

Spanish — Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-866-520-9624 (V/TTY).

Russian — Если вам не всё понятно в этом документе, позвоните по телефону 1-866-520-9624 (V/TTY).

Hmong — Yog xav tau kev pab txhais cov ntaub ntauv no kom koj totaub, hu rau 1-866-520-9624 (V/TTY).

Laotian — ພ້ອມຊ່ວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາ ໂທຄະສັບຫາ 1-866-520-9624 (V/TTY).

Affected Programs: BadgerCare Plus, Medicaid

To: Members

Important Information About Your Private Duty Nursing Services

You are getting this notice to let you know that there is a new way for private duty nursing (PDN) providers to get prior authorization for services provided to you. The new way begins for services starting on May 1, 2010.

Your enrollment in Medicaid or BadgerCare Plus is not changing. Also, your ability to receive PDN services and to file an appeal are not changing.

Private Duty Nursing Prior Authorization Liaison

Under the new way to get prior authorization (PA), only one provider needs to get PA, no matter how many private duty nursing (PDN) providers are caring for you. The registered nurse getting your PA is called the PAL for short. The PAL will be one of your PDN providers.

Care Coordinator

There is no change to the requirement for care coordination when more than one nurse provides your PDN care. The care coordinator does not have to be the PAL.

New Report

ForwardHealth members on an advisory workgroup asked for a report about PDN services. You will get the report in the mail. Your report will show the PDN services that providers on your case billed to BadgerCare Plus/Wisconsin Medicaid. A letter with the report will explain what is in your report.

Please read the report. If you see that BadgerCare Plus/Wisconsin Medicaid has paid for services you did not receive, you can report your concerns to Member Services. The toll-free Member Services telephone number is 1-800-362-3002.

From June 2010 to November 2010, you will get your monthly report in the mail. If you want to keep getting your report after November 2010, you can call Member Services at 1-800-362-3002.

Updated Private Duty Nursing Member Guide

The PDN Guide for Wisconsin Medicaid and BadgerCare Plus Members and Their Families, P-1122

(03/10), is updated. The PDN guide now includes information about the new PDN report for members. You can get a copy of the updated guide on the Department of Health Services Web site at dhs.wisconsin.gov/publications/P-0.asp by scrolling down the page to number P-01122 in the Assigned Publication Number column.

Provider Update

Your PDN providers have been told about the new way to get PA. They were told about it in the March 2010

ForwardHealth Update (2010-15), titled “Important Changes for Private Duty Nursing Providers.” You can read this *Update* on the ForwardHealth Web site at www.forwardhealth.wi.gov/ by clicking on the Providers picture and clicking on ForwardHealth Updates in the Quick Links box on the right side of the page.