

EPSDT Exception Process
Desk Aid
For distribution to providers

Personal Care Request Process

(Process may change when benefit goes live)

1. Physician completes a 485 Plan of Care describing the medical need for personal care and detailing tasks and frequency needed
2. Personal Care provider completes a Personal Care Assessment Tool (PCAT) to assess the number of hours of personal care support the client is eligible to receive
3. Personal Care provider submits both the signed 485 and the completed PCAT to the HCPF Home Health email address: homehealth@state.co.us
4. HCPF staff will complete clinical review of request and send decision and instructions to personal care provider within 10 business days
 - Review will evaluate medical necessity, as defined by Colorado statute, on a case-by-case basis