

Affected Programs: BadgerCare Plus, Medicaid

To: Home Health Agencies, Hospital Providers, Nursing Homes, Personal Care Agencies, Nurse Practitioners, Physician Assistants, Physician Clinics, Physicians, HMOs and Other Managed Care Programs

Cancellation of the Personal Care Independent Assessment Program

The Wisconsin Department of Health Services (DHS) and Liberty Healthcare Corporation (Liberty) have mutually agreed to end their contract for personal care services assessments. DHS contracted with Liberty to conduct independent assessments and authorize the delivery of fee-for-service personal care services to members enrolled in Wisconsin Medicaid or BadgerCare Plus.

DHS will not be contracting with a new personal care independent assessment vendor as DHS is canceling the independent assessment program for fee-for-service members.

Effective August 1, 2017, ForwardHealth personal care services policy reverts to the policy that was in place prior to July 1, 2017. Information detailed in the April 2017 *ForwardHealth Update* (2017-11), titled “New Personal Care Independent Assessment and Prior Authorization Policy,” is now obsolete. The ForwardHealth Online Handbook contains current policy for personal care services.

During this transition, the highest priority for DHS is to ensure members receive the personal care services they need.

Transition Plan for Provision of Personal Care Services

Since the implementation of the independent assessment process on July 1, 2017, some members have contacted Liberty to process new personal care service requests, change

personal care providers, or report a change to the member’s medical condition. To ensure members receive the personal care services they need, ForwardHealth will handle member’s requests as detailed in this *Update*.

Members with a New Request for Services Initiated Through Liberty

To ensure continuity of care during the transition, ForwardHealth is granting flexibility on prior authorization (PA) submission deadlines to allow expedited access to services for this specific group of members. ForwardHealth will be mailing letters to eligible affected members. Members will be directed to contact their provider of choice to obtain personal care services. Providers are required to conduct an assessment, obtain a physician order, create a plan of care (POC), and initiate services for the member as soon as possible. Refer to Attachment 1 of this *Update* for a sample letter sent to members with new requests for personal care services.

Providers will be allowed to submit PA requests until September 30, 2017, requesting backdating for an effective start date on or after August 1, 2017, for affected members. This PA request must include the following:

- A completed Prior Authorization Request Form (PA/RF), F-11018 (5/13)
- An updated assessment using the Personal Care Screening Tool (PCST), F-11133 (01/11)

- A complete POC covering the requested authorization period
- A complete physician order covering the requested authorization period
- A copy of the member's letter from DHS

Providers are required to follow all personal care policies outlined in the ForwardHealth Online Handbook.

Members with a Request for a Change of Provider or to Report a Change in Medical Condition Initiated Through Liberty

ForwardHealth will be contacting these members directly during the month of August to facilitate processing of the member's specific requests. Refer to Attachment 2 for a sample letter sent to members with change requests.

Members with a Current PA Expiring in August or September

ForwardHealth has granted one-year extensions to PAs for members with a personal care PA expiring August 1, 2017, through September 30, 2017. Affected providers will receive PA decision notice letters informing them of the extension. If the provider submitted the original PA request through the ForwardHealth Portal, the provider will receive a PA decision letter via the Portal. If the provider submitted the PA via mail or fax, ForwardHealth will mail the PA decision letter to the PA address the provider has on file.

ForwardHealth requests that personal care providers complete the following actions and maintain these documents in the member's file before the effective date of the member's extended PA:

- Obtain physician orders for the extension period for any members affected by the extension.
- Update or extend the member's POC for the extension period.

Providers continue to be required to follow all applicable ForwardHealth policy when providing personal care services to members with extended PAs.

Reinstated Policy for Personal Care Providers

Providers Submitting Initial and Amended PAs on and After August 1, 2017

Providers should follow all reinstated, published policies as documented in the Online Handbook for personal care services.

50-Hour Personal Care Services Policy and PCST Access

The following have been reinstated as of August 1, 2017:

- ForwardHealth allows up to 50 hours of personal care services without PA.
- Access to the web-based PCST screens and all historical screens has been fully restored for personal care providers. The PCST tool's location has not changed, and providers with previous access may use their prior login credentials to gain access. *Note:* Agencies that no longer need to access the PCST should contact the DHS SOS Helpdesk at (608) 266-9198 to have their access removed. Additionally, agencies should review their list of screeners and contact the SOS Helpdesk if any individuals no longer need access.

