

Information About Staff and Service Coordinator Qualifications

You have the right to know that the people coordinating your services are qualified, trained and supervised. You may ask for your Service Coordinator's name, qualifications and supervisor's contact information at any time.

Service Coordinator qualifications (Pennsylvania requirements)

Under Pennsylvania regulations, a Service Coordinator must have either (a) a bachelor's degree that includes at least 12 college-level credits in sociology, social welfare, psychology, gerontology or another behavioral science, or (b) a combination of qualifying experience and training that equals four years, including at least 12 semester hours of college-level coursework in those fields. ^[1]

Supervisor qualifications

Service Coordinator Supervisors must have a bachelor's degree and three years of experience in social work, or an equivalent combination of experience and training, as defined by regulation and by the Community HealthChoices Agreement. ^{[1][2]}

Training

- At least 40 hours of training within the first year of employment. ^[1]
- At least 20 hours of training every year after that. ^[1]
- Training covers person-centered assessment and planning, communication, conflict resolution, documentation, data systems, participant rights, abuse and incident reporting, and understanding disability and aging. ^{[1][3]}

Screening and verification

Before working with participants, PCC staff complete required criminal history checks, and PCC verifies education, credentials and exclusion-list status as required by DHS, the MCO and NCQA. ^{[4][5][2]}

How to ask

Call PCC at 215-725-7200 and ask for your Service Coordinator's Team Manager. You may also ask any PCC staff member who visits you to show identification. ^[6]

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] 55 Pa. Code § 52.27 — Service coordinator qualifications and training.
- [2] Community HealthChoices Agreement (effective January 1, 2026), Section V.K — Service Coordinator and Service Coordinator Supervisor Qualification Requirements.
- [3] 55 Pa. Code § 52.21 — Staff training.
- [4] 55 Pa. Code § 52.19 — Criminal history checks.
- [5] NCQA, Accreditation of Case Management for LTSS — Standards and Guidelines: Staffing, Training and Verification.
- [6] Community HealthChoices Agreement between the Pennsylvania Department of Human Services and the CHC-MCOs (effective January 1, 2026), Exhibit L — Participant Rights and Responsibilities.