

EPSDT-PCS Frequently Asked Questions

1. Who authorizes EPSDT-PCS?

EPSDT Personal Care Services must be prior authorized by BHSF/Gainwell Technologies for beneficiaries enrolled in Fee-For-Service Medicaid (FFS) for their physical health services or the beneficiary's Managed Care Organization (MCO) for beneficiaries enrolled in the Medicaid Managed Care Program for their physical health services. You can verify if they have FFS or an MCO for their physical health services by checking MEVS (Medicaid Eligibility Verification System).

2. How is a prior authorization for EPSDT-PCS obtained?

To obtain prior authorization, the PCS provider must send in a completed prior authorization request to the Gainwell Technologies Prior Authorization unit for Fee-For-Service Medicaid or to the Managed Care Organization's Prior Authorization Unit for Medicaid Managed Care. The [prior authorization request](#) must include:

- an [EPSDT-PCS Form 90](#) (prescription is included on the form) completed by the beneficiary's attending practitioner (physician, advance practice nurse, or physician assistant),
- a completed [plan of care](#) that has been signed by the attending practitioner,
- a Social Assessment form,
- an [EPSDT PCS Daily Time Schedule](#),
- and any other supporting documentation or independent assessment information.

The Support Coordinator should assure that the practitioner has all critical information before the services are prescribed.

3. What is the Support Coordinator's role in accessing EPSDT-PCS?

The Support Coordinator assists the eligible individual with gaining access to needed medical, social, educational and other services, including EPSDT-PCS. The Support Coordinator should assist with finding an available provider. If the beneficiary has a Managed Care Organization for physical health services, the chosen provider must be contracted with the MCO or have a single case agreement with the MCO. The Support Coordinator should provide the beneficiary with an [EPSDT-PCS Form 90](#) and inform them of the need to have it completed. This should be done when PCS is requested by the beneficiary/family. The Support Coordinator should assist with scheduling the doctor appointment, transportation, etc., as needed. The Support Coordinator should assist the family with providing all critical information to the practitioner before the practitioner writes the orders requesting the service. All requests should include the necessary documentation to ensure that needed services can be approved.

4. How does a beneficiary change EPSDT-PCS providers?

Beneficiaries have the right to change providers at any time; however, approved authorizations are not transferred between agencies. If a beneficiary elects to change providers within an authorization period, the current agency must notify either Gainwell Technologies or the Managed Care Organization of the beneficiary's discharge, and the new agency must obtain their own authorization through the usual authorization process.

5. How many hours of EPSDT-PCS can a beneficiary receive?

There are no set limits to the number of service hours a beneficiary under age 21 can receive. The number of hours approved is based on the beneficiary's need for assistance with his/her personal care tasks that are covered through this program. The beneficiary must be of an appropriate age to receive PCS meaning that they are old enough to do the tasks themselves if they did not have a cognitive or physical limitation. Hours may not be "saved" to be used later or in excess of the number of hours specified according to the approval letter.

6. Can a family member act as a EPSDT-PCS direct service worker (DSW)?

Staff assigned to provide personal care services shall not be a member of the beneficiary's immediate family. Immediate family includes father, mother, sister, brother, spouse, child, grandparent, in-law, or any individual acting as parent or guardian of the recipient. Personal care services may be provided by a person of a degree of relationship to the beneficiary other than immediate family, if the relative is not living in the beneficiary's home, or, if he/she is living in the beneficiary's home solely because his/her presence in the home is necessitated by the amount of care required by the beneficiary.

7. Can a beneficiary receive Children's Choice Family Support PCA and EPSDT-PCS?

Yes, Children's Choice Waiver Family Support PCA and EPSDT-PCS may be performed on the same date, but not at the same time. If the beneficiary is receiving home health, respite, and/or any other related service, the PCA provider cannot provide service at the same time as the other Medicaid covered service provider.

