

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner



Maine Department of Health and Human Services
MaineCare Services
Authorization Review
11 State House Station
Augusta, Maine 04333-0011
Tel: (866) 690-5585; TTY: Dial 711 (Maine Relay)

Notice to Office of MaineCare Services of Inability to Provide Complete Staffing

Agency: _____ Contact Person: _____

Phone : _____ Fax: _____

Member Name: _____ ID: _____ PA: _____

Reason for no staffing: staffing not available hospital vacation family denied services

Is there more than one agency providing services to the member? Yes No

If yes, please check: _____ Primary _____ Secondary _____ Other

In accordance with the MaineCare Benefits Manual, Chapter II, Section 96, Private Duty Nursing and Personal Care Services, if a provider has determined that any of the authorized, medically necessary services are not available from that agency/provider, **the provider shall notify the family in writing as to which authorized services are not available.** A copy of this notification will also be sent to MaineCare submitted through the Health PAS Online Portal by attaching this notice to the active prior authorization.

This form is being sent because the agency was unable to staff three (3) consecutive shifts or 20% or more of the authorized hours per week.

What is the current authorization, hours per day and number of days per week; (example: 4 hours per day, 2 days per week)? _____

This agency is unable to provide the following services (please include dates):

This agency has contacted the other agency providing services to the member. Yes No N/A

This agency has attempted to hire the appropriate level of staff. Yes No N/A

This agency has sent a staffing request via e-mail to all PDN under 21 Providers and copied the Office of MaineCare Services. Yes No

Was the physician notified? Yes No

If yes, how was it completed? Phone Fax Other (specify) _____

If no, reason: _____

Signature: _____ Date: _____

(Parent/Guardian): _____
Name of parent/guardian receiving this notification

If an agency is unable to provide the medically necessary services, the Office of MaineCare will assist in finding a provider.

Please submit all requests through MIHMS via fax (1-866-598-3963) or through the Health PAS online portal and attach it to the active Prior Authorization number.