



Update

March 2017

No. 2017-08

Affected Programs: BadgerCare Plus, Medicaid

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

Regional Provider Trainings for New Personal Care Independent Assessments and Prior Authorization Process

ForwardHealth will be offering provider trainings on upcoming changes to the prior authorization process for personal care services. ForwardHealth has awarded a contract to Liberty Healthcare Corporation to provide independent assessments and to prior authorize the delivery of personal care services provided on a fee-for-service basis to members enrolled in Wisconsin Medicaid or BadgerCare Plus and members enrolled in the Include, Respect, I Self-Direct (IRIS) program who do not self-direct their personal care services.

Background

ForwardHealth has awarded a contract to Liberty Healthcare Corporation (Liberty) to provide independent assessments and to prior authorize the delivery of personal care services provided on a fee-for-service basis to members enrolled in Wisconsin Medicaid or BadgerCare Plus and members enrolled in the Include, Respect, I Self-Direct (IRIS) program who do not self-direct their personal care services.

Liberty will be responsible for providing independent assessments to determine the medical necessity for, and authorize the delivery of, personal care services on behalf of Wisconsin Medicaid. This process will entail conducting assessments, determining service needs, obtaining physician orders, and issuing prior authorizations (PAs). Liberty will not oversee, manage, or provide personal care services; ForwardHealth will continue to require that personal care services be rendered by Medicaid-enrolled personal care

providers. Changes to the PA process will apply to all fee-for-service personal care services with a requested start date on or after July 1, 2017.

This new process is a result of a provision included in the 2015-17 biennial state budget (2015 Wisconsin Act 55).

Upcoming Trainings

In May 2017, ForwardHealth will offer six provider training sessions regarding changes to the personal care assessment and PA process.

Covered Topics

The following topics will be covered at the regional trainings:

- The role of Liberty in the independent assessment and PA process
- Requesting an independent assessment for personal care services
- An overview of the independent assessment and PA process
- Navigating the Provider Communication Interface
- Contacting Liberty customer service
- Important dates

Registration Information

ForwardHealth will offer six training sessions regarding changes to the personal care assessment and PA process.

The trainings will be held in five locations across the state from May 2–11, 2017. See the Attachment of this *ForwardHealth Update* for the dates, locations, and additional details about these training sessions. Registration is required prior to participating in the sessions.

For more information about the training sessions and to register online, go to the Trainings page of the Providers area of the ForwardHealth Portal at www.forwardhealth.wi.gov/. Registrants will receive a training session confirmation number that they should keep for their records. Providers who have questions about registration or are unable to attend a session for which registration has been confirmed should call Provider Services at 800-947-9627 and have their confirmation number available.

Additional Information

ForwardHealth will publish an *Update* in April 2017 with more information on the personal care independent assessment and PA process. In the meantime, providers are encouraged to regularly check the Independent Assessments for Personal Care Services page on the Portal at www.forwardhealth.wi.gov/ for current information, including timelines, FAQs, and other resources.

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 Medicaid Services, the Wisconsin Department of Health Services (DHS). The Wisconsin AIDS Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health, DHS.

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

P-1250

ATTACHMENT

Dates and Locations for Personal Care Independent Assessment Regional Trainings

Registration is required prior to participating in an in-person training session. Providers may register online on the Trainings page of the Providers area of the ForwardHealth Portal at www.forwardhealth.wi.gov/.

Eau Claire	<i>May 2, 2017</i> Check In: 8:00–8:30 a.m. Training: 8:30–10:30 a.m.	Holiday Inn 4751 Owen Ayres Ct Eau Claire WI 54701 <i>Venice and Naples Rooms</i>
Wausau	<i>May 3, 2017</i> Check In: 8:00–8:30 a.m. Training: 8:30–10:30 a.m.	Stoney Creek Hotel and Conference Center 1100 Imperial Ave Rothschild WI 54474 <i>Meeting Salon A</i>
Green Bay	<i>May 4, 2017</i> Check In: 8:00–8:30 a.m. Training: 8:30–10:30 a.m.	Radisson Hotel and Conference Center 2040 Airport Dr Green Bay WI 54313 <i>Bear Room</i>
Madison	<i>May 9, 2017</i> Check In: 8:00–8:30 a.m. Training: 8:30–10:30 a.m.	Alliant Energy Center 1919 Alliant Energy Center Way Madison WI 53713 <i>Monona Room</i>
Milwaukee	<i>May 10, 2017</i> Check In: 8:00–8:30 a.m. Training: 8:30–10:30 a.m.	Clarion Hotel Airport 5311 S Howell Ave Milwaukee WI 53207 <i>Ballroom C</i>
Milwaukee	<i>May 11, 2017</i> Check In: 8:00–8:30 a.m. Training: 8:30–10:30 a.m.	Clarion Hotel Airport 5311 S Howell Ave Milwaukee WI 53207 <i>Ballroom C</i>