



What Prescribers Need to Know About Ordering Personal Care Services

This information was developed by the Wisconsin Department of Health Services (DHS) – Office of the Inspector General (OIG) to help educate providers on federal and state program requirements. Featured topics include the rules and regulations that providers must follow, as well as program guidance, best practices, and helpful resources to support program participation efforts.

Overview

The U.S. Department of Health and Human Services - Office of the Inspector General and the Centers for Medicare and Medicaid Services identified Personal Care Services (PCS) as high risk for fraud, waste, and abuse, costing taxpayers billions of dollars annually due to losses from improper payments. In Wisconsin, Home Care Services, which includes PCS, ranked as the sixth highest paid Medicaid service in 2023.

Since future PCS spending is anticipated to increase due to rising program costs and an aging population, it is critical for prescribers to understand program integrity risks to support the longevity of these medically necessary services.

Prescribed Services

PCS provide hands-on assistance with specific tasks, allowing members to receive services at home. Under Medicaid rules and regulations, PCS must be prescribed by a Medicaid-enrolled provider who is knowledgeable about the services, tests, or medications they order.

In addition, PCS must be supported by the Medicaid member's medical condition and diagnoses. Members must be assessed by the prescriber yearly and with any changes in condition. PCS also may be prescribed to treat short-term injuries or illnesses, which do not need to be ordered for a full year under Wis. Admin. Code §§ [DHS 105.17](#) and [DHS 107.112](#).

Did you know?

Of the \$197.3 million in personal care prescribed for Wisconsin Medicaid members in 2023, 32% of these services were ordered by a total of 50 or 2% of all prescribers. See the total reimbursement breakdown below:

- \$189.5 million for PCS.
- \$5.9 million for travel time.
- \$1.9 million for supervisory nurse visits.

**Help safeguard
Wisconsin Medicaid
expenditures for
those who most
need them.**



Covered Services

- Activities of Daily Living (ADLs), such as bathing, dressing, grooming, and toileting.
- Incidental Activities of Daily Living (IADLs), such as grocery shopping and meal preparation, including related light housekeeping, like tidying the kitchen after preparing a meal.
- Medically Oriented Tasks (MOTs), such as range of motion support or using a mechanical lift.

Non-Covered Services

- Any task the member can do with alternative techniques, including through extra time or the use of Durable Medical Equipment (DME).
- Childcare, companionship, and respite care.
- Running errands with or without the member.
- Transporting the member to medical appointments and other destinations.
- Deep cleaning and yard work.

Report Fraud

The OIG encourages everyone to report suspected fraud at 877-865-3432 or www.reportfraud.wisconsin.gov.



**WISCONSIN DEPARTMENT
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