

**Personal Care Attendant (PCA) services:**

- If it is a new PCA request for your patient: send a message to the navigator pool (P BMC [Suite] Patient Navigator) and explain the ADL that the patient needs help with and the chronic medical condition that makes the patient qualify.
- If patient has PCA and needs more hours: write a medical necessity letter stating the need of more PCA hours and send to the Forms/Fax pool (P BMC [Suite] Forms/Faxes)