

Personal Assistance Service (PAS) Broadcast Guidelines

- Only accept the case when you are certain you can staff by the date provided by PA Health & Wellness (PHW)
- PA Health & Wellness (PHW) will send a Start of Care Date communication asking if you can start on the date PHW is providing after accepting the placement.
- Within 24 hours of accepting the broadcast, please send a response on next steps and whether you can staff by the date provided by PHW.
- Failure to respond within 24 hours will result in authorization removal and broadcast will continue until the participants needs are staffed.
- EDI providers need to look for email notifications from HHAeXchange for broadcast placements.
- Reports are reviewed to see when first visit is billed as well as subsequent visits to make sure the participants needs are being met consistently and timely.
- Providers who are not staffing timely or meeting participants needs could be suspended or omitted from future broadcasts
- If participants are unable to be reached, providers need to send a message through HHAeXchange to get help contacting participants.
- If authorizations are not visible, providers need to send a non-member communication through HHAeXchange to rectify.