



State of New Jersey

DEPARTMENT OF HUMAN SERVICES  
DIVISION OF MEDICAL ASSISTANCE AND HEALTH SERVICES

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KIM GUADAGNO  
Lt. Governor

VALERIE HARR  
Director

STATE OF NEW JERSEY  
DEPARTMENT OF HUMAN SERVICES  
DIVISION OF MEDICAL ASSISTANCE  
AND HEALTH SERVICES

B.G.,	:	
	:	
PETITIONER,	:	ADMINISTRATIVE ACTION
	:	
v.	:	FINAL AGENCY DECISION
	:	
UNITED HEALTHCARE,	:	OAL DKT. NO. HMA 10992-15
	:	
RESPONDENT.	:	

As Director of the Division of Medical Assistance and Health Services, I have reviewed the record in this matter, consisting of the Initial Decision, the documents in evidence, the contents of the OAL case file and United Healthcare's exceptions to the Initial Decision. Procedurally, the time period for the Agency Head to render a Final Agency Decision is November 27, 2015, in accordance with N.J.S.A. 52:14B-10 which requires an Agency Head to adopt, reject or modify the Initial Decision within 45 days of the agency's receipt. The Initial Decision was received on October 13, 2015.

Based upon my review of the record, I hereby MODIFY the Initial Decision reversing Respondent's reduction of Petitioner's Personal Care Assistant ("PCA") services from 33 to 18 hours per week. For the reasons which follow, I find that a reassessment should be performed.

PCA services are non-emergency, health related tasks to help individuals with activities of daily living and with household duties essential to the individual's health and comfort, such as bathing, dressing, meal preparation and light housekeeping. The decision regarding the appropriate number of hours is based on the tasks necessary to meet the specific needs of the individual and the hours necessary to complete those tasks.

On May 6, 2015, B.G.'s managed care organization (MCO), United Healthcare, conducted a scheduled assessment. Using the State-approved PCA Beneficiary Assessment Tool, the MCO nurse had a face-to-face visit with B.G. and considered several categories related to her functional limitations and determined the amount of time B.G. needed for each category. Based on this assessment, the nurse determined that the needed services can be provided within 14.83 hours per week, which United Healthcare's Medical Director rounded up to 15 hours per week. Unfortunately, the nurse who performed the assessment did not testify at the hearing and thus B.G. and the ALJ were unable to question her about her findings.

I find it significant that Petitioner presented no evidence suggesting that any needed service or task cannot be performed within 15 hours per week. Moreover, Petitioner provided no evidence or explanation as to why this amount of PCA services is insufficient with respect to her care needs. If the necessary

personal care and household tasks can be accomplished within 15 hours per week, any additional hours would only be used for supervision or companionship which is not an authorized use of the service. See N.J.A.C. 10:60-3.8(c). This would be contrary to the purpose of the PCA program, which is intended to provide medically necessary assistance with specific health related tasks.

The difficulty I have with United Healthcare's determination in this case is that the assessing nurse did not testify at the hearing. As a result, Petitioner and the ALJ were unable to question her about her findings and scoring in the assessment tool. Furthermore, once PCA services are authorized, a nursing reassessment is performed every six months or more frequently if warranted, to reevaluate the individual's need for continued care. N.J.A.C. 10:60-3.5(a)3. Since the last assessment was performed in May, Petitioner is due for a reassessment. For this reason, coupled with the fact that the assessing nurse did not testify at the hearing, I find that a new assessment is warranted. Should Petitioner disagree with the results of this assessment, she may request another fair hearing at that point.

THEREFORE, it is on this 17<sup>th</sup> day of November 2015,

ORDERED:

That United Healthcare perform a reassessment. Petitioner's services shall be continued at 33 hours per week pending the reassessment.



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Valerie J. Harr, Director  
Division of Medical Assistance  
and Health Services