



Personal Care Assistance Service Verification

Effective Aug. 1, 2015, Rainbow Home Healthcare is required to develop and implement administrative policies and procedures by which we will conduct service verification calls.



A service verification call is an unscheduled telephone call with the PCA services recipient and the PCA worker to verify that an individual PCA worker is present and providing scheduled services.

Service verification calls

During a service verification call, RHHC's staff will speak with both the individual PCA worker and the PCA service recipient or the recipient's authorized representative. RHHC's staff will ensure that he/she is speaking with the PCA worker and the PCA service recipient to verify the PCA worker is providing services.

Frequency of service verification

RHHC will conduct at least one service verification call every 90 days for each PCA service recipient, according to the following requirements:



- For people who have one PCA, RHHC will make a service verification call for the PCA at least every 90 days.
- For people who have more than one PCA, RHHC will make a service verification call to a different PCA at least every 90 days, until every PCA serving that person has received a service verification call before repeating with the recipient's PCAs.

Documentation of service verification

For each service verification call, Rainbow Home Health Care will document the information and maintain the documentation for at least five years.