Note: Directions to using the provider locator tools, including website locations, screenshots, etc. are subject to change. If you are having problems locating a provider, please follow the instructions in the Handbook under Unable to Locate a Provider – FFS and Unable to Locate a Provider – MCO.

Locating EPSDT-PCS Providers In-Network with Fee-for-Service Medicaid:

A list of providers in your area who offer EPSDT-PCS services is available through either the Medicaid website or by calling the Specialty Care Resource Line at 1-877-455-9955. To obtain the information from the website, go to www.medicaid.la.gov, click on Locate a Provider, click on provider group Personal Care Services, PCS-EPSDT, and then the region or parish where the beneficiary resides. The direct website address to find a provider is: https://www.lamedicaid.com/apps/provider_demographics/provider_map.aspx

Fee-for-Service Medicaid

1. Navigate to https://www.lamedicaid.com/apps/provider_demographics/provider_map.aspx.
2. Select Personal Care Services from Provider Groups picklist and then select PCS-EPSDT from the Provider Specialties picklist.
3. Search by Parish or Region and click on the Parish or Region on the Map.
4. You can then Print the results.

FIND A PROVIDER

To start looking for a provider, you must first pick a service type from the four (4) choices listed below. If you do not know which service you need, Medicaid or Waiver, choose "Show Medicaid and Waiver".

LaHIPP enrollees have the option to click on "Medicaid" or "Providers Servicing Only LaHIPP".

Service Types:

Medicaid Waiver Programs Show Medicaid and Waiver Providers Servicing Only LaHIPP

Step 1 – Choose one of the "Provider Groups" from the drop down menu below.

Step 2 – Enhance your search by choosing a specialty from the Provider Specialties drop down menu below.

Step 3 – Click on the parish or region on the map below

Provider Groups:

PERSONAL CARE SERVICES

Provider Specialties

(Optional) – Choose a Specialty
PCS-EPSDT
PCS-EPSDT, PAS
PCS-LTC

Search by Parish Search by Region

Locating EPSDT-PCS Providers In-Network with an Managed Care Organization:

A list of providers in your area who offer EPSDT-PCS services is available via the online provider directory at www.myplan.healthy.la.gov, by calling the Member Services Line at each Managed Care Organization to locate a provider in their network, or by accessing the MCO's website to identify providers contracted with the beneficiary's MCO. The MCO's web-based provider locator tools have EPSDT Personal Care Service as a listed specialty.

Member Services Line:

- [Aetna Better Health](#) **1-855-242-0802** TTY: 711 Available 24 hours a day, 7 days a week.
- [AmeriHealth Caritas](#) **1-888-756-0004** TTY: 1-866-428-7588 Available 24 hours a day, 7 days a week.
- [Healthy Blue](#) **1-844-521-6941** TTY: 711 Available Monday – Friday, 7:00 a.m. - 7:00 p.m.
- [Humana Healthy Horizons](#) **1-800-448-3810** TTY: 711 Available Monday – Friday, 7:00 a.m. – 7:00 p.m.
- [Louisiana Healthcare Connections](#) **1-866-595-8133** TTY: 711 Available Monday – Friday, 7:00 a.m. – 7:00 p.m.
- [UnitedHealthcare Community](#) **1-866-675-1607** TTY: 711 Available Monday – Friday, 7:00 a.m. – 7:00 p.m.

Links to MCO's web-based provider locator tools:

- [Health Plan Provider Listing](#)
- [Aetna Better Health](#)
- [AmeriHealth Caritas of Louisiana](#)
- [Healthy Blue](#)
- [Humana Healthy Horizons](#)
- [Louisiana Healthcare Connections](#)
- [United Healthcare Community Plan](#)

[Healthy Louisiana](https://www.myplan.healthy.la.gov/en/find-provider)

1. **Navigate to: <https://www.myplan.healthy.la.gov/en/find-provider>**
2. **Click Search by Medical Providers.**



3. **Search by location – select Zip Code, City or Parish or click Current Location.**

A form titled "Search by Location" with a dark blue button labeled "Current Location" with a small arrow icon. Below the title is the text: "You can find new doctors near you by increasing the Distance from the ZIP code." There are three radio buttons: "Zip Code" (selected), "City", and "Parish". Below these are two input fields: "Located within*" with a dropdown menu showing "20 miles" and "ZIP Code*" with a text input field containing "70817".

