

Information About PCC and Our Services

You have the right to clear, accurate information about the organization coordinating your services, what we do, and how to reach us.

About Patient Care Coordination, Inc.

Founded in 2014 and headquartered in Philadelphia, PCC is an NCQA-accredited service coordination entity serving adults with physical disabilities and older adults throughout the Commonwealth of Pennsylvania. Our mission — Supporting Your Way to Independence — is to help people live safely and independently in the community of their choice. ^[1]

Programs we serve

- Community HealthChoices (CHC) — service coordination under contract with PA Health & Wellness. ^{[2][3]}
- OBRA Waiver — home and community-based services through the Office of Long-Term Living (OLTL). ^[4]
- Act 150 Program — state-funded attendant care services. ^[5]

What service coordination includes

- Comprehensive needs assessments and reassessments. ^{[3][6]}
- Developing and updating your Person-Centered Service Plan with you. ^{[6][7]}
- Helping you choose and connect with qualified providers and community resources. ^{[6][8]}
- Monitoring your services, health and safety through regular contacts and visits. ^{[6][3]}
- Coordinating care transitions, including hospital discharges and nursing home transitions. ^[3]
- Helping you understand your rights and how to file a complaint, grievance or appeal. ^[9]

How to reach us

Office hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. An on-call line is available 24 hours a day, 7 days a week, 365 days a year at 215-725-7200, Option 9, for participants, providers and hospitalization notifications. ^[2]

PCC does not deliver hands-on care and does not contract directly with providers; provider networks are managed by your managed care organization. Your Service Coordinator will help you connect with the right provider. ^{[3][10]}

Who to contact

Patient Care Coordination, Inc. (PCC)	475 N. 5th Street, Suite 2A, Philadelphia, PA 19123
Phone	215-725-7200 (Mon–Fri, 9:00 a.m.–5:00 p.m.) · After hours: 215-725-7200, Option 9
TTY / Relay	711 (PA Relay) · Fax: 215-725-7201 · www.patientcarecoordination.com
PA Health & Wellness Participant Services (CHC)	1-844-626-6813 (TTY 711)
OLTL Participant Helpline (CHC, OBRA Waiver, Act 150)	1-800-757-5042

Sources and citations

Numbers in brackets in the text refer to the authorities below. This document summarizes participant rights and is not legal advice; the governing regulations, agreements and notices control. Program-specific timeframes are stated on written notices and in the Participant Handbook.

- [1] National Committee for Quality Assurance (NCQA), Accreditation of Case Management for Long-Term Services and Supports — Standards and Guidelines: Rights and Responsibilities (individuals' rights, expectations of individuals, handling and resolving complaints).
- [2] 42 C.F.R. § 438.10 — Information requirements, incl. § 438.10(d) (language and format: free oral interpretation, taglines, auxiliary aids, alternate formats) and § 438.10(g) (participant handbook content, including covered benefits and how to obtain benefits not covered).
- [3] Community HealthChoices Agreement (effective January 1, 2026), Sections V.J (Service Coordination) and V.Z (Selection and Assignment of Service Coordinators).
- [4] Pennsylvania 1915(c) Home and Community-Based Services Waivers (CHC and OBRA), Appendix D — Participant-Centered Planning and Service Delivery (42 U.S.C. § 1396n(c)).
- [5] Attendant Care Services Act (Act 150 of 1986), 62 P.S. § 3051 et seq.
- [6] 55 Pa. Code § 52.26 — Service coordination services.
- [7] 42 C.F.R. § 441.301(c) — Home and community-based services: person-centered planning process (c)(1), person-centered service plan (c)(2), review of the plan (c)(3), and HCBS settings requirements including privacy, dignity, respect and freedom from coercion (c)(4).
- [8] 42 C.F.R. § 431.51 and 42 U.S.C. § 1396a(a)(23) — Free choice of qualified providers.
- [9] Community HealthChoices Agreement between the Pennsylvania Department of Human Services and the CHC-MCOs (effective January 1, 2026), Exhibit L — Participant Rights and Responsibilities.
- [10] 55 Pa. Code § 52.28 — Conflict free service coordination.