

Transforming Lives.
Building Community Well-Being.



How do I get Private Duty Nursing?

Tailored Plan



Private Duty Nursing

What is Private Duty Nursing?

Private duty nursing (PDN) is a Medicaid service where a private duty nurse may deliver personalized care to a member. They consider member's specific health issues and needs. They may provide clinical interventions such as ventilator, tracheostomy, and G tube care. They may also manage other specialized medical equipment.

Private duty nursing is not skilled nursing. Skilled nursing provides long-term, in-home nursing care and medical support. Private duty nursing may be included in home health services.

Role of Tailored Care Management (TCM)

Trillium's Tailored Care Managers (TCM) can help find what will be the most beneficial for your family member. Your assigned TCM will work with you and the care team to give you information about the covered services, eligibility requirements, and finding PDN providers in your area.

Your TCM will help create your health plan, explain necessary paperwork, and schedule any assessments required for prior approvals of the services.



Private Duty Nursing



How do I get a Private Duty Nursing?

Speak with your primary care provider. Private duty nursing requires a referral or request from your doctor. North Carolina Medicaid State Plan requires prior approval for PDN services. Private duty nursing services must be medically appropriate and medically necessary.

🌱 Finding a PDN Provider?

- 🌱 Your doctor and care manager can help you identify and connect to PDN providers in your area. The PDN will offer services based on a review of medical information and other required paperwork. Please call Trillium at 1-877-685-2415 if you need help contacting your PCP or TCM.
- 🌱 Visit our website TrilliumHealthResources.org/ to search for a provider in your area
 - Click on purple “Find a Provider” button at the top of the page. This will take you to the Provider Directory.
- 🌱 Call Trillium Health Resources’ Member and Recipient Service Line at 1-877-685-2415
 - press (1)
 - A Member and Recipient Service Agent can provide information about which contracted providers offer PDN services.

Private Duty Nursing

Key Takeaways

North Carolina is facing a nursing shortage. Trillium continues offering resources and services for our members facing serious health conditions.

We will continue to:

- Find other state plan services that may help fill this gap.
- Provide outreach to other agencies for care coordination.

