



Personal Care Worker (PCW) services

How Do I Get Personal Care?

To get Personal Care services, follow these steps:

1. **Talk with your medical provider:** You will need to have an in-person appointment with your doctor who will do a physical assessment, document your needs, and write an order.
2. **Choose a PCW Agency:** The agency you choose will have a nurse come to your home to assess and discuss your needs. Any assistive devices you use will need to be available during that visit.
3. **Regular Check-ins:** Every 60 days, a nurse from your agency will check to make sure the personal care you are getting helps you stay as independent as possible.

How Do I Continue with Personal Care?

To keep receiving Personal Care services, you need to:

1. **Discuss any changes in your health with your medical provider.** Any increase in services requires an in-person medical provider visit and new nurse assessment.
2. **PCW Agency must submit for authorization every 6 months:** The agency nurse will need to reassess your needs every 6 months. Have all assistive devices available.
3. **Visit your Medical Provider: must be seen, in-person,** for reassessment at least once per year.
4. **If you are unsure what your caregiver should be assisting with discuss with your medical provider or PCW agency.**

Personal Care is "hands-on" care, which means the helper will physically assist you with tasks like bathing and grooming. This care helps you stay independent.

What Personal Care Workers Can Help With:

- **Transfers:** Helping you get in and out of bed and chairs.
- **Bathing:** Helping you take a shower, bath, or sponge bath.
- **Dressing:** Helping you put on clothes.
- **Grooming:** Helping you brush your teeth and hair and trim your nails.
- **Eating Assistance:** Helping you eat.
- **Toileting Assistance:** Helping you use the bathroom.

What Personal Care Does Not Include:

- Cooking
- Cleaning
- Laundry
- Taking out the trash
- Washing dishes
- Giving rides to appointments



INDEPENDENT CARE HEALTH PLAN
iCare is a wholly-owned subsidiary of Humana