Providers who need first-time access should follow the instructions in the Registration for User Access to Web-Based Personal Care Screening Tool topic (topic #3168) of the Personal Care Screening Tool chapter of the Prior Authorization section of the Personal Care service area of the Online Handbook. For technical assistance with the PCST web-based tool, providers should contact the SOS Helpdesk.

Personal Care Provider Responsibilities

As a result of the reversion to previous policy, personal care providers are again responsible for the following:

- Completing the PCST
- Obtaining orders from physicians that allocate units of personal care services
- Completing and submitting PA request forms to ForwardHealth
- Amending PAs for changes

As a reminder, providers continue to be responsible for the following:

- Developing and maintaining a POC for each member receiving personal care services. The POC should correlate to the physician order, assessment, and PA. Refer to the An Overview topic (topic #2460) of the Plan of Care chapter of the Prior Authorization section of the Personal Care service area of the Online Handbook for more information.
- Conducting all supervisory nurse visits.
- Maintaining accurate records, as indicated in Wis. Admin. Code § DHS 106.02(9).
- Submitting claims for services rendered. Claim submission procedures for personal care services have not changed.
- Verifying member eligibility prior to the provision of services.
- Following all policy and program information defined in applicable Wisconsin Administrative Code or published in the Online Handbook.

Forms Available for Personal Care Providers

The following ForwardHealth forms are available for use on the Forms page of the ForwardHealth Portal:

- Personal Care Screening Tool
- Personal Care Addendum, F-11136 (10/08)
- Personal Care Prior Authorization Provider Acknowledgement, F-11134 (07/12)
- Prior Authorization Request Form
- Prior Authorization Amendment Request, F-11042 (07/12)
- Agency Application for Access to Web-Based Personal Care Screening Tool, F-20418 (03/2017)

For More Information

Personal care providers should contact Provider Services at 800-947-9627 with any questions regarding this change. For complete policy and program information, refer to the Online Handbook at www.forwardhealth.wi.gov.

Medicaid and BadgerCare Plus members can contact ForwardHealth Member Services at 800-362-3002 to learn

more about these changes, to determine if they are impacted, or if they need help finding a personal care provider.

Information Regarding Managed Care Organizations

This *Update* contains fee-for-service policy and applies to services members receive on a fee-for-service basis only. For managed care policy, contact the appropriate managed care organization (MCO). MCOs are required to provide at least the same benefits as those provided under fee-for-service arrangements.

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 1

Letter to Members Who Requested New Personal Care Services from Liberty

(A copy of the letter sent to members who requested new personal care services from Liberty is located on the following page.)

Scott Walker
Governor



Linda Seemeyer
Secretary

State of Wisconsin
Department of Health Services

DIVISION OF MEDICAID SERVICES

MEMBER SERVICES
PO BOX 6678
MADISON WI 53716-0678

Telephone: 800-362-3002
Fax: 608-250-6563
TTY: 711
www.forwardhealth.wi.gov

Spanish – Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-362-3002 (V/TTY).

Russian – Если вам не всё понятно в этом документе, позвоните по телефону 1-800-362-3002 (V/TTY).

Hmong – Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-362-3002 (V/TTY).

Laotian – ເພື່ອຊ່ວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະຮຸນາໂທອະສັບຫາ 1-800-362-3002 (V/TTY).

August 1, 2017

Dear Member,

Our records show that you recently contacted Liberty Healthcare to request personal care services. Liberty Healthcare no longer provides these services for the Department of Health Services, so you no longer need to contact Liberty about your personal care services request.

To continue the process to get personal care services, bring this letter to your personal care provider. If you need help finding a personal care provider, contact ForwardHealth Member Services at 800-362-3002.

Thank you for your patience as we work through this transition. We apologize for the inconvenience this may have caused.

If you have any questions about this letter, call ForwardHealth Member Services at 800-362-3002.

ATTACHMENT 2
**Letter to Members Who Requested a
Change to Their Personal Care Services
from Liberty**

(A copy of the letter sent to members who requested a change to their personal care services from Liberty is located on the following page.)

Scott Walker
Governor



Linda Seemeyer
Secretary

State of Wisconsin
Department of Health Services

DIVISION OF MEDICAID SERVICES

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August 1, 2017

Dear Member,

Our records show that you recently contacted Liberty Healthcare to change your personal care provider or to report a change in your medical condition. Liberty Healthcare no longer provides these services for the Department of Health Services, so you no longer need to contact Liberty about your personal care services request.

We will contact you in August to change your personal care provider or to update your medical condition.

Thank you for your patience as we work through this transition. We apologize for any inconvenience this may have caused.

If you have any questions about this letter, please call ForwardHealth Member Services at 800-362-3002.