



New Approval Process for Personal Care Services

Wisconsin Medicaid and BadgerCare Plus will soon have a new process for you to continue getting personal care services. Personal care services are services you get from a worker who comes to your home to help you with “activities of daily living” like bathing, eating, and toileting.

This affects you if you get your personal care services through the Medicaid or BadgerCare Plus fee-for-service program. You may also know fee-for-service as “medical assistance personal care” or “personal care card services.”

What is changing?

Medicaid and BadgerCare Plus are changing how personal care services are approved for fee-for-service members. Currently, assessments are done by the staff of your personal care agency. Your next assessment will be done by a registered nurse working with a company called Liberty Healthcare (Liberty). Liberty will be contacting you 60 days before your next assessment is due to schedule a time to meet with you in your home.

During your assessment, the nurse will ask you to show how you would do some of your daily activities, which will help him or her know the personal care services you need. The nurse will also ask for your doctor’s information and questions about your medical history. You may have anyone you want with you during your assessment.

To keep getting personal care services, you must have an assessment at least every 12 months. Be sure to set up an appointment with Liberty when they contact you.

What is not changing?

Until Liberty contacts you, you will continue to get your personal care services as you do today. The new process **does not** change your enrollment or benefits. Liberty will contact you when it is time to meet to assess your need for personal care services. You **do not** need to do anything at this time.

Wisconsin Medicaid and BadgerCare Plus are not changing the standards used to determine personal care needs. The standards we have developed over the years, with guidance from personal care providers and members, help make sure all members have equal access to services.

Where can I get more information?

For more information about Liberty and this new process, go to the Liberty website at <http://www.wipcsia.com/>. You can also call Liberty at 855-947-2742.

If you have any questions about your Wisconsin Medicaid or BadgerCare Plus benefits, call ForwardHealth Member Services at 800-362-3002.