

Personal Assistance Services (PAS) Reductions

Long-Term Services and Supports (LTSS) Subcommittee Meeting

March 11, 2026

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Service Coordination and Clinical Services



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Personal Assistance Services (PAS) Decisions Resulting in a Reduction: Determination and Notification



After a Comprehensive Needs Assessment is reviewed by Long-Term Services and Supports (LTSS) and Utilization Management (UM), including all supporting documentation, if a reduction in PAS hours is recommended for the amount and types of services necessary to address the Participant's needs, the following steps are taken prior to issuing the decision:

- The assigned Service Coordinator and Utilization Reviewer meets for a Case Round over Microsoft Teams to discuss the recommended reduction in hours. Both parties must agree that the reduced hours will continue to meet the Participant's daily needs. The UM Reviewer will proceed with reduction of PAS hours, if an agreement is made.
- If an agreement is not reached, the assessment is submitted to the Medical Director for final determination.
- Over the past 7 months, UM has sent an average of 90 potential PAS reductions per month to the Medical Director for review.
- Once a final determination to reduce PAS hours is made, the Service Coordinator is immediately notified by the UM Reviewer via email.
- The Participant is notified of the reduction in PAS hours via written notice within two business days of the decision. The written notice includes the Participant's Grievance rights.
- The Participant is outreached via telephone from the Managed Care Organization (MCO) by the UM Technicians within two business days of the decision, explaining the reduction in service hours and Grievance rights.

Personal Assistance Services (PAS) Decisions Resulting in a Reduction: Grievance Process



Participants have the right to file a Grievance for a reduction in PAS. If the Participant files a Grievance in a timely manner, they will continue to receive the disputed service at the previously authorized level pending resolution of the Grievance review.

First Level Grievance: The Participant has 60 calendar days from the date the Participant receives written notice of decision to file a First Level Grievance. The Participant must file a First Level Grievance within 15 calendar days from the mail date of their determination notice for PAS hours to remain during the Grievance process.

External Grievance: The Participant may request an external grievance within 15 calendar days from the mail date of the First Level Grievance decision notice for PAS hours to remain during the External Grievance process.

State Fair Hearing: The Participant has 120 calendar days to request a State Fair Hearing following the determination of the First Level Grievance. They must request a State Fair Hearing within 15 calendar days of the mail date of their determination notice from the First Level Grievance for PAS hours to remain in place during the State Fair Hearing process.

Personal Assistance Services (PAS) Decisions Resulting in a Reduction: Outcome Timelines



No Grievance Requested:

Reduction in service hours goes into effect 15 calendar days from the mailing date on the determination notice.

Grievance Requested:

Internal Upheld: Reduction in service hours goes into effect 15 calendar days from the mailing date on the determination notice.

External Upheld: Reduction in service hours goes into effect 15 calendar days from the mailing date on the determination notice.

State Fair Hearing: Reduction in service hours goes into effect 15 calendar days from the mailing date on the determination notice.

