

## PCA Glossary

**Activities of Daily Living (ADL):** Routine tasks of personal care including:

- Bathing
- Dressing
- Eating

**Assessment:** The process of identifying:

- A person's strengths, preferences, functional skills and need for support and services
- The extent to which natural supports and informal providers are able to meet the person's need for support and services
- The extent to which human services agencies and providers are able to provide or develop needed support or services

**Assessor:** A skilled person from the lead agency who decides a person's need for PCA services.

**Care Plan:** Developed by the qualified professional and the person receiving services, the care plan details each service that will be provided including:

- How the services will be delivered
- When the services will be delivered
- Where the services will be delivered
- Who will deliver the service

**Code of Ethics:** A guide of standards and ideals produced by the National Alliance of Direct Support Professionals (NADSP) for PCAs. See [NADSP Code of Ethics](#).

**Common Entry Point (CEP):** The agency in each county that takes reports of suspected neglect or abuse of vulnerable adults. The CEP is available 24 hours a day every day of the year. [Local CEP Listing](#)

**Development Disabilities (DD):** A severe, lasting disability caused by mental and/or physical injury. The disability is obvious before age 22 years. It is likely to last for life. DD causes major limits in three or more of the following areas:

- Self – care
- Receptive and expressive language
- Learning
- Mobility
- Self-direction
- Capacity for independent living and economic self-sufficiency

A person with DD has an ongoing need for specific planned and coordinated services.

**Financial Exploitation:** The misuse of a person's funds, assets or property. It is also the failure to use the person's funds and resources to care for the person which may result in harm to the person.

**Fraud:** An act that is planned, unlawful or has an element of false representation. Medicaid defines fraud as "an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to him or some other person."

**Germs:** Tiny living organisms in our world. Some germs are good but some cause infections or disease.

**Home Care Bill of Rights:** Document that states the rights of persons who receive home care services. See Minnesota Department of Health, [Home Care Bill of Rights](#)

**Home Care Nurses:** A person licensed to practice nursing. A home care nurse works for agencies to provide nursing services and PCA supervision in a person's home.

**Instrumental Activities of Daily Living (IADL):** PCA tasks to help people age 18 and older. ADLs must be part of the care plan to assign IADLs. IADLs include:

- Meal planning and preparation
- Managing finances
- Shopping for food
- Communication by telephone and other media
- Getting around and participating in the community

**Long Term Care Consultation (LTCC):** Services that assist persons with long-term or chronic care needs of any age to make long-term care decisions. The selection of service options should meet needs and reflect personal choices. The intent of the LTCC is to:

- Stop or slow certified nursing facility (NF) placements
- Provide transition assistance after a NF admission so a person can return to the community

**Maltreatment:** The neglect or abuse of a child or vulnerable adult (VA). VA maltreatment includes financial exploitation.

**Mandated Reporter:** A person who is required by law to report the suspected abuse or neglect of children or vulnerable adults.

**Medicaid:** Program that gives medical and health-related services to low-income persons. Medical Assistance (MA) is the name for Medicaid in Minnesota.

**Medicaid Fraud Control Unit (MFCU):** The unit in the Office of the Attorney General that takes legal action against those who abuse the Medicaid program.

**Medical Assistance (MA):** One of the Minnesota Health Care Programs (MHCP). MA is administered by the counties and provides health care services for the following eligible groups:

- Low-income families
- Children
- Pregnant Women
- People who are age 65 or older
- People who have disabilities

Each state decides the types of covered health care services under its MA program using Medicaid rules.

**Ombudsman:** An ombudsman is an independent advocate who works on behalf of consumers. There is no charge to the consumer. Ombudsmen look into customer complaints concerning:

- Health
- Safety
- Welfare
- Customer rights

They work to:

- Resolve individual concerns
- Identify problems
- Support changes to address problems

**PCA Choice Option:** An option in the PCA program that gives a person more choice and control in their service needs.

**Personal Care Assistant (PCA):** A person who works for a PCA agency. A PCA does tasks of daily living for persons with disabilities and/or special health needs.

**PCA Provider Agency:** A business that offers PCA services to people. Agencies are enrolled as Minnesota Health Care Programs (MHCP) providers and include:

- Personal care assistance provider organization (PCPO)
- Personal care assistance choice agency (PCA Choice)
- Class A licensed nursing agency
- Medicare-certified home health agency

These agencies hire the PCAs and qualified professionals (QP). They also bill MHCP for the services used.

**Personal Care Provider Organization (PCPO):** An agency that provides traditional PCA services:

- Recruiting and hiring of staff
- Training and orientation
- Scheduling
- Collecting time cards
- Financial management
- Termination of staff if needed

**Provider:** A person, organization or entity that enrolls with the Department of Human Services (DHS) to provide health services to MHCP members.

**Provider Agreement:** The terms and conditions of DHS that each provider signs before providing services.

**Qualified Professional (QP):** A skilled person who provides oversight of PCA services and PCAs. The QP supervises the PCA in the delivery of these services based on the care plan.

**Responsible Party (RP):** A person who is able to make choices for a person getting PCA services. The RP is the decision-maker when the person is unable to direct his or her own care. A RP helps a person to live in the community rather than a facility.

**Service Plan:** The assessor and the person needing services or the RP create this document. It identifies the different supports the person may need.

**Surveillance and Integrity Review Section (SIRS):** SIRS is in charge of making certain providers meet MHCP rules within DHS. SIRS reviews the use and delivery of health services through a post-payment review process.

**Time Card:** The official record of hours worked.