

Personal Care Services:

- Personal care services to assist in performing daily living tasks of assisting members with bathing, feeding, skin care, oral hygiene, toileting, ambulation, transferring, grooming, dressing, nail care, use of assistive devices, use of special appliances and/or prosthetic devices, and caring for other physical needs (excluding bowel care that can only be performed or delegated by a licensed registered nurse to a licensed practical nurse as necessary. Personal care services can be provided in the home, community, or any other location except an institutional setting.
- Personal care providers must hold a current certification in cardiopulmonary resuscitation and first aid, have appropriate skills and training to meet the needs of each member assigned to them and submit three letters of reference. All references, skills and training must be verified and documented in the employee's personnel file when working for an agency. Personal care providers must follow the member's individualized care plan as approved by the case manager. The hiring agency is responsible for assuring that employees providing services to members are in compliance with Contractor standards and requirements and AHCCCS policy for personal care services.

Hospice Services:

- Hospice services provide palliative and support care for terminally ill members and their family members or caregivers to ease the physical, emotional, spiritual and social stresses experienced during the final stages of illness and during dying and bereavement. Hospice services can be provided in the member's own home; a home and community based approved alternative residential setting; or a hospital, nursing care institution or free standing hospice facility when the conditions of participation are met as specified in 42 C.F.R. 418.
- Hospice providers must be Medicare certified and licensed by the Arizona Department of Health Services, and have a signed AHCCCS provider agreement. State licensure standards for hospice care require providers to include skilled nursing, respite and bereavement services. Hospice providers must also have social services, counseling, dietary services, homemaker, personal care and home health aide services and inpatient services available as necessary to meet the member's needs.
- Hospice services are available beyond six months provided additional physician certifications are completed. The physician certification is only permitted for two 90 day periods with an unlimited number of physician certifications for 60 day periods thereafter.

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