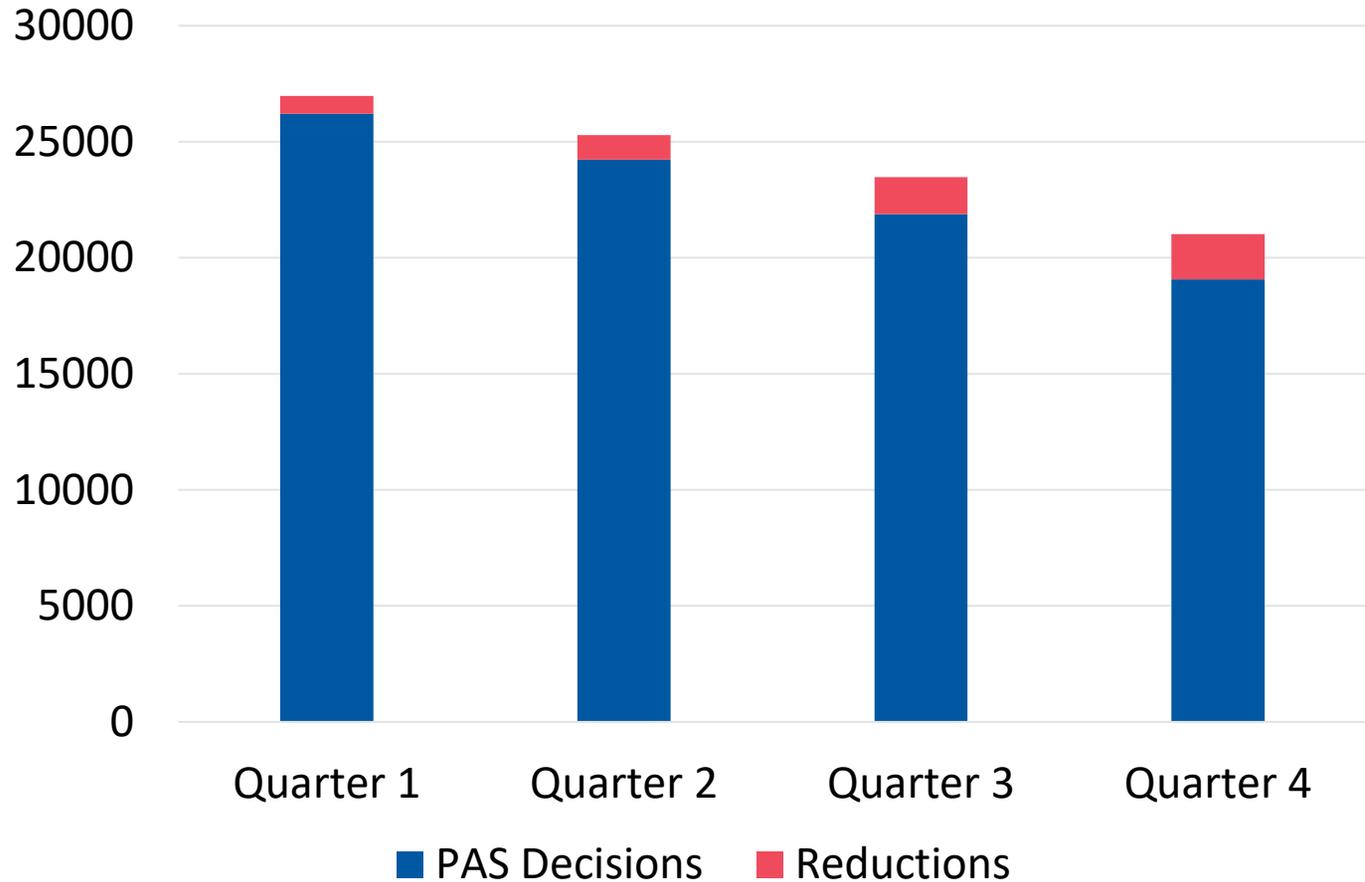
Overtured Grievance:

PAS hours returned the date of the determination notice.

