

## The PCW Service Request Process (effective 3/1/2026) for Initial or Renewal Prior Authorizations for BadgerCare or SSI Members:

- For initial or 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).
- **If the PCST calculates or the agency wants to request 3 or more hours per day of authorized services, regardless of the number of days per week, the agency must independently contact a personal needs assessor agency (Holistic Home Health Care or Independence First) to conduct a personal needs assessment. The PCW agency must transfer the PCST to the personal needs assessor agency. The personal needs assessor agency 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 iCare.

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](http://www.icarehealthplan.org/PCW). If you have any questions or need further clarification, please do not hesitate to contact us:

iCare Prior Authorization Department

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

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