

Personal Care Assistance – Frequently Asked Questions:

How am I paid for my PCA entitlement?

To receive reimbursement of your PCA expenses, you will need to complete the PCA performed sheet. If a friend or family member provided the care, complete the top section of the form and have them sign it with you. If you use a professional vendor, complete the bottom section of the form and attach a receipt for those services. If we pay you directly, it is our goal to process your reimbursement within 10 business days.

How is the score value number for each activity task calculated?

These figures are based on the Statistics Canada averages for time spent on activities. The score is based on your functional ability and identifies assistance you require for each activity because of your compensable injuries. It works out to be roughly 5 minutes for every point.

Can I pay family members or friends who provide my care?

Yes, you can. You will need to have them complete the PCA performed Sheet with you confirming the amount of care they provided.

Can a professional vendor do direct billing?

Yes, professional vendors can be set up for direct billing. If they do not have an MPI vendor number they would need to be set up in our system with a review of their credentials, and submission of a registered account form and direct billing information. This process can take a few weeks.

How much can I pay my care providers?

If family or friends provide your care, MPI will reimburse you for the expenses submitted at minimum wage per hour up to your monthly maximum entitlement. If a licensed professional provides your care, they must provide documentation to confirm their profession before MPI can consider a rate higher than minimum wage. Your monthly maximum entitlement stays the same whether your care is provided by family, friends, or a licensed professional. What happens if my vendor charges more than my monthly maximum?

MPI would only be able to pay up to the monthly maximum the remainder of the bill would be your responsibility.

What if I have both a vendor and family doing my care services?

If you are using both a professional vendor and family to provide care, depending on your needs, MPI will pay the vendor first. If there is any amount remaining under your monthly maximum entitlement, MPI may reimburse you for care provided by family or friends. MPI would only be able to pay up to your monthly maximum and any amount that exceeds your monthly maximum PCA entitlement would be your responsibility.

Vendors submit invoices for their services, while family or friends complete the PCA Performed Sheet. In these situations, as vendor invoices are processed within 30 days of receipt, there will be a delay in reimbursement to you to pay your family or friends until the vendor invoice has been paid.

How is my PCA entitlement calculated? How do I get the maximum amount?

Your PCA entitlement, including your monthly maximum amount, is based on the in-home assessment completed by the Occupational Therapist. The Occupational Therapist's assessment will look at what activities you were completing before the accident, and have you demonstrated activities you require assistance with because of your accident-related injuries. They will also consider the extent you require assistance (ex. complete or partial) and will provide a report to MPI with this information.

The amount you're entitled to is based on the level of care you require which should adjust as you recover from your injuries.

Why did my PCA decrease?

As you recover from your accident injuries, it is natural that you will be able to do more. Your PCA entitlement is reassessed at different stages in your recovery, based on recommendations from the Occupational Therapist completing the assessment for MPI or the medical information we receive from your practitioners. Your PCA entitlement is updated based on your current functional ability demonstrated at the in-home re-assessment.

Why did my PCA entitlement end when I still need help?

To qualify for PCA benefits, your assessment must meet a minimum score of "9". If your PCA entitlement has ended, it does not necessarily mean you have fully recovered or can do everything the same way you did before the accident. With tools such as assisted devices, pacing, or other supports you are now able to manage your daily activities at a level that no longer meets the requirement for PCA benefits.