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General Home Health Care and Personal Care Worker Communication to Providers

Hello,

The iCare Prior Authorization team will continue to follow the Centers for Medicare & Medicaid Services (CMS) and the Department of Health Services (DHS) guidelines on Home Health Care (HHC) and Personal Care Workers (PCW) during the COVID-19 pandemic. It is our top priority to keep our members and providers safe during this time. We do not anticipate any delays in our processing of all requests and will continue to work at the same capacity throughout this emergency.

The Prior Authorization Department is instituting the following changes in our standard policies to ease the burden on our providers and our members during this time. We appreciate your cooperation in our continued efforts around the following items:

- waiving supervisory visits: nurses must review the plan of care, evaluate the member's condition, and discuss with the ordering provider any necessary changes in the plan of care utilizing technology available (virtual visits, phone, etc.) in the timeframes required

Here is the latest information about HHC and PCW services from **CMS (Medicare)**:

<https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>

Here are the latest updates from **DHS (Medicaid)**:

https://www.forwardhealth.wi.gov/WIPortal/content/html/news/covid19_resources.html.sp age

Last updated 9/8/2020

Coverage and guidance from CMS and DHS are rapidly changing to meet the needs of Medicare and Medicaid providers and beneficiaries. iCare is making best efforts to update the information above timely. However, to ensure you are obtaining the most current guidance, we encourage providers to keep abreast of any COVID-19 announcements from CMS ([CMS Current Emergencies General Information & Updates](#)), DHS ([COVID-19: ForwardHealth News and Resources](#)) and the CDC ([Center for Disease Control's Coronavirus webpage](#)).

Thank you for your continued service to our members during this challenging time. If you have any additional questions, please email to NetDev@icarehealthplan.org.

The iCare Prior Authorization Team