



April 18, 2013
Announcement 587

Attention Provider Types 30 and 83: Greater Flexibility of Services

Effective March 14, 2013, [Medicaid Services Manual \(MSM\)](#) Chapter 3500 Personal Care Services was updated to allow greater flexibility within the weekly service plan hours. What this means to you:

1. HP Enterprise Services (HPES) will only provide total weekly hours on the service plan.
2. HPES will no longer divide hours into days per week or visits per day.
3. The provider is responsible to determine with the recipient or the recipient's representative how the hours will be utilized while meeting the recipient's needs.
4. The provider must perform the services indicated on the service plan (and must not perform those not indicated), but now has the flexibility within a week or day to change the schedule to accommodate a change in the recipient's schedule or condition.

For more information on your responsibilities and required documentation, please refer to MSM Chapter 3500, Section 3503.1E.2.