



BECOMING A FREE-STANDING PERSONAL CARE AGENCY

PROVIDER TRAINING

PRESENTED BY THE DIVISION OF QUALITY ASSURANCE

MODULE 1: INTRODUCTION TO PERSONAL CARE SERVICES

PERSONAL CARE SERVICES



The Wisconsin Department of Health Services (DHS) Administrative Codes 101 – 108 pertain to the Wisconsin Medical Assistance Program.

Personal care providers are responsible for following these regulations.

In addition, providers must follow the regulations in Wis. Admin. Code chs. DHS 12 (Caregiver Background Checks) and DHS 13 (Reporting and Investigation of Caregiver Misconduct)

PERSONAL CARE SERVICES



This webinar series will address the application process for individuals or entities interested in becoming a 'free-standing personal care agency' and the survey process.

For these purposes, the training will focus on the regulations found in Wis. Admin. Code §§ DHS 105.17 (Provider Certification: Personal care providers) and DHS 107.112 (Covered Services: Personal care providers).

It is suggested that you print both of these regulatory references and keep them available as you complete the webinar series.

INTRODUCTION TO PERSONAL CARE SERVICES



Personal care workers provide the elderly and people with disabilities the assistance they need to remain in their homes and communities.



INTRODUCTION TO PERSONAL CARE SERVICES



The following types of entities can provide personal care services:

1. Licensed Home Health Agencies
2. County Departments
3. Independent Living Centers
4. Federally recognized American Indian Tribes
5. Free-Standing Personal Care Agencies

INTRODUCTION TO PERSONAL CARE SERVICES



When an individual or group decides to open a Free-Standing Personal Care Agency they are required to apply initially with the Division of Quality Assurance.

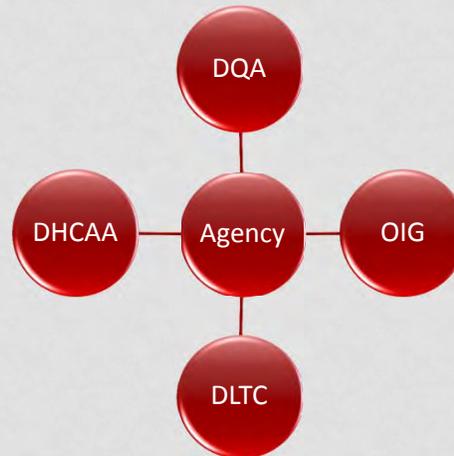
They must also apply directly for Medicaid certification via the Forward Health Portal.

INTRODUCTION TO PERSONAL CARE SERVICES



Divisions within the Department of Health Services that impact Personal Care Services include:

- Division of Quality Assurance (DQA)
- Office of the Inspector General (OIG)
- Division of Long Term Care (DLTC)
- Division of Health Care Access and Accountability (DHCAA)



INTRODUCTION TO PERSONAL CARE SERVICES



Division of Health Care Access and Accountability (DHCAA) - Responsible for administering the Medicaid programs.

Division of Long Term Care (DLTC) – Oversees the provision of long term support services including Family Care and IRIS (Wisconsin’s self-directed supports program).

Office of the Inspector General (OIG) – Adjudicates prior authorization requests, conducts audits of providers who receive Medicaid funds and investigates allegations of fraud, waste, or abuse.

Division of Quality Assurance (DQA) – Reviews initial application for ‘Fit and Qualified’ determination and surveys for providers’ compliance with regulations.

CHECK YOUR UNDERSTANDING



Which of the following must apply initially with the Division of Quality Assurance before they can begin providing Medicaid Personal Care Services?

- A) A Licensed Home Health Agency
- B) A County Department who will be providing Personal Care Services
- C) An Individual or Group wishing to open a Free Standing Personal Care Agency
- D) An Independent Living Center

Your answer:

Correct - Click any
continue

Try again

CHECK YOUR UNDERSTANDING



Which Division in the Department of Health Services is responsible for overseeing Family Care?

- A) Division of Health Care Access and Accountability
- B) Division of Long Term Care
- C) Office of Inspector General
- D) Division of Quality Assurance

Correct - Click any
continue

Your answer:

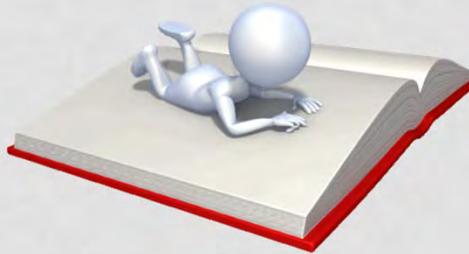
Try again

Submit

DHS 101.03: DEFINITIONS



Let's start with a few definitions.....



DHS 101.03: DEFINITIONS



Activities of Daily Living (ADL) - Activities relating to the performance of self care, work, and leisure or play activities including dressing, feeding or eating, grooming, mobility and object manipulation.

NOTE: Not all ADLs are covered personal care tasks.

DHS 101.03: DEFINITIONS



Administrator - The person who manages a health care facility.