4. **Select Plan (Optional) – select the Health Plan of the member.**

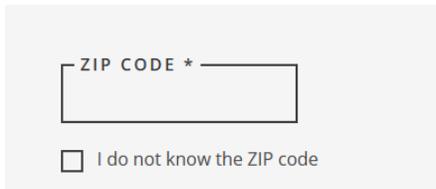
5. **Provider Specialty – select Personal Care Attendant.**

A form titled "Search by Provider" with the instruction: "If unsure of how to spell your doctor's name, enter at least 3 letters of the last name." It contains four input fields: "Provider Last Name (Optional)" with placeholder text "Enter a provider's last name"; "Plan (Optional)" with a dropdown menu showing "Select a plan"; "Provider Language (Optional)" with a dropdown menu showing "Select a language"; and "Provider Specialty (Optional)" with a dropdown menu showing "Personal Care Attendant". A dark blue "Search" button is centered below the fields.

6. **Click Search.**

[Aetna Better Health of Louisiana](#)

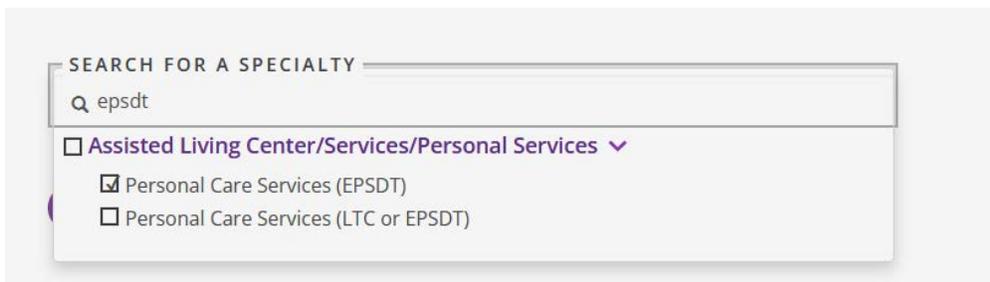
1. Navigate to: <https://www.aetnabetterhealth.com/louisiana/find-provider>
2. Enter Zip Code. You can also enter a City or Parish into the field.



ZIP CODE *

I do not know the ZIP code

3. Search for Specialty – select Personal Care Services (EPSDT) under Assisted Living Center/Services/Personal Services.

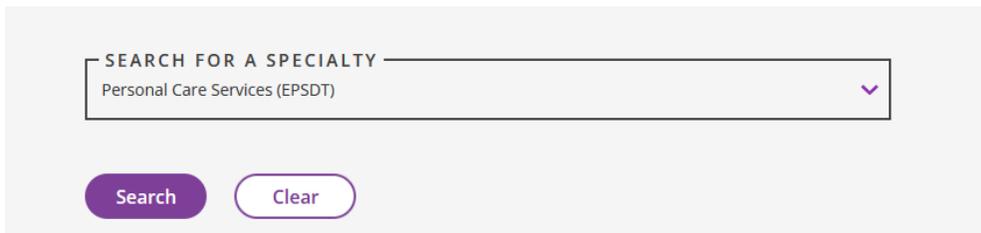


SEARCH FOR A SPECIALTY

Q epsdt

- Assisted Living Center/Services/Personal Services ▾
 - Personal Care Services (EPSDT)
 - Personal Care Services (LTC or EPSDT)

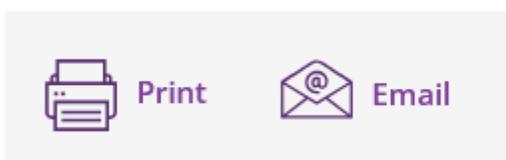
4. Click Search.



