



June 23, 2014

Announcement 759

Attention Provider Types 30 and 83: Instructions for Personal Care Services Transfer Requests

As providers were previously notified in Web Announcement 630 (August 21, 2013): When submitting a transfer request utilizing Personal Care Services (PCS) Prior Authorization form [FA-24](#), the date placed in the "Transfer Start Date" field must be equal to the date the receiving agency will start services. The receiving agency should verify the start date with the recipient, and verify that the recipient had notified the exiting agency of their last date of service. HPES will not change transfer dates and will not overlap authorization dates to more than one agency in these cases.

HPES no longer accepts transfer requests over the phone. Recipients who call in requesting a transfer will be directed to call the receiving agency and to verify the start date with them, as well as the end date for the exiting agency. Recipients who request a transfer but require assistance to choose a new agency will be directed to their local Nevada Medicaid District Office for assistance.