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