SEARCH FOR A SPECIALTY

Personal Care Services (EPSDT) ▾

5. Click Print or Email.

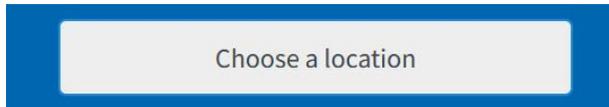


[AmeriHealth Caritas Louisiana](#)

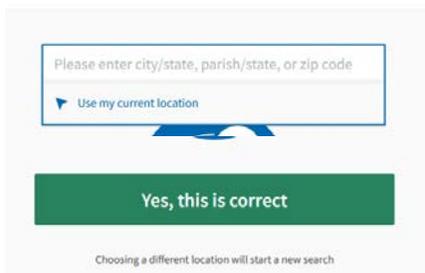
1. Navigate to:

https://amerihealthcaritasla.healthsparq.com/healthsparq/public/#/one/city=&state=&postalCode=&country=&insurerCode=ACLA_I&brandCode=ACLA&alphaPrefix=&bcbsaProductId=&productCode=2100

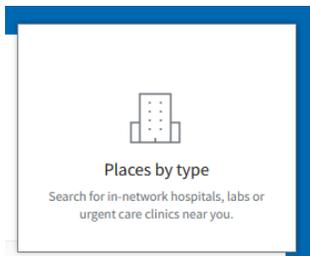
2. Click Choose a location.



3. Enter city/state, parish/state or zip code. Click Yes this is correct or edit.



4. Click Places by Type.



5. Search for EPSDT and select Personal Care Services (PCS) – Early and Periodic Screening, Diagnostic, and Treatment (EPSDT).



6. You can build a directory to e-mail a directory to yourself or someone else. You can scroll down and click Print Screen or Create PDF.



[Healthy Blue](#)

1. Navigate to: <https://www.myhealthyblue.com/la/care/find-a-doctor.html>
2. Click Search for providers now.

Search for providers now

3. Click Update Location in the blue box.

LA Medicaid  [Change Plan](#)

 Update Location

3. Enter Zip Code, City or County and click Continue.



Search Location

ZIP Code, City or County

Current Location

Other Address

LA Medicaid  [Change Plan](#)

 70118 Update Location

4. Type EPSDT-PCS into the “Search by doctor (name or specialty), hospital, procedure, and more” search bar.



A search bar with a magnifying glass icon on the left and the text "EPSDT-PCS" inside. The search bar is set against a light gray background.

5. Select EPSDT Personal Care Services.



A list of search results. The first item is "Office Service" in a light gray background. The second item is "EPSDT Personal Care Services" in blue text, which is highlighted with a light blue background. Below the list are two horizontal lines.

6. Click or Print or Email.

 Print  Email

[Humana Healthy Horizons](#)

- 1) Navigate to: <https://finder.humana.com/finder/medical?customerId=1>
- 2) Go to Medical tab.

Medical	Dentist	Vision care	Pharmacy
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* Required

ZIP code *

Select a lookup method *

Select 

Search

Feedback 

By selecting search, you agree to the [terms of use](#) .

Need help with your search?

Find a doctor using one of the search options or view our [printed directories](#) .

Data refresh date: 12/16/2024

- 3) Enter Zip Code and set Distance.

* Required

ZIP code *

Distance *

4) Under select a lookup method, select Medicaid then LA Medicaid then click Select.

Close X

Select a lookup method

Enter your member ID or [sign in](#) for more accurate results.

Coverage Type Member ID

* Required

Coverage type*

Insurance through your employer

Medicare or Medicare - Medicaid

Medicaid

Network

Humana Healthy Horizons in LA

Select →

5) Search by Condition and type in Personal Care Services – EPSDT. Click Search.

