



INDEPENDENT CARE HEALTH PLAN

*iCare is a wholly-owned subsidiary of Humana*

Dear PCW Agency,

On behalf of *iCare*, I would like to extend our sincere thanks for your continued partnership in providing Personal Care Worker (PCW) services to our members. Your dedication and collaboration are vital to ensuring that our members receive the high-quality care they need and deserve.

As part of our ongoing efforts to streamline and enhance the efficiency of the PCW Prior Authorization (PA) process, we would like to take this opportunity to provide some clarity regarding the necessary steps and documentation required for PA submissions. Ensuring that all required information is submitted accurately and promptly helps us process requests in a timely manner and avoid unnecessary delays in care.

Please find the attached documentation outlining the PA submission requirements. We ask that you review this information carefully and reach out to us with any questions or concerns you may have. Our team is here to support you and ensure a smooth and effective process for all involved.

Thank you again for your partnership and commitment to serving our members. We look forward to continuing our work together.

Kind regards,

*iCare* Prior Authorization Department

General Prior Authorization questions: Phone: 414-299-5539; Fax: 414-231-1026