Personal Assistance Services (PAS) Reductions 2024



Reduction Percentage per Quarter
Q1: 2.81%
Q2: 4.13%
Q3: 6.75%
Q4: 9.31%

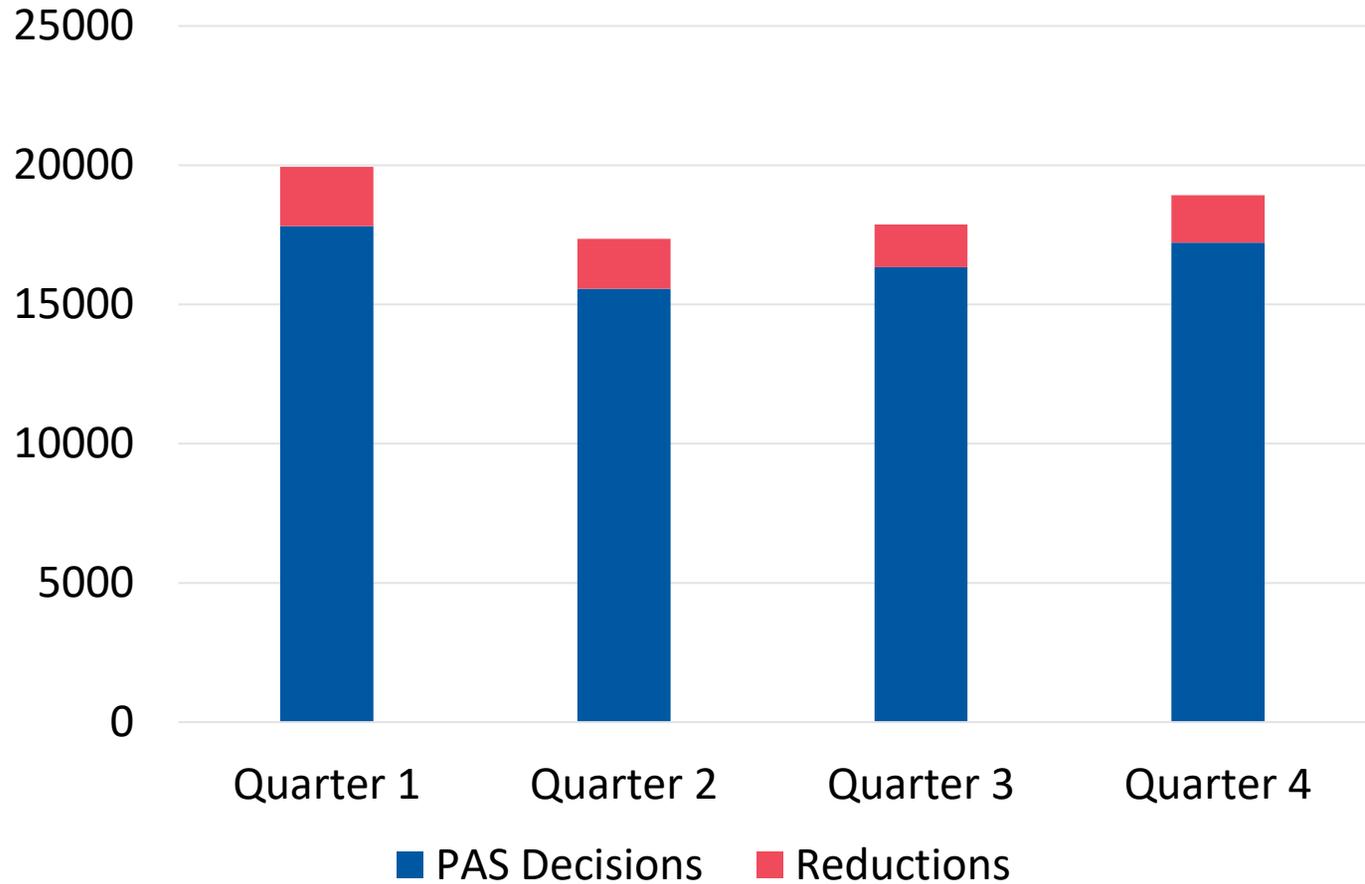


PAS Decisions	Q1: 26,972	Q2: 25,282	Q3: 23,473	Q4: 21,026
Reductions	Q1: 759	Q2: 1045	Q3: 1585	Q4: 1957

Personal Assistance Services (PAS) Reductions 2025



Reduction Percentage per Quarter
Q1: 10.65%
Q2: 10.31%
Q3: 8.58%
Q4: 8.98%



PAS Decisions	Q1: 19943	Q2: 17356	Q3: 17875	Q4: 18962
Reductions	Q1: 2124	Q2: 1790	Q3: 1534	Q4: 1703

Thank you

Questions