Search category * Condition *

Condition

Personal Care Services - EPSDT

Search

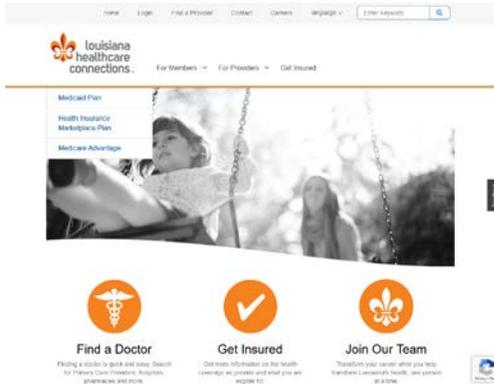
6) You can click Print or Save as PDF.



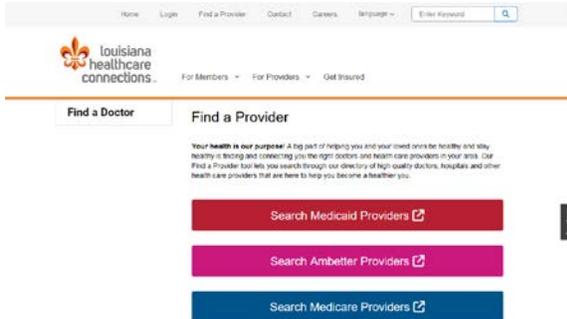
[Louisiana Healthcare Connections](https://www.louisianahealthconnect.com/)

1) Navigate to: <https://www.louisianahealthconnect.com/>

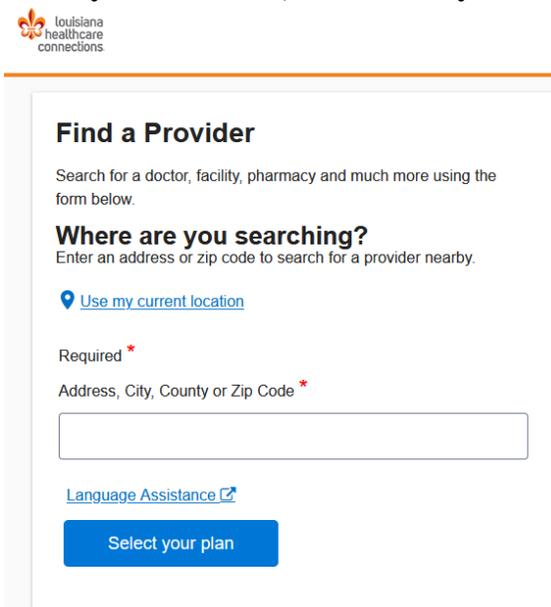
2) Click Find a Doctor.



3) Click Search Medicaid Providers.



4) Enter your Location, click Select your Plan.



5) Then select Louisiana Medicaid as the plan or network, and hit continue.

What is your health plan?
Tell us your health plan. We can show you better results for the providers in your network.

Select your plan or network: *

Louisiana Medicaid

CONTINUE

6) Under Popular Search, click on EPSDT – Personal Care Services.

Menu Language Log in

Find a HealthCare Provider

Find a Provider

Choose how you want to search. Find a doctor, facility, pharmacy and much more.

Type What You're Searching For

Search by Specialty, Facility/Group Name, Provider Name, or NPI

SEARCH

or Choose a Category

Want to explore? Choose a category to narrow your search.

- Medical Professionals**
Find a doctor, primary care provider or medical
- Medical Facilities**
Find a primary care facility, hospital, clinic, urgent care
- Behavioral Health**
Find a mental health care provider

Popular Searches

Start your search with results for these common areas of service

- Primary Care
- Clinic or Urgent Care
- Pediatrics (Babies, Children)
- Dental Professionals
- EPSDT - Personal Care Services**

Your Location and Plan

Your search location:
Baton Rouge, LA 70817, USA

Your selected plan or network:
Louisiana Medicaid

CHANGE LOCATION OR PLAN

Helpful Links

These links open in a new tab. You can view the details at any time during your search.

