2026 *i*Care Health Plan
BC+/SSI PCW Personal Needs Assessment
Frequently Asked Questions

1. Personal Needs Assessment Changes?
    a. **11/10/2025**: PNA is required for new (initial) authorizations for PCW services at a quantity greater than 3 hours per day.
    b. **03/11/2026:** PNA is required for new (initial)or renewal authorizations for PCW services at a quantity greater than 3 hours per day.
    c. **07/15/2026:** *i*Care will require EVV for all caregivers (live in and non-live in)
    d. **Effective August 15, 2026**, iCare will require initial and renewal Personal Care Worker (PCW) service requests in Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha counties to include a personal needs assessment completed by an approved personal needs assessor prior to submitting the Prior Authorization request.
    e. **Effective September 15, 2026,** *i*Care will expand to require initial and renewal Personal Care Worker (PCW) service requests statewide. (This requirement will expand to service requests outside of Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha counties.)

2. Who is impacted?
    a. These requirements apply to all *i*Care **BadgerCare Plus and SSI members requesting PCW services.**

    NOTE: This requirement is applicable solely to *i*Care members. If a member is enrolled in a different health plan, the Personal Care Worker (PCW) agency must adhere to the personal care service requirements established by that specific health plan.

3. Who are the personal needs assessors?
    a. *i*Care BadgerCare Plus and SSI members residing WITHIN *Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha* counties, assessments must be completed by **Holistic Home Health Care PNA assessors.**

Holistic Home Health Care:

1. Email: Tessa.Decker@Holistichh.com
2. Phone Support: (414) 231-3130

b. iCare BadgerCare Plus and SSI members residing OUTSIDE OF *Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha* counties, assessments must be completed by ***i*Care PNA assessors:**

i. Email: iCarePCWPNA@icarehealthplan.org

4. Are assessments required for requests of three (3) or more hours per day for fewer than seven days a week?

a. Yes. Any request for three (3) or more hours in a single day, regardless of the number of days per week, requires a personal needs assessment.

5. Where can providers and members find more information?

a. Detailed guides and further information are available on the *i*Care website: www.icarehealthplan.org/PCW

6. Where can PCW providers direct prior authorization questions?

a. *i*Care Prior Authorization Department:

i. Phone: 414-299-5539

ii. Fax: 414-231-1026

iii. Email: iCarePCW@icarehealthplan.org

7. What is the referral process for new Personal Care Worker (PCW) service requests?

a. For service requests effective on or after March 1, 2026, the following process applies:

i. The PCW agency schedules and completes an in-person assessment with the member using the Personal Care Screening Tool (PCST) for all initial and renewal requests for personal care services.

b. If the requested service level is three (3) or more hours per day, the PCW agency must refer the member to a Personal Needs Assessor (PNA), such as:
    1. Holistic Home Health (for members residing WITHIN Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha counties)
    2. *i*Care PNA Screeners (for members residing OUTSIDE those counties)
c. The PCW agency transfers the completed PCST to the Personal Needs Assessor.
d. The Personal Needs Assessor contacts the member and schedules an in-person visit within seven (7) calendar days.
e. After completing the assessment, the Personal Needs Assessor returns the completed PCST to the PCW agency.
f. The PCW Registered Nurse (RN) develops the Plan of Care (POC) based on the findings documented in the Personal Needs Assessor's PCST.
g. The Plan of Care is sent to the member's prescribing provider for review and signature.
h. Once all required documentation is completed, the PCW agency submits the prior authorization request to *i*Care for review.

8. What documentation is required for PCW service requests?
    a. Completed PCW Prior Authorization Request Form
    b. Plan of Care with Provider Order (signed and dated within 60 days)
    c. Supporting clinical documentation (including in-person provider visit within 60 days)
    d. Documentation from relevant specialists
    e. Completed PCST from the personal needs assessor, dated on the day of assessment

9. Which assessment should I use to build the Plan of Care (POC or 485)?
    a. The Plan of Care (POC/485) should reflect the assessment completed by the Personal Needs Assessment agency.

10. How is timely completion of assessments ensured?
    a. *i*Care contracts require the Personal Needs Assessor to complete assessments within 7 days of contact from the PCW agency.

11. How will PCW agencies be notified when the assessment is complete?

a. The Personal Care Agency will receive an email or fax from the Personal Needs Assessor with confirmation and details of the visit.