

February 2020

## Personal care prior authorization

Anthem Blue Cross and Blue Shield (Anthem) policies serve as a guide to assist you in accurate prior authorization (PA) submissions for personal care services. Services must meet authorization and medical necessity guidelines appropriate to the procedure and diagnosis as well as to the member's state of residence. You must include all clinical documentation to assist in making a medically necessary decision.

Per the Personal Care Screening Tool (PCST) instructions, assessment for durable medical equipment should be completed prior to the administration of the PCST. It is required that this assessment by occupational therapy (OT) and physical therapy (PT) be included in the request for new personal care services. Furthermore, durable medical equipment should be in place for the member prior to the administration of the PCST to determine true functional deficits that need personal care services and cannot be replaced by a more appropriate service such as durable medical equipment.

### Required documentation

You must submit all proper documentation for personal care services, including:

- Medical doctor order.
- Physician plan of care.
- Clinical documentation listing functional deficits and diagnoses that align with requested services.
- PT/OT evaluations demonstrating functional abilities.
- Personal Care Screening Tool completed within the last 90 days.
- Supervisory RN and determination of anticipated duration of services per *Wisconsin Administrative Code DHS 107.112(3)(b)2*.

If you do not include the appropriate documentation, your request will be returned and you will be asked to submit an updated PA with the appropriate documentation. If you do not re-submit within 14 days, you will be required to submit a new request.

Please ensure you update your contact information with Anthem's Provider Services team so we are able to contact you with any changes needed to your PA.

### Policy

The PA policy for Anthem follows *Wisconsin Administrative Code DHS 107.02(3), 107.03(5), 107.03(9), 107.112*; ForwardHealth topics #2472, #2479; and ForwardHealth update number 2009-08. Anthem follows the instruction tool F11133A for the PCST regarding guidance for determining allocation of time.

<https://mediproviders.anthem.com/wi>