

Affected Programs: BadgerCare Plus, Medicaid

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

Changes to Personal Care Certification

The Department of Health Services is issuing an emergency rule that allows an additional group of providers to become certified personal care providers.

An additional group of providers may now become Wisconsin Medicaid certified as personal care providers as allowed by an emergency rule issued by the Department of Health Services. Wisconsin Medicaid-certified personal care providers may provide personal care services to members enrolled in Wisconsin Medicaid and the BadgerCare Plus Standard Plan.

Under DHS 104.01(4), Wis. Admin. Code, members have the right to request services from any certified provider. Providers are encouraged to inform members when there is a change from the current billing provider to a new billing provider.

Personal Care Provider Certification Criteria

Currently the following groups may be certified by Wisconsin Medicaid to provide personal care services:

- A home health agency licensed under s. 50.49, Wis. Stats., and ch. DHS 133, Wis. Admin. Code;
- A county department established under s. 46.215, 46.22, or 46.23, Wis. Stats.;
- A county department established under s. 51.42 or 51.437, Wis. Stats., which has the lead responsibility in the county for administering the community options program under s. 46.27, Wis. Stats.;
- An independently living center as defined in s. 46.96(1)(ah), Wis. Stats.

- A federally recognized American Indian tribe or band in Wisconsin.

Effective for dates of service on and after December 1, 2009, freestanding personal care agencies may now be certified under Wisconsin Medicaid to provide personal care services. A freestanding personal care agency is defined as an entity described in s. 49.45(42)(d)3.e., Wis. Stats.

Certification Process for Freestanding Agencies

To be eligible for Medicaid certification, providers are required to have Division of Quality Assurance (DQA) provisional approval as a personal care agency. To obtain a DQA application, the provider should contact Lisa Imhof at (608) 266-2702 or e-mail her at Lisa.Imhof@wisconsin.gov. Freestanding personal care agencies may apply for certification through the DQA while concurrently applying for Wisconsin Medicaid certification. The provider's effective date as a freestanding personal care agency with Wisconsin Medicaid will be the date that the DQA approves the provider's provisional application. For more information on personal care certification, refer to the certification chapter in the personal care Online Handbook at www.forwardhealth.wi.gov/. For a sample of a personal care certification packet, refer to the home page of www.forwardhealth.wi.gov/ and click the link titled "Certification Packets," then select "Personal Care."

Newly certified freestanding personal care agencies must follow all policies and procedures for personal care services, including:

- Documentation.
- Prior authorization (PA), including obtaining physician's orders, requesting PA, amending PA, end dating PA, and using the Personal Care Screening Tool (PCST), F-11133 (10/08).
- Claims submission.

All policies and procedures may be found in the personal care service area in the ForwardHealth Online Handbook.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at www.forwardhealth.wi.gov/.

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