

To: Keystone First Community HealthChoices (CHC) Personal Assistance Services Providers

Date: August 28, 2025

Re: Personal Assistance Services – Start Date Reminder

When new personal assistance services (PAS) are authorized, or when PAS are increased through inclusion on a Participant's person-centered service plan (PCSP), the new or increased services must begin within seven (7) business days of the approval, unless the Participant requests a longer timeframe for the services to start.

Suggestions for meeting this requirement:

Efficient intake process

- Utilize online portals for easy access and document submission.
- Conduct initial assessments promptly after receiving a request.
- Assign a dedicated case manager to guide clients through the intake process.
- Use clear application forms with necessary information pre-populated where possible.

Prepared workforce

- Maintain a pool of pre-screened and trained personal assistants ready to start work quickly.
- Offer flexible scheduling options to accommodate immediate needs.
- Provide ongoing training for staff on new procedures and client specific requirements.

Clear communication

- Provide regular updates to clients and families regarding service initiation timelines.
- Maintain open communication channels for immediate concerns or changes in need.
- Conduct proactive outreach to clients to assess potential needs before they arise.

Streamlined documentation

- Utilize electronic health records (EHR) for easy access to medical documentation.
- Pre-authorize services, when possible, to avoid delays in approval.
- Collaborate with healthcare providers to expedite necessary paperwork.

Emergency response plan

- Establish procedures for addressing urgent situations or sudden changes in need.
- Confirm on-call availability of staff for immediate response.
- Maintain contingency plans for backup assistance in case of staff unavailability.

Thank you for your participation in our network and the continued care you provide to our Participants. If you need more information or have questions regarding this notice, please contact Provider Services at **1-800-521-6007** or the Participant's assigned Service Coordinator.