



**STATE OF WISCONSIN  
Division of Hearings and Appeals**

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In the Matter of:

██████████  
██████████  
██████████

DECISION

MPA/158267

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**PRELIMINARY RECITALS**

Pursuant to a petition filed June 6, 2014, under Wis. Stat. § 49.45(5), and Wis. Admin. Code § HA 3.03(1), to review a decision by the Division of Health Care Access and Accountability [“DCHAA”] in regard to Medical Assistance [“MA”], a Hearing was held via telephone on August 4, 2014.

The issue for determination is

There appeared at that time via telephone the following persons:

**PARTIES IN INTEREST:**

Petitioner:

██████████ (not present at August4,  
2014 Hearing)  
██████████  
██████████

Petitioner's Representative:

██████████  
Case Manager  
██  
██  
██

Respondent:

Department of Health Services  
1 West Wilson Street, Room 651  
Madison, Wisconsin 53703  
By: Jo Ellen Crinion, RN, CPC  
Division of Health Care Access and Accountability  
1 West Wilson Street, Room 272  
P.O. Box 309  
Madison, WI 53707-0309

**OTHER PERSON PRESENT:**

██████████ Clinical Mental Health Coordinator

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<sup>1</sup> The record contains letters authorizing Ms. ██████████ to represent petitioner in this matter.

ADMINISTRATIVE LAW JUDGE:  
 Sean P. Maloney  
 Division of Hearings and Appeals

### FINDINGS OF FACT

1. Petitioner (13 years old) is a resident of Waushara County, Wisconsin.
2. On or about April 7, 2014 petitioner's provider, Northwest Journey Stevens Point of Stevens Point, Wisconsin, requested PA (PA # [REDACTED]; dated April 7, 2014) for MA coverage of Child/Adolescent Day Treatment ["CADT"] for petitioner for the time period April 28, 2014 to July 28, 2014 at a frequency of 5 hours per day for 4 days per week at a total cost of \$26,000.00.
3. DCHAA denied PA # [REDACTED] for CADT for petitioner; DCHAA sent a letter to petitioner dated May 6, 2014 entitled *BadgerCare Plus Notice of Appeal Rights* informing him of the denial.
4. The requested CADT was provided to petitioner before obtaining PA.

### DISCUSSION

Both the Wisconsin Administrative Code and written policy are very clear, in several places, that, if PA is not requested and obtained before a service requiring PA is provided, reimbursement shall not be made. Wis. Admin. Code § DHS 107.02(3)(c) (February 2014); See also, Wis. Admin. Code §§ DHS 106.03(4)(intro.) (January 2014), 107.02(2)(h) & 107.03(9) (February 2014), *WMAP Provider Handbook* (WMAP Handbook) Part A Section VIII-C (page A8-001; issued 07/93) & Part A Appendix 15, #2 (page A11-041 #2; issued 12/92); additionally see, Wis. Admin. Code §§ DHS 107.02(1)(a), 107.02(2)(intro.), 107.02(2)(a), 107.02(3)(e)9. & 107.02(3)(i)2.c. (February 2014). It follows that DCHAA was correct not to approve PA in this case.

The Wisconsin Administrative Code does allow several exceptions to the requirement that PA must be requested and obtained before a service requiring PA is provided. First, reimbursement may be made in extraordinary circumstances such as emergency cases where the department has given verbal authorization for the service. Wis. Admin. Code §§ DHS 107.02(3)(c) & 107.03(9) (February 2014). Additionally, reimbursement may be made in the following three circumstances: (1) if a denial of PA is rescinded in writing by DHCAA or overruled by an administrative or judicial order; (2) where the service was provided before the recipient became eligible for MA and the provider applies to and receives from DHCAA retroactive authorization for the service; and, (3) where time is of the essence in providing a service which requires PA, and verbal authorization is obtained by the provider from DHCAA's medical consultant or designee. Wis. Admin. Code § DHS 106.03(4) (January 2014); See also, WMAP Handbook Part A Section VIII-C (page A8-001; issued 07/93) & Part A Appendix 15 (page A11-041 #2; issued 12/92).

To ensure payments for claims for verbally authorized services, the provider must retain records which show the time and date of the authorization and the identity of the individual who gave the authorization, and must follow-up with a written authorization request form attaching documentation pertinent to the verbal authorization. Wis. Admin. Code § DHS 106.03(4)(c) (January 2014). Verbal authorization is only allowed in extraordinary circumstances such as emergency cases or where time is of the essence in

providing a service. Wis. Admin. Code §§ DHS 107.02(3)(c) & 107.03(9) (February 2014); Wis. Admin. Code § DHS 106.03(4) (January 2014).

Petitioner does not claim that he meets any of the above exceptions.

