



Personal Care Services

What is Personal Care?

You may need help with activities of daily living but do not need a nurse. Personal Care services can help. These services can be paid for by the Medicaid program. Medicare does not pay for Personal Care services.

Help provided by a personal care worker include:

- Transfers (getting in/out of bed and chairs)
- Bathing (shower, bath or sponge bath)
- Dressing
- Grooming (brushing teeth and hair, trimming nails)
- Eating assistance
- Toileting assistance

Personal Care is “hands-on” care

Personal care can help you stay independent. Most personal care tasks require touching your body such as bathing and grooming.

What is not covered under your plan

Cooking, cleaning, laundry, trash removal, dishes, rides to appointments.

How do I get Personal Care?

The personal care agency you choose will work with you to figure out what services you need. The agency also will need your doctor to send documentation to your health plan to let them know that you need these services.

Every 60 days a nurse from your agency will make sure that the personal care you are getting is keeping you as independent as possible.

How do I continue with Personal Care?

You must complete a personal needs assessment every 12 months to keep receiving personal care services. You will receive a letter in the mail from your health plan when it is time for your assessment. You should schedule this appointment soon after getting your letter.

We are happy to help if you have any questions. Call us at 1-888-713-6180 and ask for an advocate.