

Pediatric Complex Care Assistance Services

PCCA Services

March 9



DEPARTMENT OF
**PUBLIC HEALTH &
HUMAN SERVICES**

Pediatric Complex Background



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Pediatric Complex Care Assistant Services

- Established under Montana Codes Annotated 37-2-603 in response to House Bill 449 (2023)
- Support Montana health care members under 21 with medically complex needs by compensating family caregivers for specialized care
- Fill care gaps without replacing existing programs, such as private-duty nursing and supplanting CFCS/PCS or home health services
- Services are provided by licensed PCCAs within their scope of practice in accordance with state law.



Eligibility Criteria



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Pediatric Complex Care Assistance Eligibility Criteria

A child may qualify for Medicaid PCCA services if they:

- Are under 21 years old,
- Have a medical condition that qualifies as pediatric complex care,
- Are enrolled in Montana Medicaid,
- Have a physician-ordered plan of care, and
- Have a licensed caregiver such as a parent, relative, guardian, or a foster parent who is willing to deliver the care.



Types of Care



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Types of Care A PCCA can provide

- Medication administration
- Tracheostomy care (suctioning, routine care, and emergencies)
- Enteral feeding and therapy
- Airway clearance (oral suction, device setup/cleaning)
- Support for oxygen, ventilators, CPAP, BIPAP, and more

PCCA services are an added state Medicaid benefit designed to be integrated into a broader care plan. PCCA complements other Medicaid services such as private-duty nursing (PDN)



What PCCA Services Do Not Include

- Replacing or fully substituting for PDN
- Supplanting health maintenance activities available through Community First-Choice Services (CFCS), PCS, or Home Health Services
- Covering certified nurse aide (CNA) tasks (Note: some tasks, such as bowel, bladder, or wound care may be eligible under PCCA if tied to medical complexity, but are more often covered through other Medicaid programs like self-direct CFCS)
- Covering autism and/or other neurodivergent conditions or behavioral health issues.



How to Obtain a PCCA License



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Steps for PCCA Licensure

1. [Apply for a PCCA license](#) and pay a \$25 annual licensing fee
2. After applying for the license and paying the license fee, the applicant will receive a Primary Care Provider Attestation form. This form must be provided to the child's physician so the applicant can complete training and become certified as a PCCA.
3. Once the physician certifies the individual by completing the PCCA Primary Care Provider Attestation form, the form then needs to be returned to the Department of Labor and Industry (DLI).
4. DLI reviews the material and issues the license.



PCCA Responsibilities



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PCCA Responsibilities

Licensed PCCAs have specific responsibilities to ensure quality care for children with complex medical needs:

- Emergency Planning and Backup Care
- Oversight of Services
- Legal and Medical Accountability
- Licensing Requirements
- Daily Decision-Making



Getting Hired As A PCCA

To begin employment, you must:

- Provide a copy of your current PCCA license to your hiring agency,
- Be enrolled as a rendering provider with Medicaid through the agency (if required), and
- Complete the required trainings like Electronic Visit Verification (EVV) training, timesheet protocols, and other policies.

The hiring agency also initiates the prior authorization (PA) process to approve PCCA services for the member under your care.



Important Guidelines

- Medicaid does NOT reimburse overtime hours for caregivers
- Authorized services hours (units) must be used within each pay period. They cannot be banked or carried over.
- While there are no time-of-day restrictions, services must not exceed 24 hours or 96 units in a single day.
- Your schedule will be based on the member's care plan, PA approval, and the provider agency's staff frameworks.



Service Provider Eligibility



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Qualifying As A PCCA Provider

Providers must meet the following criteria:

- Be in good standing with Montana Medicaid
- Enrolled as a PCCA provider type 49
- Demonstrate compliance with all rules, regulations, and billing requirements.
Clean record, free from investigations or sanctions for the preceding 24 months.
- Hire and train licensed PCCAs
- Coordinate physician authorization and care planning
- Ensure compliance with all documents, reporting, and review requirements.



Provider Responsibilities



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Provider's Central Role

PCCA providers play a central role in delivering high-quality, home-based care. Their responsibilities include the following:

- Care coordination and oversight
- Coordinating physician authorization and working with the Utilization Review Contractor (URC)
- Developing and implementing the person-centered plan of care in collaboration with the physician, family, and other programs (PDN, CFCS, Home Health, Waiver)
- Ensuring PCCA services delineation is clearly defined within the care plan



Provider Responsibilities

- Hire and Train qualified PCCAs
- Conduct agency-specific onboarding and training, including:
 - Hire and employ qualified PCCAs
 - Conduct agency-specific onboarding and training, including
 - Timekeeping and documentation procedures
 - HIPAA compliance and EVV protocols
 - Emergency protocols and mandatory reporting



Provider Responsibilities

- Perform annual checks of exclusion lists (LEIE, Montana Department of Labor, SAMS.gov)
- While not mandatory, annual background checks are encouraged.
- PA renewals will occur every 90 days for the first six months.
- After that, renewals are required every six months, or sooner if the child's condition changes



Provider Responsibilities

- Complaint and grievance process
- Transition of care procedures
- Quality assurance and review
- Provide orientation and benefits
- Ensure PCCA License is current and in good standing
- Submit attestation forms and license documentation as required
- Maintain familiarity with Provider Manual and Administrative Rules of Montana
- Note: PCCAs are “other licensed professionals” and should not be supervised by RNs or LPNs.



Physician Responsibilities



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Prior Authorization

Physicians contribute to both the PA and licensure process.

- PCCA services can only be ordered by MD and not by PA or NP.
- Provide medical orders, sign the PA form, and submit supporting documentation requested by the service provider agency. They train caregivers, validate their skills, and complete the Physician Primary Care Provider Attestation form required for licensure.
- The service provider agency submits the PA request to the Department's URC, currently Mountain Pacific (MP).



Prior Authorization

- Upon approval, PCCA services may begin.
- Licensed PCCAs are employed by the service provider agency.
- MP reviews all services provided to ensure no duplication of Medicaid benefits.
- MP will assess whether other programs, such as CFCS/PCS or waiver programs, can meet the child's needs.



Education and Outreach

- [PCCA FAQ Sheet](#)
- [PCCA Marketing Post Card](#)
- [PCCA Services](#)
- [PCCA Services Prior Authorization Request Form](#)
- [PCCA License Attestation Form](#)
- [PCCA Services](#)



Questions?



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