



A. PCO Overview

1. In 1999, the State began providing PCO services to certain Medicaid-eligible individuals with a disability or functional limitation who require assistance to enable them to live at home, rather than being institutionalized.
2. PCO services are made available under New Mexico's State Medicaid Plan approved by the Centers for Medicare and Medicaid Services ("CMS").
3. Individuals aged 21 or older who are eligible for full Medicaid coverage may receive PCO services when they require assistance with at least 2 Activities of Daily Living ("ADLs"), as determined by a contracted Third Party Assessor ("TPA").
 - Mobility
 - Rx Meds
 - Transfers
 - Dressing
 - Bathing, Hygiene, Grooming
 - Toileting, Bowel, Bladder Care
 - Eating
 - Meal Acquisition/Prep Care
4. Service delivery models include Consumer Directed or Consumer Delegated.
 - a. **Consumer-Directed Model** - Designed to allow the consumer to be in charge of the delivery of services. A "Fiscal Intermediary Agency" helps the consumer with all business related responsibilities of this model.
 - b. **Consumer-Delegated Model** - Designed for the consumer to "delegate" the delivery of services to a PCO Agency who is responsible for providing the PCO service.
5. PCO beneficiaries work with a Medicaid-approved provider to select a caregiver or attendant.
 - a. Caregivers and attendants may be friends or family members, so long as they have no financial responsibility for the beneficiaries (e.g. spouses).
 - b. State law provides that the consumer's legal representative must receive approval from MAD to be the paid caregiver.
6. On August 1, 2008, the State implemented the CoLTS Managed Care System that covers all primary, acute, and long-term Medicaid and Medicare services, including PCO services.
 - a. The CoLTS program operates under CMS-authorized, concurrent 1915(b) and (c) Medicaid waivers. Two managed care organizations ("MCOs")
 - (1) AMERIGROUP Community Care Inc. and
 - (2) UnitedHealthcare Community Plan – formerly, EVERCARE of New Mexico Inc.

C. PCO Services

1. A PCO Guide helps to determine a service time range for each PCO service. Each PCO approved service may include time to move about called, "Mobility Assistance" and any spoken reminders called, "Prompting and Cueing." A consumer may request more time outside the PCO guide by providing proof from a doctor explaining why they have special medical needs.

2. PCO Services includes help with:

- a. **Hygiene and Grooming** - Bathing, dressing, grooming and doctor prescribed skin care
- b. **Bowel and Bladder**
- c. **Preparing Meals**
- d. **Eating**
- e. **Household and Support Service** - Cleaning, laundry, shopping and minor up-keep for medical equipment
- f. **Supportive Mobility Assistance** - Special help transferring from one place to another, walking and changing positions when it is not part of another PCO service

E. PCO Statistics

Personal Care Option Services				
<u>SFY</u>	<u># Unique Participants</u>	<u>% Change: Unique Participants</u>	<u>Total PCO Service Expenses</u>	<u>% Change: Service Expenses</u>
2009	16,468		\$260,670,698	
2010	17,133	4%	\$292,953,117	12%
2011	17,190	0.3%	\$281,231,615	-4%

Source: NM MMIS Data Warehouse