

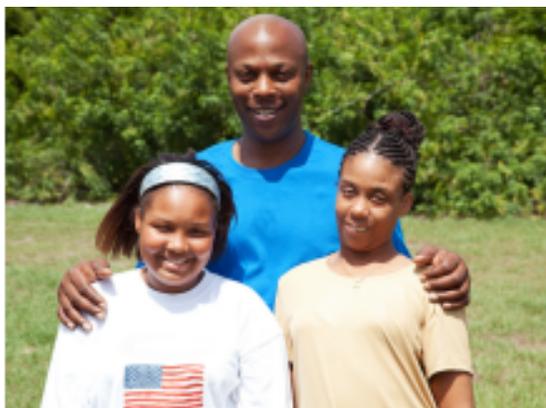
What is a Person-Centered Plan (PCP)?

A Person-Centered Plan, or PCP, is a written plan for people applying for or currently receiving services from the DDA's Medicaid waiver program. It includes:

- The person's goals for the next year and lifetime.
- What is important to and for the person.
- The person's health and safety needs.
- Risks and ways to manage them.
- Resources and programs to help meet goals.
- The person's chosen service model (self-directed or provider managed).
- Service providers, costs and formal agreements.



The DDA reviews PCPs yearly to make sure they meet people's needs and follow the federally approved waiver authority.



Who Helps with the PCP?

A Coordinator of Community Services (CCS) helps create and manage the PCP. The CCS:

- Works with the person and their team to develop the PCP.
- Enters the PCP into *LTSSMaryland*, an electronic health record system.
- Submits the PCP for approval.
- Responds to questions from the DDA Plan Reviewer.

What Does the DDA Plan Reviewer Do?

The DDA Plan Reviewer checks the PCP to ensure it meets needs and follows rules. They:

- Approve the plan if it meets requirements and notify the person.
- Request more information if needed. You have three chances to respond to the request.
- Deny the plan if requirements are not met, but the current plan remains active for 12 months.



How to Appeal a Denied PCP

If a PCP is denied, the person can appeal the decision. There are two types of appeals. One type is for people in a Medicaid waiver program, called a Medicaid Fair Hearing. The other type is for people not in a Medicaid waiver program, called a State Hearing.

Medicaid Fair Hearing:

- Must be requested within 94 days from the date on the denial letter.
- The person must follow the steps in the letter to request a hearing. The DDA Regional Office can support them if needed.
- Send the appeal by mail, in person or by fax to:
Maryland Department of Health
Office of Health Services
Attention: Appeals
201 W. Preston Street, 1st Floor
Baltimore, MD 21201
Fax: (410) 333-5154

A request to appeal may also be made by phone:

- » DDA Headquarters (410) 767-5600
- » Central Maryland: (410) 234-8200
- » Eastern Shore: (410) 572-5920
- » Southern Maryland: (301) 362-5100
- » Western Maryland: (301) 791-4670

State Hearing:

- Must be requested within 45 days from the date on the denial letter.
- The person must follow the steps in the letter to request the hearing. The DDA Regional Office can support them if needed.
- Send the appeal by mail, in person or by fax to:
Maryland Department of Health
Office of Health Services
Attention: Appeals
201 W. Preston Street, 1st Floor
Baltimore, MD 21201
Fax: (410) 333-5154

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Questions and Answers

Clarification Requests: Work with your CCS to provide the needed information. You have three chances to respond to the request.

PCP Denials: You can appeal a denial within the time given in the letter. If you have not received the status of your PCP, contact your CCS or DDA Regional Office.

Appeal Process: Follow the steps in the denial letter and contact your [DDA Regional Office](#) at the numbers listed above.