

# Steps to Apply for Waiver Services

## **STEP 1** Call the PA Independent Enrollment Broker (PA IEB) at 1-877-550-4227.



- Learn more about Home and Community Based Waiver Services.
- Tell PA IEB you want to apply for waiver services and schedule your first in-home visit.
- Read the list of papers you need for the first in-home visit.
- ▶ PA IEB sends a Physician's Certification Form to your doctor to fill out and send to PA IEB. If your doctor does not send the form, PA IEB asks you to remind your doctor.

## **STEP 2** Have your first in-home visit.



- At your first in-home visit, you talk with a person from PA IEB about your needs and abilities to see if waiver services or other programs meet your needs.
- Complete the Medical Assistance application (PA 600) and other required forms.
- ▶ If there are any missing forms, The County Assistance Office (CAO) will send a letter to tell you how to send the forms.

## **STEP 3** Have your second in-home visit.



- After your first in-home visit, PA IEB sends a request to the Area Agency on Aging (AAA).
- AAA calls you to schedule your second in-home visit.
- At this visit, a person from AAA does a Functional Eligibility Determination to find out whether you qualify for waiver services based on the care you need.
- ▶ After your second in-home visit, AAA sends the results to PA IEB.

## **STEP 4** PA IEB reviews your Physician's Certification Form and Functional Eligibility Determination.



- PA IEB needs your Physician's Certification Form and Functional Eligibility Determination within **86 days** of the first in-home visit.
- If your doctor has not sent the certification form after your second in-home visit, PA IEB calls your doctor and you.
- Once PA IEB has your Physician's Certification Form and Functional Eligibility Determination, they review both to find if you qualify.
- ▶ If both forms meet program eligibility, PA IEB sends your application to the CAO.

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## STEP 5 The CAO reviews your waiver application and makes a decision.



- The CAO reviews your waiver application to see if you qualify financially.
  - If anything is missing, the CAO will send a letter to tell you how to send it to them.
  - Once your application is complete, the CAO approves or denies it.
  - The CAO sends a notice to you, to PA IEB, and to your chosen Managed Care Organization/Service Coordination Agency.
  - You get the decision about whether you qualify within **90 days** after PA IEB starts your waiver application.
- ▶ If you do not get a decision within 90 days, you can ask for a fair hearing.

### If your waiver application is approved



You are enrolled in Home and Community Based Waiver Services.

### If your waiver application is denied



If you disagree with that decision, you can ask for an appeal hearing.