DHS 101.03: DEFINITIONS



Clinical Note - A dated written notation of contact with a patient by a member of a health care team, which contains a description of signs and symptoms, treatment or drugs given, the patient's reaction and any changes in physical or emotional condition.

DHS 101.03: DEFINITIONS



Covered Service - A service, procedure, item or supplies for which MA reimbursement is available, provided to a recipient of MA by an MA-certified provider qualified to provide the particular service, procedure, item or supplies or under the supervision of a certified and qualified provider.

Note: Reimbursement for services may vary by payor source. For example, Medicaid HMO versus Medicaid Fee for Service.

DHS 101.03: DEFINITIONS



Home Care Provider - A person or organization certified to provide services to a recipient under Wis. Admin. Code §§ DHS 105.16 (Home Health Agency), DHS 105.17 (Personal Care Providers), or DHS 105.19 (Nurses in Independent Practice).



DHS 101.03: DEFINITIONS



Home Health Agency (HHA) - A public agency or private organization, or a subdivision of the agency or organization, which is primarily engaged in providing skilled nursing services and other therapeutic services to a recipient at the recipient's place of residence.

NOTE FOR CLARIFICATION: Home Health Agencies are licensed under Wis. Admin. Code ch. DHS 133 and can provide personal care services in addition to skilled care services. A free-standing Personal Care Agency is not a licensed Home Health Agency.

DHS 101.03: DEFINITIONS



Legally Responsible - A spouse's liability for the support of a spouse or a parent's liability for the support of a child as specified in Wis. Stat. § 49.90.



DHS 101.03: DEFINITIONS



Medically Necessary - A medical assistance service identified in Wis. Admin. Code § DHS 107 that is:

- a) Required to prevent, identify or treat a recipient's illness, injury or disability; and
- b) Meets the following standards:
 1. Is consistent with the recipient's symptoms or with prevention, diagnosis or treatment of the recipient's illness, injury or disability;
 2. Is provided consistent with standards of acceptable quality of care applicable to the type of service, the type of provider and the setting in which the service is provided;

DHS 101.03: DEFINITIONS



3. Is appropriate with regard to generally accepted standards of medical practice;
4. Is not medically contraindicated with regard to the recipient's diagnoses, the recipient's symptoms or other medically necessary services being provided to the recipient;
5. Is of proven medical value or usefulness and, consistent with Wis. Admin. Code § DHS 107.035, is not experimental in nature;
6. Is not duplicative with respect to other services being provided to the recipient;

DHS 101.03: DEFINITIONS



7. Is not solely for the convenience of the recipient, the recipient's family or a provider;
8. With respect to prior authorization of a service and to other prospective coverage determinations made by the department, is cost-effective compared to an alternative medically necessary service which is reasonably accessible to the recipient; and
9. Is the most appropriate supply or level of service that can safely and effectively be provided to the recipient.

DHS 101.03: DEFINITIONS



Non-Covered Service - A service, item or supply for which MA reimbursement is not available, including a service for which prior authorization has been denied, a service listed as non-covered in Wis. Admin. Code ch. DHS 107, or a service considered by consultants to the department to be medically unnecessary, unreasonable or inappropriate.

Note: Refer to Wis. Admin. Code § DHS 107.112(4)

DHS 101.03: DEFINITIONS



Personal Care Service - A service enumerated in Wis. Admin. Code § DHS 107.112(1) when provided by a provider meeting the certification requirements for a personal care provider under Wis. Admin. Code § DHS 105.17

Note: Wis. Admin. Code § DHS 107.112(1) will be covered in a later module

DHS 101.03: DEFINITIONS



Personal Care Worker - An individual employed by a personal care provider certified under Wis. Admin. Code § DHS 105.17 or under contract to the personal care provider to provide personal care services under the supervision of a registered nurse.

DHS 101.03: DEFINITIONS



Plan of Care - A written plan of care prescribed and periodically reviewed by a physician and developed in consultation with the agency staff.

PLAN OF CARE



Per Wis. Admin. Code § DHS 107.112(3), the Plan of Care (POC) shall be developed by a Registered Nurse based on a visit to the recipient's home and includes:

1. Review and interpretation of the physician's orders.
2. Frequency and anticipated duration of service.
3. Evaluation of the recipient's needs and preferences; and
4. Assessment of the recipient's social and physical environment including family involvement, living conditions, the recipient's level of functioning and any pertinent cultural factors such as language.

DHS 101.03: DEFINITIONS



Supervision - Supervision means at least intermittent face-to-face contact between supervisor and assistant and a regular review of the assistant's work by the supervisor.



DHS 101.03: DEFINITIONS



Supportive Care – Hands-on and chore services usually provided by an agency under contract to the county or a Managed Care Organization (MCO).

A personal care agency can provide supportive services but the agency does not bill MA directly for the service.

The requirements in Wis. Admin. Code §§ DHS 105.17 and 107.112 do not apply when providing only supportive care services.

CONGRATULATIONS!



You have successfully completed Module 1 of the Personal Care Webinar Series.



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