



# INFORMed newsBRIEF

Bulletin #22 • January 6, 2021

## Prior Authorization Electronic Verification Visit Updates

### Please review!

The iCare Prior Authorization department would like to share our developing processes for Personal Care Workers and Home Health Care providers on Electronic Visit Verification (EVV) for 2021. The current soft launch (hard launch is yet to be determined) will allow us to begin implementing the Wisconsin Department of Health Services (DHS) guidance.

A snap shot is below. Please visit the [Prior Authorization Requirements page](#) on the iCare website for more information. Click on the Personal Care Worker and Home Health & Hospice tabs.

For more information on DHS' EVV implementation, including training, resources and FAQs, please visit <https://www.dhs.wisconsin.gov/evv/index.htm>

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### Personal Care Worker

iCare will now grant authorizations for Personal Care Worker (PCW) services for up to 1 year at a time to better align with ForwardHealth. Members who receive at least 2 hours per day of care will receive shorter authorizations per iCare discretion. Providers should use new PA form designated for PCW services:

[PA-Personal Care Worker fillable form](#)

[PC Screening Tool](#)

Read iCare's authorization requirements, third party assessment information, on-going services requirements, and acute change of condition information for providers on the [iCare website](#). Click on the Personal Care Worker tab.

**Please note:** *iCare* does not require EVV for live-in caregivers, however the provider must supply a completed EVV Live-In Worker Identification form, [F-02717](#), at the time of authorization for all live-in workers. Failure to submit required documentation following the DHS Hard Launch date will result in a denial of authorization for a live-in worker. *iCare* encourages providers to begin submitting the [F-02717 form](#) for live-in workers during the Soft Launch period to avoid future PA denials after Hard Launch.

## Home Health & Hospice

All PA requests for Home Health and Hospice services must include a signed physician order and plan of care as well as the initial in home evaluation for review and must be submitted to *iCare* within 14 calendar days from the start of care. *iCare* will not retro authorize any services submitted after the 14th day.

Ongoing services must be requested and will continue to require an updated signed physician's order/plan of care. For ongoing services, all PA requests are required to be submitted within 14 days after the expiration date of the previous authorization.

All late PA requests for Home Health and Hospice services will be reviewed for medical necessity starting from the date the request was received by *iCare*.

*iCare* prior authorizes Home Health and Hospice services for the following time frames:

- Personal Care Worker: 180 days or 26 weeks
- Skilled Nursing: 60 days or 9 weeks
- PT/OT/SLP/MSW: 60 days or 9 weeks
- Hospice: 60 days



### Help spread the word!

Please forward this email to others in your organization who need this information.

### Additional resources for providers:

- [Subscribe to future eblasts/enewsletters](#) scroll down on the page and look for the sign-up form
- [iCare News](#)
- [iCare Blog](#)

