



superior
healthplan™



Personal Assistance Services (PAS)

TEXAS
STAR PLUS
Your Health Plan ★ Your Choice



TEXAS
Health and Human
Services

[SuperiorHealthPlan.com](https://www.SuperiorHealthPlan.com)

SHP_202410229

What are Personal Assistance Services (PAS)?

A PAS attendant/provider can help you with daily living tasks. They can help with personal care and home management tasks related to your physical well-being, health and safety. These tasks include, but are not limited to:

- Bathing
- Dressing
- Exercise – walking
- Feeding or eating
- Grooming
- Shopping
- Toileting
- Transferring

Attendants are trained and supervised by non-medical personnel.

What are the benefits of PAS?

PAS helps you continue living in your home safely and gets you the services you need. PAS does not provide 24-hour care.

Who can get these services?

PAS is a Medicaid benefit available for individuals with a disability that need assistance with everyday tasks. If you need help with everyday tasks to maintain your independence or to remain living in the community, you may qualify for PAS or other support services.



How do I request PAS?

Discuss your needs with your primary care provider (PCP) and contact Superior HealthPlan at 1-877-277-9772 to request PAS.

Your PCP will complete the required paperwork. Your Superior Service Coordinator will do an in-home assessment.

What is an In-Home Assessment?

A Service Coordinator will meet with you in your home to complete an assessment. The purpose of the assessment is to determine what PAS or other support services will meet your needs.

How will I know if I was approved for services?

You will receive a letter explaining what services you are approved for, including hours/days per week and length of authorized services.

What tasks are covered by PAS?

- Bathing, dressing, exercising (walking only), feeding, grooming, toileting and transferring.
- Cleaning your surrounding area, doing your laundry (clothing and linens) and preparing your meals.
- Preparing a shopping list, picking up and putting away groceries.
- Arranging transportation, going with you on non-medical trips, such as to the grocery store or pharmacy.
- Reminding you to take your medications.

What tasks are not covered by PAS?

- Administering medications
- Taking care of household pets
- Moving furniture
- Cleaning windows
- Performing yard work
- Providing childcare
- Ironing
- Household laundry
- Preparing household meals
- Cleaning for the household
- A PAS attendant/provider cannot drive you, but they can go with you to the doctor or another destination.

Who can become my PAS attendant/provider?

A family member, a friend, or a person the provider agency hires can be your PAS attendant/provider. All attendants/providers must be over the age of 18 and pass a background check. Your spouse cannot be hired as your attendant/provider.

What if I am approved for PAS?

Your Service Coordinator will follow up with you to make sure your services have started. A Service Coordinator will complete an in-home assessment as required or when you have a change in health or household.

What if I am not approved for PAS?

Your Service Coordinator will call you and Superior will send you a letter explaining what services were not approved. The letter has instructions on how to file an appeal if you disagree with the decision. You, or someone acting on your behalf can file an appeal.

What if I have a change in my health or household?

Call Superior if you have a change in your medical condition documented by your PCP or change in your household or family support.

Important Numbers:

Service Coordination:

1-877-277-9772

Member Services:

1-877-277-9772

Nurse Advice Line:

1-877-277-9772

Behavioral Health Hotline:

1-877-277-9772

DentaQuest:

1-888-308-4766

Involve Vision:

1-888-756-8768

SafeRide:

1-855-932-2318

Suicide and Crisis Lifeline:

988

Community Services and Resources:

2-1-1 or www.findhelp.org



Visit SuperiorHealthPlan.com for information about your benefits, coverage, Value-added Services and help finding a doctor or specialist.



Log-in or register to create your member account at Member.SuperiorHealthPlan.com.