

**ARE THERE LIMITS ON HOW MANY HOURS OF PDN CARE A MEMBER MAY RECEIVE?**

Yes. Private duty nursing covers the time spent by a licensed nurse performing skilled nursing tasks. If other services are authorized for the member, then the member, the member's family, and the PDN provider(s) should discuss how these services will be coordinated.

**CAN PDN MEMBERS USE THEIR AUTHORIZED HOURS FLEXIBLY?**

Yes. You may use your authorized PDN hours flexibly. If you choose flexible scheduling, your provider will indicate this preference in the prior authorization request or in an amendment to the existing prior authorization.

Flexible use of PDN hours allows most members to accommodate changes in family schedules.

**CAN I SEE THE PAYMENTS MADE FOR MY PDN SERVICES?**

Yes. Contact Member Services at 1-800-362-3002 to request a report of claims paid for your PDN services. The report will give you the name(s) of the provider(s) and the date(s) for the paid PDN services.

**WHAT DO I DO IF I DISCOVER WISCONSIN MEDICAID OR BADGERCARE PLUS IS PAYING MY PDN PROVIDER FOR SERVICES THAT I AM NOT RECEIVING?**

Please report your concerns to the Department of Health Services by calling Member Services at 1-800-362-3002.

**HOW CAN I**

- o FIND PDN PROVIDERS IN MY AREA?
- o GET MORE INFORMATION ABOUT PDN?
- o VOICE CONCERNS ABOUT PDN CARE?

You can contact **Member Services** toll free by calling **1-800-362-3002**.

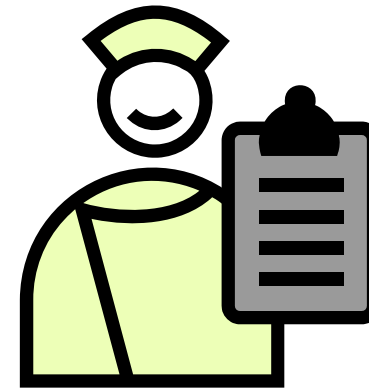
Member Services can:

- Answer questions about Medicaid or BadgerCare Plus coverage.
- Refer you to certified providers in your area.
- Refer you to state agencies that regulate the performance of home health care professionals.

More information about PDN is available on the Internet through the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

Refer to the *ForwardHealth Enrollment and Benefits Handbook* for information about member rights and responsibilities.

## WISCONSIN MEDICAID AND BADGERCARE PLUS



### *Private Duty Nursing*

### A GUIDE FOR WISCONSIN MEDICAID AND BADGERCARE PLUS MEMBERS AND THEIR FAMILIES

## ABOUT WISCONSIN MEDICAID AND BADGERCARE PLUS PRIVATE DUTY NURSING

Wisconsin Medicaid and the BadgerCare Plus Standard Plan cover private duty nursing (PDN) for members with medical conditions that require eight or more hours of skilled nursing in a 24-hour period. Private duty nursing includes the skilled nursing services for members who are ventilator dependent for life-support as well as for members who are not dependent on a ventilator.

- Private duty nursing services are generally provided in a member's home; however, PDN may also be provided outside the home if the member's normal life activities take the member outside that setting. Only members who require and are authorized to receive PDN in the home may utilize their approved PDN hours outside the home.
- Members may use their authorized daily hours of PDN care flexibly.
- The number of PDN hours authorized is based on medical need and must be prior authorized by Wisconsin Medicaid medical consultants.
- Only Medicaid-certified home health agencies or independent nurses may provide Medicaid and BadgerCare Plus PDN.

## GUIDING MEMBERS THROUGH THE PROCESS

If it appears that you, the Medicaid or BadgerCare Plus member, may qualify for PDN services, the PDN provider will work with you and your doctor to help you get the care you need.

If you require less than eight hours of skilled nursing care in a day, the PDN provider can refer you to providers of part-time intermittent skilled nursing care.

### *PLAN OF CARE*

The PDN provider will work with you and your doctor to develop a plan of care. A plan of care includes:

- A medical assessment.
- Medication and treatment orders.
- Treatment goals.
- Methods of care to be used.
- Plan for care coordination by nurses and other health professionals.

### *FAMILY SUPPORT*

The PDN provider will ask questions about your family support needs, including:

- Your family's ability to provide medical care.
- Daily schedules — including hours of work, school, sleep, and care for other family dependents.

## *REQUEST FOR PRIOR AUTHORIZATION*

Based on the plan of care and the family support information, the PDN provider will:

- Prepare a prior authorization request.
- Obtain a signed statement from you or a responsible family member saying that you or he/she has read both the plan of care and the prior authorization request.
- Submit the prior authorization request and the plan of care to the Medicaid medical consultants who will review the request.

### *APPROVAL OF PDN*

Medicaid medical consultants will review a request for prior authorization of PDN services within 20 business days after all information is received.

- If the information is not complete, the prior authorization request will be returned to the provider.
- If the information is complete, the request will be approved, modified, or denied.
- If the request is modified or denied, you will receive a letter explaining the reason for the decision and what further steps you may take.

## QUESTIONS AND ANSWERS ABOUT PRIVATE DUTY NURSING

### *IS IT POSSIBLE TO APPEAL A PRIOR AUTHORIZATION DECISION?*

- You may appeal a modified or denied prior authorization decision by requesting a fair hearing before an independent administrative hearing officer.
- Before beginning the appeal process, you should discuss the decision with your provider to make sure that the provider submitted all the necessary information in the prior authorization request.
- If additional information or corrections are needed, the provider may submit the prior authorization request for reconsideration.

### *WHAT IF CHANGES OCCUR IN YOUR NEEDS OR THE FAMILY'S ABILITY TO PROVIDE CARE AFTER THE PDN SERVICES ARE APPROVED?*

- If changes occur, inform your PDN provider, who will then notify your doctor and Wisconsin Medicaid or BadgerCare Plus.
- The plan of care needs to be updated and an amendment request may need to be submitted for authorization.
- The plan of care must be re-evaluated and signed by your doctor at least every 62 days, even if no changes occur.