



New Mexico
Independent
Consumer
Support System

Centennial Care – Long-Term Care Personal Care Services

Personal Care Services

Personal Care Services are special benefits for long-term care members who receive Agency Based Community Services. Personal Care Services help you stay in your home or in another community setting instead of going to a nursing home. Basic personal care services are help with eating, bathing, dressing, going to the bathroom, care of your teeth, hair, and nails when medically necessary. Members receiving Agency Based Community Services can get Personal Care Services when it is medically necessary for them to get help to stay in a community setting.

There are two ways you can get Personal Care Services:

Consumer-Directed Model or the **Consumer Delegated Model**

Either way, you can:

- Pick a caregiver to help you – you may pick a family member,
- Stay in your home or neighborhood and
- Work with a provider contracted with your managed care organization (MCO).

Your MCO and your providers will make sure:

- Your caregivers have passed a Caregiver Criminal History Screening Test and
- You get the right care and services.

The Consumer-Directed Model lets you:

- Direct your own care,
- Be in charge of the way your services are given,
- Choose your own caregivers and
- Supervise your caregivers and dismiss them if you have to.

The Consumer-Delegated Model:

- If you do not want to be in charge of your own care and
- Want services provided by a Personal Care Services agency contracted with your MCO that will hire your caregivers.

Your Care Coordinator will help you no matter which way you choose to receive your Personal Care Services.