



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

MEMORANDUM

OAAS-P-21-026

TO: Long Term-Personal Care Services (LT-PCS) Providers and
Community Choices Waiver (CCW) Personal Assistance Services (PAS)
Providers

FROM: Elizabeth Adkins, Interim OAAS Assistant Secretary

DATE: October 7, 2021

SUBJECT: Updated LT-PCS and CCW Service Logs and Medicaid Provider Manuals

On August 10, 2021, the Community Choices Waiver (CCW) Personal Assistance Service Log and the Long Term-Personal Care Services (LT-PCS) Log were updated. The purpose of the update was to remove language instructing Direct Service Workers (DSWs) to document any "significant deviations from the POC" in the "Progress Notes" section of the service logs.

These updated service logs were sent to PAS and LT-PCS providers on August 25, 2021. You were encouraged to use these revised service logs **immediately**; however, you may still use the service logs that were issued on March 12, 2018 until November 24, 2021. Providers **MUST** begin using the revised service logs issued on August 10, 2021 **no later than Thursday, November 25, 2021**.

The service logs and instructions can be found at the following links:

- [LT-PCS Service Log \(OAAS-PF-10-010\) and Instructions \(OAAS-P-18-005\)](#)
- [CCW Service Log \(OAAS-PF-11-015\) and Instructions \(OAAS-P-18-005\)](#)

In addition, the following Medicaid Provider Manuals have been updated to reflect these changes to the service logs and the documentation requirements:

Personal Care Services Provider Manual (https://www.lamedicaid.com/provweb1/providermanuals/manuals/PCS/pcs.pdf)	
o Section 30.7 – Service Delivery o Section 30.8 – Record Keeping	o Appendix G – Glossary
Community Choices Waiver Provider Manual (https://www.lamedicaid.com/provweb1/providermanuals/manuals/CCW2/CCW.pdf)	
o Section 7.7 - Record Keeping	o Appendix E – Glossary

If you have any questions regarding this memorandum or its contents, please contact Hollette Flowers at OAAS.ProviderRelations@LA.GOV or (225) 439-7642.

- c: OAAS Regional Offices
- OAAS Support Coordination Agencies
- Medicaid Programs Supports and Waivers (MPSW)
- Statistical Resources, Inc. (SRI)