

CFSS TRANSITION FOR INDIVIDUAL PCA PROVIDERS

8/8/2024

The Centers for Medicare & Medicaid Services (CMS) approved the transition of the personal care assistance (PCA) program to Community First Services and Supports (CFSS). The Minnesota Department of Human Services (DHS) will begin implementing this transition Oct. 1, 2024. CFSS workers will be required to complete the Individual PCA and CFSS training that was launched on April 15, 2020.

Effective **Oct. 1, 2024**, DHS will no longer accept any PCA-only training certificates. Individual PCA providers must complete the CFSS training by **Oct. 1, 2024**. Current individual PCA workers who took the test after April 15, 2020, and have a certificate titled "PCA and CFSS Support Worker Training" do not need to retake the training. Agencies must review their entire roster of individual PCA staff to confirm required training.

Updating PCA Training in the Enrollment Record

Update individual PCA records using the [Minnesota Provider Screening and Enrollment \(MPSE\) portal](#) or by faxing the [Individual DSW Information Change Request \(DHS-5716\) \(PDF\)](#).

Newly enrolled workers must confirm completion of the training on their enrollment application either by using MPSE or by fax at 651-431-7465.

PCA Choice Spreadsheets during the CFSS Transition

Personal care provider organizations (PCPOs) who provide PCA Choice services are required to complete and submit a spreadsheet to DHS via MN-ITS that reports information about workers providing PCA Choice services. Refer to [Instructions for submitting a PCA-CDCS-CSG Reporting Spreadsheet through MN-ITS](#). It is expected that members will transition from PCA services to CFSS during their assessment and that there will be a decrease of workers you submit on the spreadsheet.

When the PCPO no longer has any individual PCA workers providing PCA Choice services, add that notice on your spreadsheet and upload it in the **Notes** section in MPSE. Or fax a signed and dated notice to DHS at 651-431-7465 stating your organization no longer has any workers providing PCA Choice services.

Call the Minnesota Health Care Programs Provider Resource Center at 651-431-2700 or 800-366-5411, option #4, if you have questions about this message.



For additional assistance or guidance on the information above, please see the resource below.

South Country Provider Contact Center

1-888-633-4055

Hours: 8 a.m. - 4:30 p.m.

The Provider Contact Center staff are available as your first point of contact to assist with the following.

Member benefit coverage	Provider web portal issues
Authorization verification	Claim rejection guidance
Website questions	General information
Claims billing and processing guidelines	
Remittance adjustment code details and payment information	

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.