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PLACE  
POSTAGE  
HERE

## “Progressive” Home

# HEALTH Services

The mission of Progressive is to help each individual provider or consumers reach its highest potential by achieving his/her own goal. We are here to meet the needs of our consumer and their families where they are. We are dedicated to serve you in the school, jail, church or community for any Mental Health, Substance Abuse or HIV Needs. We are also committed to serve you in your home for any Personal Care Services. We believe in “moving forward for positive change.” Providing services in Cumberland, Duplin, Durham, Harnett, Wayne, Wake, Wilson, Johnston, and Sampson counties.



  
**PROGRESSIVE**  
HOME HEALTH SERVICES

*“How will you and your family cope with the hardships of a disability?”*

## Personal Care Services

In-Home Care for Adults (IHCA) and In-Home Care for Children (IHCC) cover the services of a paraprofessional aide (CNA) in the recipient's private residence to assist with the recipient's personal care needs that are directly linked to a medical condition. The services do not include skilled medical or skilled nursing care.

Individuals must be referred for IHC by a primary care or attending physician or by the physician who is providing treatment for the medical condition causing the person's need for personal care.

Covered services under this program include hands-on supplemental assistance by a paraprofessional aide with activities of daily living (ADLs) that, for this program, are:

- eating
- dressing
- bathing
- toileting
- mobility

*“Progressive noticed that I needed a ramp for my home due to my disability. The company never hesitated and provided me with quick care from a CNA and a ramp to keep me independent.”*

- Marion G.



## In Home Aid Task

The aide will be required to conduct activities outlined in the Plan of Care to include specified time frames on specific days. The aide will assist with Personal Care Services and Home Management Task. The aide is to complete the activities noted on the Plan of Care for the client, according to the frequency designated. The aide is assigned to the client, not to be a housekeeper or caregiver for other family members of the household.

## RN Supervision of In-Home Aides

A RN Supervisor will make a home visit on periodic basis:

- These visits will be unannounced or announced with the purpose of observing the aide performing his/her routine duties
- The RN Supervisor will conduct quarterly in home visits to conduct client evaluation and observe your personal care services
- The RN Supervisor will ask your aid to show them the rooms in the home for which he/she are responsible for cleaning
- If you have any concerns between visits, please notify Progressive Home Care immediately. If your aide is routinely late, or fails to perform task outlined in the Plan of Care or other duties, satisfactorily, please contact Progressive Home Care at: (910) 590-2332.

A recipient receiving PCS under this Clinical Coverage Policy is limited to a maximum of 3.5 hours per day, up to 80 hours per month for program eligible adults, and children under age 21 who qualify for PCS Program coverage under EPSDT.

## Requirement for Physician Referral

- a. The recipient must be referred to PCS by his or her primary care or attending physician.
- b. The recipient is responsible for contacting his or her primary care or attending physician and requesting a referral for Medicaid in-home PCS.
- c. If the recipient has not been seen by his or her physician during the preceding 90 days, he or she must schedule an office visit to request Medicaid in-home PCS.

Activities of Daily Living (ADLs) are the physical functions that an individual performs each day and, as used in this Policy, are bathing, dressing, toileting mobility, and eating.

Change of Status Review is a reassessment required because of a significant change in the participant's need for assistance with the qualifying activities of daily living (ADLs).

Continuous Quality Improvement (CQI) is the process of designing program monitoring and evaluation activities, identifying program problems and deficiencies, correcting or remediating those problems and deficiencies, and continually improving the quality of care and services provided by the PCS Program.

Division of Health Services Regulation (DHSR) is the state agency responsible for licensing and regulating home care.

**MEDICAID AND  
PRIVATE PAY ACCEPTED**

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