



North Carolina Department of Health and Human Services
Office of Public Affairs

2001 Mail Service Center • Raleigh, North Carolina 27699-2001
Tel 919-733-9190 • Fax 919-733-7447

Beverly Eaves Perdue, Governor

Lanier M. Cansler, Secretary

For release: Immediate
Contact: Brad Deen, 919-733-9190

Date: October 27, 2010

DHHS Statement on Timelines for PCS Independent Assessments

Since deciding to have an outside, independent body assess candidates for Personal Care Services (PSC), DHHS has worked closely with its contractor, the Carolinas Center for Medical Excellence (CCME), to ensure timeliness and to minimize waits for needed services. Between April 1 and October 22, CCME has performed 12,175 independent assessments.

The contracted requirement is 30 days, and CCME is currently averaging 27 days from initial request to final recipient notification. DHHS is working with CCME to considerably shorten that average timeline.

DHHS is confident that wait times for those with critical illness or severe disability is not being delayed. Still, any delay in services for people who are ill or have a disability that necessitates PCS can become critical. CCME has worked with DHHS to address those concerns. In the past few weeks trained staff has been added with the goal of reducing those assessment timelines. We look forward to seeing the assessment timelines shrink and to continue ensuring that North Carolina Medicaid recipients continue to receive appropriate and needed care in as timely a manner as possible.

DHHS recognizes that several factors are beyond the control of CCME — from paperwork delays by medical offices, to recipients not being home at the appointed time of nurses' assessment visits. There have also been delays when home health agencies closed or discharged patients without notice, adding more than 5,000 unexpected requests to the pool of pending assessments.

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Location: 101 Blair Drive • Adams Building • Raleigh, N.C. 27603

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