

Children's Hospital and Health System Children's Community Health Plan Policy and Procedure

This policy applies to the following entity(s):

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| <input type="checkbox"/> CHW – Milwaukee | <input type="checkbox"/> CHW - Fox Valley |
| <input type="checkbox"/> CHHS Foundation | <input type="checkbox"/> CHW - Surgicenter |
| <input type="checkbox"/> CHW – Community Services Division | <input checked="" type="checkbox"/> Children's Community Health Plan |
| <input type="checkbox"/> Children's Medical Group - Primary Care | <input type="checkbox"/> Children's Specialty Group |
| <input type="checkbox"/> Children's Medical Group - Urgent Care | <input type="checkbox"/> CHHS Corporate Departments |

Medical Utilization Management Policy

SUBJECT: PERSONAL CARE WORKER SERVICES

INCLUDED PRODUCT(S):

Medicaid

BadgerCare Plus

Care4Kids Program

Commercial

Together with CCHP

Marketplace

Together with CCHP

PURPOSE OR DESCRIPTION:

This policy defines how CCHP determines the medical necessity of requests for Personal Care Worker (PCW) services.

CCHP generally follows the criteria and approach described in ForwardHealth Update 2011-02.¹ This entails the use of the Personal Care Screening Tool² by qualified personnel in making an assessment of the need for PCW services.

A rigorous assessment of the member's needs regarding PCW services is essential to making the correct determination of what quantity of these services, if any, is appropriate. As such,

CCHP requires a physical therapy and occupational therapy assessment to determine the member's functional abilities; documentation from these assessments must be included with the prior authorization request for PCW services. If any physical or occupational therapy is recommended, the completion of these treatments must be documented before CCHP will evaluate the necessity of PCW services. In addition, CCHP will at its discretion conduct its own in-home assessment of member needs as part of our prior approval process.

Effective: 4/2017

Reviewed:

Revised:

Developed by: CCHP Medical Directors and Director Health Plan Clinical Services

As stated in the ForwardHealth Update, supervision, cueing or prompting of a recipient, when that is the only service, is not separately reimbursable. Also, personal care services must not be substituted for alternative techniques and assistive devices that the member can use to obtain or maintain independence or require less assistance. The screener must observe the member using available assistive devices to perform the activities. The member may need an occupational therapy and/or physical therapy evaluation and prescription for one or more assistive devices before the PCST can be completed. The screener should not indicate a need for assistance if the member refuses to use an appropriate assistive device or alternative technique to perform the activity.

REFERENCES

1. ForwardHealth Portal
<https://www.forwardhealth.wi.gov/WIPortal/Subsystem/SW/content/provider/updates/year/publist2011.htm.spage>
2. See attached PCW Screening Tool