INDEPENDENT CARE HEALTH PLAN
*i*Care is a wholly-owned subsidiary of Humana

The PCW Service Request Process for Initial and Renewal Prior Authorizations for BadgerCare or SSI Members:

- For initial and renewal requests for personal care services, the PCW agency schedules and conducts an in-person assessment visit including the completion of the Personal Care Screening Tool (PCST).

- **Effective August 15, 2026,** *i*Care will require **all initial and renewal** Personal Care Worker (PCW) service requests for SSI and BadgerCare+ enrollees residing in **Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha Counties** to include a Personal Needs Assessment (PNA) prior to submission of the Prior Authorization request.

- **Effective September 15, 2026,** this requirement will expand to include **all initial and renewal** PCW service requests for SSI and BadgerCare+ enrollees residing **outside of Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha Counties.**

- The agency must independently contact a personal needs assessor agency to conduct a personal needs assessment. The PCW agency must transfer the PCST to the personal needs assessor agency.

    1. *i*Care BadgerCare Plus and *i*Care Medicaid SSI members residing **within** in Kenosha, Milwaukee, Ozaukee, Racine, Washington and Waukesha counties go to **Holistic Home Health.**

    2. *i*Care BadgerCare Plus and *i*Care Medicaid SSI members residing **outside of** Kenosha, Milwaukee, Ozaukee, Racine, Washington and Waukesha counties go to ***i*Care PNA screeners.**

- **The personal needs assessor agency or screeners will complete the following steps within 7 days of contact from the PCW agency:**

    1. Contact the member to schedule an in-person visit and ensure they have access to the online PCST.

    2. Conduct an RN visit to the member's home and complete the PCST.

    3. Transfer the PCST access back to the requesting PCW agency and send an email providing details of the visit including date and outcome.

- PCW RN then develops the plan of care (POC) based on the personal needs assessor's PCST results and the PCW RN assessment.

- PCW RN sends the POC to the prescribing provider for signature (POC and provider order must be signed and dated within 60 days of the request).

- PCW agency packages the materials needed for prior authorization (PA) request and submits the PA to *i*Care.

INDEPENDENT CARE HEALTH PLAN
*i*Care is a wholly-owned subsidiary of Humana

Thank you for your attention to this process. Further information, including a detailed guide on how to correctly submit PCW requests, can be found on our website at www.icarehealthplan.org/PCW. If you have any questions or need further clarification, please do not hesitate to contact us:

*i*Care Prior Authorization Department
General Prior Authorization questions: Phone: 414-299-5539; Fax: 414-231-1026
Email: iCarePCW@icarehealthplan.org