Minnesota Department of Human Services - Disability Services Division – Personal Care Assistance Service
Qualified Professional (QP) –Activities & Timelines

Develop Care Plan			
Qualified Professional Activity Using PCA provider agency template	Within 7 days of starting services (Face-to-face with recipient & responsible party)	After a change in need	After each reassessment
PCPO	X	X	X
PCA Choice	As Requested	As Requested	As Requested

Orient, Train & Evaluate Individual PCAs							
Qualified Professional Activity Face-to-face with the recipient & PCA		Within 7 days of PCA start of care with Recipient	Within 14 days of PCA start of care with Recipient	Every 60 days	Every 90 days	Every 120 days	Every 180 days
		These visits may be combined into one face-to-face visit if the PCA is experienced with recipient cares. QP must use professional judgment in determining visits needed to ensure safety and quality care.					
PCPO – PCAs of all ages	Orient & train each regularly scheduled PCA	X					
PCPO – PCAs of all ages	Direct observation to evaluate each regularly scheduled PCA on delivery of cares		X				
PCA Choice	Orient, train & evaluate PCA on delivery of cares, as requested by recipient/RP	As Requested	As Requested				
PCPO & PCA Choice-PCAs age 16-17 years	Direct observation to evaluate PCA on delivery of cares			X			

Oversee Delivery of PCA Services				
Qualified Professional Activity Face-to-face with the recipient & responsible party (first 180 days of service) Alternating face-to-face & phone/Web visit with the recipient & responsible party (180+ days of service)[1]		Every 90 days	Every 120 days	Every 180 days
PCPO – First year of service to recipient		X		
PCPO – Second year of service & beyond			X	
PCA Choice				X
Shared PCA service – additional visit done at shared service site				X

[1] Only face-to-face visits can be reimbursed. Health plans have the authority to require all QP visits to be conducted face-to-face. PCA provider agencies must check with the recipient's health plans to see if they allow for QP visits to be done telephonically or by Web visits.

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