



**CHOSEN FAMILY**  
**Home Care**

A circle of support and community

# Applying for for Pennsylvania Waiver Services: A Step-By-Step Enrollment Guide

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## STEP 1 Apply for and get approved for medical assistance through the state of Pennsylvania



- If you have already qualified for Medical Assistance, please proceed to the next step.
- Go to <https://www.compass.state.pa.us/> and register and fill out the registration information for the state of Pennsylvania's health and human service programs.
- After filling out the initial application and information needed, a case worker will be assigned to review your information through a local [County Assistance Office near you](#).

- *Timeline:* Generally, this process will take up to 60 days in most cases. You can ensure that this process goes smoothly by taking the time to ensure that all information is filled out correctly and accurately.

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## STEP 2 Call the PA Independent Enrollment Broker (PA IEB) at 1-877-550-4227.



- The [Independent Enrollment Broker](#) can help you learn more about Home and Community Based Waiver Services for you or your loved one.
- Inform the PA IEB you want to apply for waiver services and schedule your first in-home visit.
- Read the list of papers you need for the first in-home visit.
- PA IEB sends a Physician's Certification Form to your doctor to fill out and send to PA IEB.

- *Timeline:* Normally, between two weeks and two months. The biggest factors in the timeline include how long it takes for your doctor to respond with the Physician's Certification Form and also the availability of the PA IEB to schedule and complete your first in-home visit.

- *Helpful Tip:* You may want to remind your doctor to fill out and send the form back to the IEB. The IEB cannot proceed without this information.
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### STEP 3 **Schedule and have your first in-home visit.**



- At your first in-home visit, you talk with a person from PA IEB about your needs and abilities to see if waiver services or other programs meet your needs.
- Complete the [Medical Assistance application \(PA 600\)](#) and other required forms, if applicable.
- *Helpful Tip:* It is important to complete all forms and to make sure that all required forms are sent to the CAO. Otherwise, there may be delays. If there are any missing forms, The County Assistance Office (CAO) will send a letter to tell you how to send the forms.
- *Timeline:* Usually within 14 to 45 days.

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### STEP 4 **Schedule and complete your second in-home assessment visit.**



- After your first in-home visit is completed, processed, and approved, the PA IEB sends a request [to your local Area Agency on Aging \(AAA\)](#) to complete .
- AAA calls you to schedule your second in-home visit.
- At this visit, a person from AAA does a Functional Eligibility Determination to find out whether you qualify for waiver services under Community HealthChoices based on the care you need.
- Once your second in-home visit is completed, the AAA sends the results to PA IEB for review.
- *Timeline:* Usually within 14 to 45 days.

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### STEP 5 **PA IEB reviews your Physician's Certification Form and Functional Eligibility Determination.**



- PA IEB needs your Physician's Certification Form and Functional Eligibility Determination within **86 days** of the first in-home visit.
- If your doctor has not sent the certification form after your second in-home visit, PA IEB calls your doctor and you.
- Once PA IEB has your Physician's Certification Form and Functional Eligibility Determination, they review both to find if you qualify. If both forms meet program eligibility, PA IEB sends your application to the CAO.
- *Timeline:* Usually within 14 to 45 days.

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### STEP 6 **The CAO reviews your waiver application and makes a decision.**



- The CAO reviews your waiver application to see if you qualify financially.
- If anything is missing, the CAO will send a letter to tell you how to send it to them.
- Once your application is finalized and complete, the CAO approves or denies it.
- The CAO sends a notice to you, to PA IEB, and to your chosen Managed Care Organization/Service Coordination Agency.
- You get the decision about whether you qualify within **90 days** after PA IEB starts your waiver application.
- If you do not get a decision within 90 days, you can ask for a fair hearing.



**If your waiver application is approved :**

- Congratulations! You are enrolled in Home and Community Based Waiver Services



**If your waiver application is denied :**

- You are NOT enrolled in Home and Community Based Waiver Services.
- However, if you disagree with that decision, you have the right to request an appeal hearing

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***Total timeframe: 4 to 10 months. Please note that timeframes are just estimates and that individual results may vary.***

Still Confused or Have Questions? Chosen Family Home Care can help. Call us at 267-457-4122 or email us at [info@chosenfamilyhomecare.com](mailto:info@chosenfamilyhomecare.com) with any inquiries you may have. We are glad to help during this process free of charge and without obligation.



Chosen Family Home Care is a Philadelphia and Greater Delaware Valley-based provider of home care services in Pennsylvania. We are an approved Medicaid Waiver provider of home care and personal care services to Community HealthChoices waiver participants. We specialize in supportive and compassionate caregivers, and we set ourselves apart from other agencies by treating our caregivers like family.

That means providing our caregivers with the highest pay in the industry, educational and informative ongoing training tools, and regular assistance and communication from our leadership and clinical staff support. For our clients, that means the best care provided and ability to age independently and with dignity.

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