



**ITASCA MEDICAL CARE (IMCare)**  
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***PROVIDER UPDATE***

***May 2020***  
***#2020-18***

To: IMCare Providers  
From: Sarah Duell, IMCare Director  
Date: May 19, 2020  
RE: COVID-19 PCA update

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Following DHS guidance, IMCare has temporarily adjusted certain requirements related to personal care assistance (PCAs) to allow flexibility and ensure people can safely access services during the COVID-19 peacetime emergency.

These changes:

- Allow qualified professionals to provide required in-person oversight of PCA workers via two-way interactive telecommunications (i.e., phone or video technology) for all people who receive PCA services, including people who are new to receiving services or transferring to a new agency.
- Increase the number of hours a PCA provider agency can bill for an individual worker to 310 hours per month, per worker. This exceeds the current 275-hour per month limit.

These changes are effective May 12, 2020 and will last for the duration of the peacetime emergency.

Information is changing rapidly, please continue to monitor provider updates and our website for the most accurate, up to date information. If you have questions, please reach out or encourage members to reach out, to our call center at 218-327-6188, toll-free at 1-800-843-9536 or email [imcare.office@co.itasca.mn.us](mailto:imcare.office@co.itasca.mn.us).