



STATE OF WISCONSIN
Division of Hearings and Appeals

In the Matter of



DECISION

MPA/168217

PRELIMINARY RECITALS

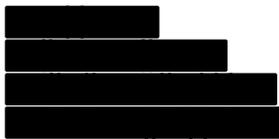
Pursuant to a petition filed August 20, 2015, under Wis. Stat. § 49.45(5), and Wis. Admin. Code § HA 3.03(1), to review a decision by the Division of Health Care Access and Accountability in regard to Medical Assistance, a hearing was held on October 01, 2015, at Milwaukee, Wisconsin.

The issue for determination is whether the evidence is sufficient to demonstrate that additional personal care worker (PCW) hours for Petitioner may be paid for by the Medicaid program.

There appeared at that time and place the following persons:

PARTIES IN INTEREST:

Petitioner:



Respondent:

Department of Health Services
1 West Wilson Street, Room 651
Madison, Wisconsin 53703

By: Robert Derendinger, RN
Division of Health Care Access and Accountability
1 West Wilson Street, Room 272
P.O. Box 309
Madison, WI 53707-0309

ADMINISTRATIVE LAW JUDGE:

David D. Fleming
Division of Hearings and Appeals

FINDINGS OF FACT

- 1. Petitioner (CARES # [redacted]) is a resident of Milwaukee County.

2. A prior authorization (PA) request was submitted on behalf of Petitioner on April 21, 2015. That PA sought personal care worker services for 37 hours per week plus an additional 96 units per year for services to be used as needed and seven hours per week for travel time. This prior authorization request was initially approved by a Department subcontractor but on July 9, 2015 a Department's nurse consultant reviewed the request and reduced the amount of personal care worker services to 17.5 hours per week effective August 9, 2015. The travel time and as needed services were approved and not changed.
3. Petitioner is 62 years of age (██████████). His primary diagnosis is paranoid schizophrenia. He lives in the community with a relative. He does not regularly attend activities outside of his residence. Petitioner's niece is his caregiver.
4. The approved times for the PCW cares are as follows:
- | | |
|---|--|
| • Bathing | 210 min/wk |
| • Dressing upper/lower | 140 min/wk |
| • Grooming | 210 min/wk |
| • Toileting | 140 min/wk |
| Sub-total: | 700 min/wk |
| Behaviors (1/4 of above) | 175 min/wk |
| Services incidental to these tasks:
(1/4 of above) | 175 min/wk |
| <u>Total:</u> | 1050 min/70 units per week/17.5 hours per week |
5. The areas of care for which the Department did not find that requested hours of care to be necessary under Medicaid standards were for eating, mobility, transfers and medically related tasks.

DISCUSSION

When determining whether to approve any medical service, the OIG must consider the generic prior authorization review criteria listed at *Wis. Admin. Code, § DHS 107.02(3) (e)*:

(e) *Departmental review criteria.* In determining whether to approve or disapprove a request for prior authorization, the department shall consider:

1. The medical necessity of the service;
2. The appropriateness of the service;
3. The cost of the service;
4. The frequency of furnishing the service;
5. The quality and timeliness of the service;
6. The extent to which less expensive alternative services are available;
7. The effective and appropriate use of available services;
8. The misutilization practices of providers and recipients;
9. The limitations imposed by pertinent federal or state statutes, rules, regulations or interpretations, including medicare, or private insurance guidelines;
10. The need to ensure that there is closer professional scrutiny for care which is of unacceptable quality;
11. The flagrant or continuing disregard of established state and federal policies, standards, fees or procedures; and
12. The professional acceptability of unproven or experimental care, as determined by consultants to the department.

“Medically necessary” means a medical assistance service under ch. DHS 107 that is:

(a) Required to prevent, identify or treat a recipient's illness, injury or disability; and

(b) Meets the following standards:

1. Is consistent with the recipient's symptoms or with prevention, diagnosis or treatment of the recipient's illness, injury or disability;
2. Is provided consistent with standards of acceptable quality of care applicable to the type of service, the type of provider, and the setting in which the service is provided;
3. Is appropriate with regard to generally accepted standards of medical practice;
4. Is not medically contraindicated with regard to the recipient's diagnoses, the recipient's symptoms or other medically necessary services being provided to the recipient;
5. Is of proven medical value or usefulness and, consistent with s. DHS 107.035, is not experimental in nature;
6. Is not duplicative with respect to other services being provided to the recipient;
7. Is not solely for the convenience of the recipient, the recipient's family, or a provider;
8. With respect to prior authorization of a service and to other prospective coverage determinations made by the department, is cost-effective compared to an alternative medically necessary service which is reasonably accessible to the recipient; and
9. Is the most appropriate supply or level of service that can safely and effectively be provided to the recipient.

