



THE
**COORDINATING
CENTER**

YOUR HEALTH. YOUR JOURNEY. OUR PRIORITY.

September 19, 2025

Dear REM client/caregiver,

The Maryland Department of Health has asked The Coordinating Center to share with you the attached guidelines on getting help from a private duty nurse (PDN). While there are no changes with the care you are currently receiving, these guidelines may be helpful to you.

If you have any questions or want to talk more about this, please reach out to me or your assigned REM Clinical Care Coordinator. We are happy to share your questions or thoughts with the Maryland Department of Health-Division of Nursing Services team.

Thank you,

Celinda J. Carr, LCSW-C, CCM
REM Program Director
240-854-6478



www.coordinatingcenter.org

8531 Veterans Highway | 3rd Floor | Millersville, MD 21108

Phone: 410-987-1048 Fax: 410-987-1685



Wes Moore, Governor · Aruna Miller, Lt. Governor · Meena Seshamani, M.D., Ph.D., Secretary

MEMORANDUM

To: Model Waiver Participants and Case Managers
Rare and Expensive Case Management Participants and Case Managers
Early Periodic Screening, Diagnostic and Treatment Participants and Case Managers

From: Meghan Kramer, Assistant Director, Nursing and Waiver Services
Office of Long Term Services and Supports *Meghan Kramer*

Date: July 10, 2025

Subject: Audit of Medical Necessity for Private Duty Nursing

Please ensure the appropriate staff members in your organization are informed of the contents of this memo.

The Division of Nursing Services will perform an audit of participants receiving Private Duty Nursing (PDN) services in REM (Rare and Expensive Case Management), EPSDT (Early Periodic Screening, Diagnostic and Treatment), and the Model Waiver programs beginning in July 2025. Under COMAR 10.09.53 (EPSDT Nursing Services), COMAR 10.09.27 (Model Waiver Nursing Services) and COMAR 10.09.69.11-12 (REM Optional Nursing Services), PDN services require preauthorization, and as part of the initial and continued authorization process, medical necessity must be demonstrated.

Under the relevant PDN regulatory provisions, program participants must have at least one willing and able caregiver to accept responsibility for the participant's care when the nurse, certified nursing assistant, or home health aide is unavailable to render care. Thus, in the absence of emergency situations, PDN services rendered by the nurse, certified nursing assistant or home health aide is limited to the times the willing and able caregiver is at work, at school, or asleep. As such, verification of the willing and able caregiver's work/school schedule must also be provided with any initial or continued request to approve PDN services.

In the event the willing and able caregiver is *temporarily* unavailable due to circumstances including, but not limited to, acute debilitating illness or hospitalization, the Department may authorize services for up to 60 days. Emergency requests for PDN must be submitted to the Department via your case manager with supporting documentation.

For you to remain eligible for Private Duty Nursing, your caregiver may be asked to supply a work/school schedule or employment verification. You may also be asked to submit medical or specialty provider notes to demonstrate medical necessity. This is needed to ensure any hours authorized by the Division of Nursing Services are in line with state and federal regulations, and the most up to date information is available when reviewing your case. Failure to submit any or timely documentation could result in a denial of hours due to incomplete records.

We appreciate your patience as we complete an audit of this magnitude. Please refer questions to your Case Manager who will contact the appropriate Division representative.



YOUR HEALTH. YOUR JOURNEY. OUR PRIORITY.

Nondiscrimination Statement

The Coordinating Center complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, gender identity, and sex characteristics).

The Coordinating Center, upon request:

Provides free aids and services to people with disabilities to communicate effectively with Department staff, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact The Coordinating Center at 1-800-296-2242. If you believe that The Coordinating Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, gender identity, and sex characteristics), you can file a grievance by phone or mail:

The Coordinating Center
Compliance Coordinator
8531 Veterans Highway, Third
Floor Millersville, Maryland 21108
1-800-296-2242

If you need help filing a grievance, the Compliance Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Español/Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-296-2242.

አማርኛ/Amharic

የአስተርጓሚ አገልግሎት በነጻ በእርስዎ ቋንቋ ተዘጋጅቷል። 1-800-296-2242 ጋር ይደውሉ።

العربية /Arabic

1-800-296-2242 ب الاتصال يرجى لغتك في المجان لك الترجمة خدمات تتوافر ملحوظة.

Bàsòò-wùdù-po-nyò /Bassa

Dè dẹ nà kẹ dyédé gbo: ɔ jũ ké m̩ [Bàsó ò -wùdù-po-nyò] jũ ní, nií, à wuɖu kà kò dọ po-poò bé in m̩ gbo kpáa. Ǻá 1-800-296-2242.

中文/Chinese 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-296-2242.

فارسی/Farsi

با است دسترس در رایگان صورت به شما برای فارسی زبان به شفاهی ترجمه خدمات 1-800-296-2242 تماس بگیرید.

Français/French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-296-2242.

ગજરાતી /Gujarati સચના : જો તમે ગજરાતી બોલતા હો, તો નન:શલ્ક ભાષા

સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-296-2242.

kreyòl ayisyen/Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-296-2242.

Igbo

Ọrụ Ntapị nke a na-enye n'efu dị n'asụsụ gị. Kpọọ 1-800-296-2242.

한국어/Korean 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다 1-800-296-2242.

Português/Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-296-2242.

Русский/Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-296-2242.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-296-2242.

اردو/Urdu

1-800-296-2242 کریں ہیں۔ کال دستیاب مفت خدمات کی ترجمہ میں زبان کی آپ

Tiếng Việt/Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-296-2242.

Yorùbá/Yoruba

AKIYESI: Bi o ba nsọ èdè Yorùbú ọfẹ ni iranlọwọ lori èdè wa fun yin o. E pe ẹrọ-ibanisọrọ yi 1-800-296-2242.