

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.