Wis. Admin. Code, §DHS 101.03(96m).

Also, the following Administrative Code provision is relevant here:

DHS 107.112 Personal care services. (1) COVERED SERVICES. (a) Personal care services are medically oriented activities related to assisting a recipient with activities of daily living necessary to maintain the recipient in his or her place of residence in the community. These services shall be provided upon written orders of a physician by a provider certified under s. DHS 105.17 and by a personal care worker employed by the provider or under contract to the provider who is supervised by a registered nurse according to a written plan of care. The personal care worker shall be assigned by the supervising registered nurse to specific recipients to do specific tasks for those recipients for which the personal care worker has been trained. The personal care worker's training for these specific tasks shall be assured by the supervising registered nurse. The personal care worker is limited to performing only those tasks and services as assigned for each recipient and for which he or she has been specifically trained.

(b) Covered personal care services are:

1. Assistance with bathing;
2. Assistance with getting in and out of bed;
3. Teeth, mouth, denture and hair care;
4. Assistance with mobility and ambulation including use of walker, cane or crutches;
5. Changing the recipient's bed and laundering the bed linens and the recipient's personal clothing;
6. Skin care excluding wound care;
7. Care of eyeglasses and hearing aids;
8. Assistance with dressing and undressing;
9. Toileting, including use and care of bedpan, urinal, commode or toilet;
10. Light cleaning in essential areas of the home used during personal care service activities;
11. Meal preparation, food purchasing and meal serving;
12. Simple transfers including bed to chair or wheelchair and reverse; and
13. Accompanying the recipient to obtain medical diagnosis and treatment.

Wis. Admin. Code, §DHS 107.112(1)(a) and (b).

I note at this point that the Petitioner has the burden of proving that the requested therapy meets the approval criteria and that the standard level of proof applicable is a “preponderance of the evidence”.

This legal standard of review means, simply, that “it is more likely than not” that Petitioner and/or his/her representatives have demonstrated that the requested services meet the criteria necessary for payment by the Wisconsin Medicaid program. It is the lowest legal standard in use in courts or tribunals.

The Department provided a letter (Ex # 3) that detailed its rationale for modifying the original request for personal care services and denying the amendment. It need not be reproduced here.

Petitioner was represented at the hearing by his sister. She testified that she has her own health issues so cannot provide all the help Petitioner needs. She is particularly concerned that additional PCW time is needed for bathing and toileting. She stated that Petitioner requires coaxing and encouragement to perform any of his activities of daily living. She also indicated that he gets a shot from a behavioral health worker every two weeks and Petitioner is better initially but gets worse at the end of the two weeks.

While I can appreciate that it takes time and patience to care for Petitioner, I am not changing the Department approval. The maximum allowed time has already been granted for bathing. The personal care screening tool only asked for toileting help 2 times per day. I do note that Petitioner and his family can ask the provider to submit an amended PA request but it needs to have better qualitative and quantitative documentation so as to more precisely describe what additional time is needed for which ADLs and why.

Finally, some of the help Petitioner would like help for – cooking, cleaning, laundry and the like – might be available through another program such as Family Care. The place to start for information as to those services is:

Disability Resource Center (DRC) of Milwaukee County
Phone: (414) 289-6660
TTY/TDD/Relay: 711
Email: InfoMilwDRC@milwcnty.com
Office Location:
1220 W. Vliet Street, Suite 300
Milwaukee, WI 53205

The provider will not receive a copy of this Decision. Petitioner’s family may provide a copy of this Decision to the provider.

CONCLUSIONS OF LAW

That the evidence is not sufficient to demonstrate that additional personal care worker service hours for Petitioner may be paid for by the Medicaid program.

THEREFORE, it is ORDERED

That the appeal is 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 Milwaukee,
Wisconsin, this 27th day of November, 2015

\sDavid D. Fleming
Administrative Law Judge
Division of Hearings and Appeals



State of Wisconsin\DIVISION OF HEARINGS AND APPEALS

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Madison, WI 53705-5400

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The preceding decision was sent to the following parties on November 27, 2015.

Division of Health Care Access and Accountability