

## Private Duty Nursing General Frequently Asked Questions

For questions regarding Private Duty Nursing (PDN) cases in Westchester County, providers should call (914) 231-3629.

### General Information

Prior Approval (PA) requests and Prior Approval Change Requests (CR) are reviewed in the order in which they are received by the Department. It is the provider's responsibility to obtain all necessary paperwork for renewals and changes and submit those requests timely.

The Department will take into consideration the recommendation for PDN from Certified Home Health Agencies, Case Managers, or the local Department of Social Services (DSS), however it is ultimately the responsibility of the ordering physician to medically justify the PDN hours being requested.

**ALL CORRESPONDENCE THAT IS FAXED DIRECTLY TO THE DEPARTMENT MUST CONTAIN THE BENEFICIARY'S MEDICAID ID NUMBER.**

### New Cases

See the paperwork requirements and information on where to fax new cases in the Private Duty Nursing Provider Manual at [https://www.emedny.org/ProviderManuals/NursingServices/PDFS/Private\\_Duty\\_Nursing\\_PA\\_Guidelines.pdf](https://www.emedny.org/ProviderManuals/NursingServices/PDFS/Private_Duty_Nursing_PA_Guidelines.pdf)

Do NOT submit the request unless you have a complete packet of information as incomplete requests will only delay the review process.

New cases should not be sent to Computer Sciences Corporation (CSC). New cases should be faxed to the Department at (518) 402-3253.

When a beneficiary has Third Party health insurance, private duty nursing services must be requested from the primary insurance first; and the written response from the primary insurer must be included with the new case documentation.

### Renewals

Most renewals require the provider to send updated physician orders/Plan of Treatment and an updated Certified Home Health Agency (CHHA) nursing assessment.

The next prior approval request should be submitted a minimum of four (4) weeks and a maximum of eight (8) weeks prior to the expiration date of the current PA.

In addition independently enrolled LPNs and RNs should:

- Submit a complete list of the independent nurses currently working on the case along with their NPI numbers. If you are the sole independent provider on the case, you must document this.
- Submit a statement of oversight signed and dated by the physician. This statement can be included on the physician order/Plan of Treatment.
- Submit a CR Form to CSC when requesting to be added to an existing case.

Any questions regarding the Prior Approval process can be directed to the Department at (800) 342-3005, Option 1 or (518) 474-3575, option 1.