



# Department of Public Health and Human Services

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Steve Bullock, Governor

Sheila Hogan, Director

April 28, 2020

**TO:** Community First Choice (CFC)/Personal Assistance Services (PAS) Provider Agencies  
Mountain Pacific Quality Health (MPQH)  
Community Services Bureau Regional Program Officers (RPO)

**FROM:** Abby Holm, CFC/PAS Program Manager  
Chesa Sullivan, CFC/PAS Program Manager  
Micky Brown, Home Health and Hospice Program Manager/PERS Specialist

**RE: Community First Choice (CFC) Personal Emergency Response System (PERS)  
authorization during the COVID-19 public health emergency**

In order to streamline the PERS prior authorization process and align with the temporary changes to the CFC service authorization process during the COVID-19 public health emergency, the following PERS updates will be in effect for the duration of the public health emergency:

1. **PERS for New CFC Members:** The provider agency, upon completion of the high risk intake with the member, will evaluate the member for PERS (criteria found in CFC/PAS policy manual section 504 page 8). If a member meets the criteria for PERS, the provider agency will indicate the following on the High Risk Referral form (SLTC-154) and fax it to Mountain Pacific Quality Health (MPQH):
  - a. Mark the PERS box under “Personal Care Needs”; and
  - b. In the “Directions to home and other pertinent information” section, identify the member choice of PERS provider (if known) and member’s ICD-10 Diagnosis.
2. **PERS for CFC Members who are currently authorized PERS:** MPQH will continue to authorize PERS. The CFC/PAS provider agency doesn’t need to do anything to maintain the PERS authorization. If a member no longer needs their PERS, the provider agency will fax an amendment form (SLTC 170/175) to MPQH and indicate that the member no longer needs the PERS.
3. **PERS for current CFC Members who are not authorized PERS and member condition/circumstance changes:** The provider agency will evaluate the member for PERS (criteria found in CFC/PAS policy manual section 504 page 8). If a member meets the criteria for PERS, the provider agency will fax an amendment form (SLTC-170/175) to MPQH to

request the PERS service. The amendment should identify the member choice of PERS provider (if known) and member's ICD-10 Diagnosis code.

4. **Changes to PERS Provider:** The provider agency will follow the current procedure outlined in CFC/PAS policy section 719.

If you have questions related to this memo contact your assigned Regional Program Officer.