- Medical Industry Definitions (new)

7) Results!

Results for Lab or Other Facility

9 results in **Louisiana Medicaid**
Showing 3 results within 50 miles of **Baton Rouge, LA, USA**
Updated: 08/02/2024

Filter Options

Distance: 50 Mile Search Radius

Additional Practitioner Languages: Click to View Options

Additional Office Languages: Click to View Options

EPSDT Services: EPSDT - Personal Care Services

Gender: Click to View Options

Pharmacy Types: Click to View Options

Provider Type: Either

In Home Supportive Care X EPSDT Services X

Chambers Quality Home Care

Provider
Chambers Quality Home Care
In Home Supportive Care

1200 S Acadian Thruway Ste 103, Baton Rouge, LA 70806

[Accessibility Details pending](#)
2.23 miles away ([view map](#))
(225) 256-7156 | [More contact information](#)

Compare

Accepting new patients
 In network
 Primary Care Provider
 Not open now
[View hours](#)
 Offers Virtual Visits

[Show details](#)

Holistic Healthcare Services, Inc

Provider
Holistic Healthcare Services, Inc
In Home Supportive Care

Accepting new patients
 In network
 Primary Care Provider
 Not open now
[View hours](#)

[United Healthcare Community Plan](#)

1. Navigate to: <https://www.uhcprovider.com/en/find-a-provider-referral-directory.html>
2. Click on Medical Care Directory.

What type of provider are you looking for?



Medical
Find a medical doctor, specialist, hospital, lab or pharmacy
[Medical Care Directory](#)



Behavioral health
Find a behavioral health or substance use disorder provider or facility
[Behavioral Health Directory](#)
[Live and Work Well](#)



Dental
Find a dentist or dental specialist
[Dental Directory](#)



Vision
Find an eye doctor, ophthalmologic specialist or eyewear supplier
[Vision Directory](#)

Feedback

3. Click on Medicaid Plans.



To search for doctors, clinics or facilities, choose a type of plan.



Employer and Individual Plans

Select from among the UHC family of health plans (does not include State Exchange, Medicare, or Medicaid plans)



State Exchanges

Find Health Insurance Marketplace providers for individuals, families, and small businesses



Medicaid Plans

Find UHC plans by state



Medicare Plans

Find UHC plans by county

4. Scroll down and select Louisiana.

Select a state to find a plan.

[Louisiana](#)

5. Select Healthy Louisiana Plan.



What plan are you looking for?

Healthy Louisiana Plan

6. Select Change Location, enter location, and click Update Location.

What type of Medical Care can we help you find near:

Gulfport, MS 39503

[Change Location >](#)

What location do you want to find a provider in?

Enter a street address, city & state, 5 digit zip code, county, or parish

Street Address, City & State, Zip Code, County, Parish

[Update Location](#)

[Cancel](#)

7. When you first get to the directory, use the search bar for *Personal Care* and click on the magnifying glass/search button (this works better than choosing from dropdown).



What type of Medical Care can we help you find near:

Baton Rouge, LA 70817

[Change Location >](#)

 × 🔍 Search

8. Choose the first option for *Personal Care*.

34 Results for 'personal care' Near 70817



Personal Care
Specialty



Personal Care Services
Area of Expertise



PERSONAL CARE
Home & Community-Based Services

9. Choose *Facilities* tab.

PROVIDERS **FACILITIES**

✓ 20 In-Network Facilities Within 20 Miles Baton Rouge, LA 70817 View List

[Change Location >](#)

Filter Options Sort By

Provider Name Specialty Accepting Patient St... [Clear Filters](#) Distance

Autumn Lake
Personal Care