

**To:** Personal Care Agencies, HMOs and Other Managed Care Programs

## **Reminders of Policy Regarding Personal Care Workers Accompanying Members for Medical Diagnosis and Treatment and Requesting Pro Re Nata Time**

This *BadgerCare Plus Update* clarifies policy regarding coverage of personal care services where the personal care worker accompanies the member to a BadgerCare Plus-covered service for diagnosis or treatment.

### **Personal Care Worker Accompanies Member for Medical Diagnosis and Treatment**

This *BadgerCare Plus Update* clarifies policy regarding coverage of personal care services when the personal care worker (PCW) accompanies the member to a BadgerCare Plus-covered service for diagnosis or treatment.

### **Medical Necessity for Accompanying the Member**

The BadgerCare Plus Standard Plan covers personal care services in which the PCW accompanies the member to obtain a medical diagnosis and treatment at a facility where the member receives BadgerCare Plus-covered services. The purpose of covering a PCW to accompany the member to medical appointments is not to transport (drive) the member to medical appointments, but to assist the member with activities of daily living (ADL) and delegated nursing tasks (e.g., assistance with toileting, dressing/undressing, transferring, and if delegated, tasks such as medication administration).

The physician's orders for personal care services should clearly support the medical necessity for accompanying the member to appointments for medical diagnosis and treatment. If the member needs assistance from a PCW with prior authorized ADL and/or delegated nursing tasks to be provided in the home, then those personal care services also might be covered outside the home when the member is obtaining medical diagnosis and treatment.

Also, BadgerCare Plus personal care covered services do not include providing surrogates for the guardian or legal representative. If the member is unable to speak for him or herself or to understand information conveyed during the medical appointment, the member's guardian or legal representative should communicate directly with the medical professional diagnosing or treating the member. Regardless of the relationship between the PCW and the member, personal care services do not include the PCW accompanying the member to communicate with the physician. As appropriate, the PCW's nurse supervisor should speak directly with the member's physician to determine if the physician's orders have changed and the plan of care (POC) needs to be modified.

## **Documentation for Accompanying Member to Medical Appointments**

When it is medically necessary to accompany a member to a medical appointment and the member is traveling by common carrier, the provider should document the medically necessary personal care services provided while the PCW accompanies the member. If the PCW does not provide any medically necessary ADL or delegated nursing acts identified in the POC, then the provider should not bill BadgerCare Plus for accompanying the member to medical appointments.

If a PCW must remain with the member during the medical appointment, the provider is required to document the medically necessary services provided during the appointment. The services provided by the PCW may not duplicate services that the medical professional is responsible for providing for the member. BadgerCare Plus personal care services do not cover supervision of the member as stated in HFS 107.11(5)(f) and 107.112(4)(f), Wis. Admin. Code.

Assistance with ADL and delegated nursing acts that can be provided before the member leaves home for the medical appointment or upon his or her return home do not support the need for the PCW to accompany the member to the medical appointment. For the PCW to accompany the member to the medical appointment, documentation must include the ADL, the delegated nursing acts, and the medical necessity for the provision of the ADL and delegated nursing acts while the PCW accompanies the member to the medical appointment.

## **Transportation Services**

Coverage for most personal care services is limited to services provided in the member's home. Accompanying a member to obtain medical diagnosis and treatment allows for coverage of medically necessary personal care services outside the home when the member is seeking BadgerCare Plus-covered diagnosis and treatment services. If the member needs transportation services, providers can refer to the Wisconsin Medicaid Web site

at [dhs.wisconsin.gov/medicaid/smv\\_42/index.htm](http://dhs.wisconsin.gov/medicaid/smv_42/index.htm) for more information about covered transportation services.

If an attendant is needed to accompany a member for medical diagnosis and treatment that is other than routine (such as during transportation to receive a service that is available only in another county or state), per HFS 107.23(1)(d)4, Wis. Admin. Code, the provider should seek authorization for coverage of the attendant under BadgerCare Plus transportation services, not under BadgerCare Plus personal care services.

## **Amendment Requests to Increase Pro Re Nata — Needed Information Reminder**

If the authorized pro re nata (PRN) time is exhausted and more time is needed in the prior authorization (PA) period to accompany the member to medical appointments or for short duration episodes of acute need, the provider may request additional PRN time. In addition to a copy of the current approved (or modified) Prior Authorization Request Form (PA/RF), HCF 11018 (10/03), the physician orders and Prior Authorization Amendment Request, HCF 11042 (05/07), should be completed with sufficient detail for the nurse consultants to adjudicate the request.

The type of detail as demonstrated in the following examples is needed on the physician orders and the amendment request:

- Physician orders — Document in hours per year the additional PRN amount needed for the remaining months of the PA period. Refer to Example 1 below.

### *Example 1*

Add 24 hours PRN per year to accompany member to medical appointments and for short-term needs as they may arise for more assistance with the ordered ADL and delegated nursing acts.

- Justification and specific information — The specific information needed to adjudicate the request for

more PRN will include the disciplines, dates, length of appointments already used, and how PRN time was used. Refer to Example 2 below.

*Example 2*

Eight months remain in the current PA period. To date, 88 units of the 96 approved PRN units have been used. The PCW accompanied Joan Doe to visit the following providers:

- ✓ Ear, nose, and throat specialist on December 19 and 29, 2007 (4½ hours).
- ✓ Cardiologist on January 17, 2008, for her semi-annual check-up (2 hours).
- ✓ Dermatologist on February 8, 2008 (2¼ hours).
- ✓ Allergist on February 17, 2008 (1½ hours).

On March 4, 2008, Ms. Doe fell and sprained her wrist. On March 4 and March 13, 2008, four PRN hours were used to accompany Ms. Doe to the family practice physician's office for diagnosis and treatment of the sprain.

Additionally, seven PRN hours were used during the recovery period from March 4 through March 15 because as a result of her sprained wrist, Ms. Doe required additional time from the PCW to assist with dressing and bathing.

For the remainder of the PA period, an additional 44 PRN units are requested for accompanying Ms. Doe to routine medical appointments and for the occasional deviation in her need for services from a PCW.

For more information about requesting additional PRN units, refer to the May 2007 *Wisconsin Medicaid and BadgerCare Update* (2007-37), titled "Significant Changes to the Personal Care Screening Tool."

### **BadgerCare Plus Benchmark Plan**

Personal care services are not covered under the BadgerCare Plus Benchmark Plan.

### **Information Regarding BadgerCare Plus HMOs**

BadgerCare Plus HMOs are required to provide at least the same benefits as those provided under fee-for-service arrangements. For managed care policy, contact the appropriate managed care organization.

The *BadgerCare Plus Update* is the first source of program policy and billing information for providers. All information applies to Medicaid and BadgerCare Plus unless otherwise noted in the *Update*.

Wisconsin Medicaid and BadgerCare Plus are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at [dhs.wisconsin.gov/medicaid/](http://dhs.wisconsin.gov/medicaid/).

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