



Wisconsin Department of Health Services
Division of Medicaid Services

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, personal care services policy reverts to the policy that was in place prior to July 1, 2017. During this transition, the highest priority for DHS is to ensure members receive the personal care services they need.

How are members affected by this change?

Members with a new request for services initiated through Liberty

Since July 1, 2017, some members have initiated a new request for personal care services through Liberty. ForwardHealth will be mailing letters in the first week of August to affected members. Members will be directed to contact their provider of choice to obtain personal care services. If members need assistance to find a personal care provider, the member should call ForwardHealth Member Services at 800-362-3002. Providers are required to conduct an assessment, obtain a physician order, create a plan of care, and initiate services for the member as soon as possible. To ensure continuity of care during the transition, DHS is granting flexibility on prior authorization submission deadlines to allow expedited access to services for affected members.

Members with a request for a change of provider or to report a change in medical condition initiated through Liberty

Since July 1, 2017, some members have contacted Liberty to request a change of provider or to report a change to their medical condition. DHS will be contacting these members directly during the month of August to help facilitate processing the members' specific requests.

Members with a current prior authorization expiring in August and September 2017

Members with a current prior authorization for personal care services that expires between August 1, 2017, and September 30, 2017, have received a one-year extension on their existing prior authorization.

Members with new personal care services requests on and after August 1, 2017

Effective August 1, 2017, all new prior authorization requests for personal care services will be initiated by personal care providers. If members need assistance to find a personal care provider, the member should call ForwardHealth Member Services at 800-362-3002.

For More Information

Personal care providers should contact ForwardHealth Provider Services at 800-947-9627 with any questions regarding this change. For complete policy and program information, providers should refer to the August 2017 *ForwardHealth Update* ([2017-24](#)), titled "Cancellation of the Personal Care Independent Assessment Program" or 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 to help find a personal care provider.

P-01863 (08/2017)