



State of Louisiana
Louisiana Department of Health
Office of Aging and Adult Services

MEMORANDUM

OAAS-P-20-002

TO: OAAS LT-PCS and CCW PAS Providers

FROM: Sherlyn Sullivan *Sherlyn Sullivan*
OAAS Interim Assistant Secretary

DATE: March 13, 2020

SUBJECT: Documentation Requirements for Participants Refusing Services

This memo is a reminder for all OAAS Long Term-Personal Care Services (LT-PCS) and Community Choices Waiver (CCW) Personal Assistance Services (PAS) providers of service log documentation requirements when a participant refuses services as outlined in his/her Plan of Care (POC).

Participants may refuse some of their LT-PCS or PAS due to the risk of COVID-19 or other infectious diseases. If this occurs, Direct Service Workers (DSWs) must document accordingly. The DSW must clearly document the detailed reason(s) for the refusal of services on page 2 of the service log under the "Progress Notes" section.

As per the Medicaid Provider Manual, "Assistance not provided with a particular task/subtask as indicated in the POC due to recipient's request...". Requires DSW documentation in the progress notes. Below are the links for the LT-PCS and CCW Medicaid Provider Manuals and service logs.

Long Term-Personal Care Services (LT-PCS)

The Medicaid Personal Care Services Provider Manual sections 30.7 and 30.8 provide examples and additional details in regards to the POC and service logs:

<https://www.lamedicaid.com/provweb1/Providermanuals/manuals/PCS/pcs.pdf>

LT-PCS Service Log and Instructions:

<http://ldh.la.gov/assets/docs/OAAS/publications/Forms/LT-PCSServiceLogAndInstructions.pdf>

Documentation Requirements for Participants Refusing Services
March 13, 2020
Page 2

Community Choices Waiver (CCW)

The Medicaid Community Choices Waiver Provider Manual section 7.7 provides examples and additional details in regards to the POC and service logs:

<https://www.lamedicaid.com/provweb1/Providermanuals/manuals/CCW2/CCW.pdf>

CCW PAS Service Log:

<http://www.ldh.la.gov/assets/docs/OAAS/publications/ServiceLogs/CCWServiceLogAndInstructions.pdf>

If you have any questions, please contact your OAAS Regional Office.

c: OAAS Support Coordination Agencies
OAAS Regional Offices