In addition to the exceptions allowed by the Wisconsin Administrative Code (discussed above), DHCAA written policy allows for backdating of a PA in some circumstances as follows:

"In general, the grant date for prior authorization requests is the date of adjudication of a request by the analyst or consultant. Where the service is identified as urgent in character, backdating to the date the request is received at EDS may be appropriate. In cases where the prior authorization was returned once, or several times, the request may be backdated to the original date the request was first received at EDS. When an earlier prior authorization was denied and a new prior authorization request is submitted with information to justify approval, backdating may be allowed to the first EDS receipt date of the original denied prior authorization request."

WMAH Handbook Part A Section VIII-F (page A8-005; issued 07/93).

Petitioner does not meet any of the above exceptions.

Petitioner should note that the Wisconsin Administrative Code makes abundantly clear that the provider is solely responsible for the timeliness of PA requests. Wis. Admin. Code § DHS 106.02(9)(e)1. (January 2014). When a service must be authorized in order to be covered, the recipient may not be held liable by the certified provider unless the PA was denied and the recipient was informed of the recipient's personal liability before provision of the service. In that case the recipient may request a fair hearing. Negligence on the part of the certified provider in the PA process shall not result in recipient liability. Wis. Admin. Code § DHS 104.01(12)(c) (December 2008).<sup>2</sup>

DHCAA written policy states as follows:

**“Provider Responsibility**

Providers are solely responsible for obtaining prior authorization. If a provider renders a service which requires prior authorization without first obtaining that authorization, the provider is responsible for the cost of the service and will not be reimbursed for the service through the WMAH, except in the case of provider or recipient retroactive eligibility."

WMAH Handbook Part A Section VIII-C (page A8-001; issued 07/93) (**bold** in original).

“Providers are solely responsible for obtaining prior authorization, before the delivery of service. The provider may not bill the recipient because of his/her failure to seek prior authorization.

If a provider renders a service which requires prior authorization, without first obtaining authorization, the provider is responsible for the cost of the service. **NOTE:** Exceptions are the provision of services that require prior authorization, but were performed without prior authorization as an emergency service, and in cases of provider/recipient retroactive eligibility.”

<sup>2</sup>

For example, if a provider does not inform a recipient that a procedure or service requires PA, and performs the service before submitting a PA request or receiving an approval and then submits a claim for services rendered which is rejected, the recipient may not be held liable. Wis. Admin. Code § DHS 104.01(12)(c) (December 2008)Note.

WMAP Handbook Part A, Appendix 15 (page A11-041 #2; issued 12/92) (underline and ***bold italics*** in original)

**CONCLUSIONS OF LAW**

For the reasons explained above, DCHAA was correct not to approve reimbursement by MA for the CADT requested in PA # [REDACTED]

**NOW, THEREFORE, it is**

**ORDERED**

That the petition for review herein be and the same is hereby DISMISSED.

**REQUEST FOR A REHEARING**

You may request a rehearing if you think this decision is based on a serious mistake in the facts or the law or if you have found new evidence that would change the decision. Your request must be **received within 20 days after the date of this decision**. Late requests cannot be granted.

Send your request for rehearing in writing to the Division of Hearings and Appeals, 5005 University Avenue, Suite 201, Madison, WI 53705-5400 **and** to those identified in this decision as "PARTIES IN INTEREST." Your rehearing request must explain what mistake the Administrative Law Judge made and why it is important or you must describe your new evidence and explain why you did not have it at your first hearing. If your request does not explain these things, it will be denied.

The process for requesting a rehearing may be found at Wis. Stat. § 227.49. A copy of the statutes may be found online or at your local library or courthouse.

**APPEAL TO COURT**

You may also appeal this decision to Circuit Court in the county where you live. Appeals must be filed with the Court **and** served either personally or by certified mail on the Secretary of the Department of Health Services, 1 West Wilson Street, Room 651, Madison, Wisconsin 53703, **and** on those identified in this decision as "PARTIES IN INTEREST" **no more than 30 days after the date of this decision** or 30 days after a denial of a timely rehearing (if you request one).

The process for Circuit Court Appeals may be found at Wis. Stat. §§ 227.52 and 227.53. A copy of the statutes may be found online or at your local library or courthouse.

Given under my hand at the City of Madison,  
Wisconsin, this 6th day of August, 2014

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\sSean P. Maloney  
Administrative Law Judge  
Division of Hearings and Appeals





**State of Wisconsin\DIVISION OF HEARINGS AND APPEALS**

Brian Hayes, Administrator  
Suite 201  
5005 University Avenue  
Madison, WI 53705-5400

Telephone: (608) 266-3096  
FAX: (608) 264-9885  
email: [DHAmail@wisconsin.gov](mailto:DHAmail@wisconsin.gov)  
Internet: <http://dha.state.wi.us>

The preceding decision was sent to the following parties on August 6, 2014.

Division of Health Care Access and Accountability  
[donna@nwgc.com](mailto:donna@nwgc.com)