

# What is the Personal Care Program?

The Program provides in-home assistance with activities of daily living and other areas of personal need to help you stay independent in your home.



**Toll Free  
Information Line:  
1-866-767-1575**

**Get help at home with bathing,  
dressing, eating, grooming,  
mobility, etc.**



West Virginia Bureau of Senior Services  
1900 Kanawha Boulevard  
Charleston, WV 25305  
Phone: 304-558-3317 Fax: 304-558-6647  
Website: [www.wvseniorservices.gov](http://www.wvseniorservices.gov)



*This document is intended to provide an overview of the Medicaid Personal Care Program and does not address all applicable Medicaid policies and procedures.*

West Virginia Department of  
Health and Human Resources

Bureau for Medical Services



**Medicaid Personal Care  
Program**

## Facts about the Personal Care Program

The Medicaid Personal Care Program is an in-home care program. Certified direct care staff come to your home to assist you with your personal needs. In order to participate in this program, you must first be eligible for Medicaid and have a West Virginia State Medicaid card. Then, you must meet the criteria for medical eligibility for the program.



## Application

You may contact a Personal Care Provider to inquire about application for the program. To find out who is a Personal Care Provider, go to the following:

- Bureau of Senior Services Website at the following: [www.wvseniorservices.gov](http://www.wvseniorservices.gov);
- Aging and Disability Resource Centers at 1-866-987-2372; or
- Bureau of Senior Services at 1-866-767-1575.

## Eligibility

Individuals eligible to receive this service must have a West Virginia State Medicaid card. When you first apply for Personal Care services, a Registered Nurse will contact you and your physician for an assessment for medical eligibility for the Personal Care Program.

To be eligible, an individual must have needs in at least three areas of activities of daily living. Activities of daily living include some of the following:

- Eating
- Bathing
- Dressing



## Personal Care Services

A Personal Care aide is a trained care provider who assists you with services such as:

- Meals
- Grooming
- Mobility
- Toileting
- Other personal care needs.

Personal Care Services are provided in your home. Personal Care Services are supervised by a Registered Nurse.

### Personal Care Services does NOT include:

- Skilled nursing care,
- Administer medications,
- Wound care,
- Injections, or
- Housecleaning as the ONLY service.