

# PSW Billing for 2:1 Attendant Care Services

(updated 10/23/2025)

Some individuals are eligible to receive 2:1 Attendant Care Services. This type of service may be delivered to the individual by one or more providers. This guide will outline how PSW providers should bill in the following situations:

- [Scenarios Involving 2:1 Attendant Care](#)
- [Scenarios Involving 2:1 Paid Parent Attendant Care](#)

To take the steps in this guide, users will need the **Claims Manager** role.

## Guidance for 2:1 Billing

The following guidance ensures that providers are paid correctly for 2:1 Attendant Care, and that an individual's hours are used correctly for 2:1 Attendant Care.

1. The ZE Modifier Code represents when a provider (either a PSW or Agency) is one part of a 2:1 staffing ratio. The rate paid to that provider is the same as OR526/NA. A ZE billing is meant to overlap an OR526/NA billing from another provider that is delivering the other part of the 2:1 staffing ratio. Although an NA and a ZE billing are created in this situation, only one hour of the individual's monthly hours limit is used.
2. When a single provider arrives and is delivering service to an individual before the other provider arrives, the service is 1:1. The billing should begin as either OR526/NA or OR525/NA depending on the circumstance. When the second provider arrives, the service is now 2:1, and the billings should be adjusted as described in the scenarios below.
3. When two providers are rendering 2:1 service to an individual and then one of those providers ends their shift, the individual is now receiving 1:1 Attendant Care. The remaining provider should ensure that the rest of the time they are providing service to the individual is billed under the NA Modifier Code. This may mean ending a shift for a service (such as OR526/ZE) and then clocking in under a different service (such as OR526/NA).

## Scenarios Involving 2:1 Attendant Care

### 1 - A PSW Provider and an Agency DSP

The first provider to arrive must bill under OR526/NA, and the second provider to arrive should bill under OR526/ZE. If the first provider leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining provider should start a new billing under OR526/NA.

### 2 - Two different PSW Providers

The first PSW to arrive must bill under OR526/NA, and the second PSW to arrive should bill under OR526/ZE. If the first PSW leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining PSW should start a new billing under OR526/NA.

## Scenarios Involving 2:1 Paid Parent Attendant Care

### 3 - A PSW Provider, and an Agency Paid Parent DSP

If the PSW is the first provider to arrive:

- The PSW must start billing under OR526/NA.
- When the Paid Parent DSP arrives, the PSW should end their OR526/NA billing and start a new billing under OR526/ZE. The Agency Paid Parent DSP should start a billing under OR525/NA.
  - If the Agency Paid Parent DSP leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining PSW should start a new billing under OR526/NA.

If the Paid Parent DSP is the first to arrive:

- The DSP must start billing under OR525/NA.
- When the PSW arrives, they must start billing under OR526/ZE. If the DSP leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining PSW should start a new billing under OR526/NA.

## Appendix A: Scenario Matrix

| Provider(s)                                  | Staff Type(s)         | First to Arrive Billing (1:1) | Second to Arrive Billing (2:1)                               | Billing Codes (2:1)    | Who Leaves First? | Remaining Provider | Post-Departure Billing Code (1:1) |
|--|-----------------------|-------------------------------|--|------------------------|-------------------|--------------------|-----------------------------------|
| <b>PSW + Agency DSP</b>                      | PSW & DSP             | OR526/NA<br>(First to arrive) | OR526/ZE<br>(Second to arrive)                               | OR526/NA +<br>OR526/ZE | First Provider    | Second Provider    | OR526/NA                          |
| <b>Two PSWs</b>                              | 2 PSWs                | OR526/NA<br>(First PSW)       | OR526/ZE<br>(Second PSW)                                     | OR526/NA +<br>OR526/ZE | First PSW         | Second PSW         | OR526/NA                          |
| <b>PSW (arrives first) + Paid Parent DSP</b> | PSW & Paid Parent DSP | OR526/NA<br>(PSW)             | PSW switches to OR526/ZE and Paid Parent DSP starts OR525/NA | OR525/NA +<br>OR526/ZE | Paid Parent DSP   | PSW                | OR526/NA                          |
| <b>Paid Parent DSP (arrives first) + PSW</b> | PSW & Paid Parent DSP | OR525/NA<br>(Paid Parent DSP) | OR526/ZE<br>(PSW)  | OR525/NA +<br>OR526/ZE | Paid Parent DSP   | PSW                | OR526/NA                          |