

October 20, 2016
Announcement 1252

Attention Provider Types 30 and 83:

Additional Instructions for Personal Care Services Transfer Requests

As providers were notified in [Web Announcement 1220](#), all requests for a recipient to transfer to a new Personal Care Services (PCS) provider must be completed on the new FA-24T form, "Personal Care Services Recipient Request for Provider Transfer." Additionally, PCS providers must *only submit a transfer request when they intend to provide, and are capable of providing, the services*. Prior to submitting the transfer request, the provider must have already met with the recipient and be aware of, and capable of providing, the number of PCS hours the recipient is currently receiving.

Please note the following:

- Recently, Hewlett Packard Enterprise received and approved transfer requests only to later receive a cancellation notice that services were never initiated by the new PCS agency and recipients were left without services.
- When submitting a request to transfer services, the "Last Date with Current Provider" and "Start Date with New Requesting Provider" must be accurately completed. The "Start Date with New Requesting Provider" must be after the "Last Date with Current Provider." The "Start Date" and "Last Date" cannot be the same. For example:
 - Last Date with Current Provider: 10/24/16
 - Start Date with New Requesting Provider: 10/25/16
- The "Start Date with New Requesting Provider" must be the date the personal care assistant will be in the home providing services. It is NOT the date you are requesting the transfer to be done by Hewlett Packard Enterprise.
- No gap in personal care services should exist when transferring to a new provider.