

Temporary Prior Authorization changes during the COVID-19 health emergency

Effective for My Choice Wisconsin Health Plans: including Medicaid SSI, Dual Advantage, and Partnership

The health of our members and the safety of care providers are top priorities. Care providers should connect to the [Centers for Disease Control and Prevention \(CDC\)](#) for the most up-to-date guidance regarding Coronavirus (COVID-19).

Effective immediately and until further notice, My Choice Wisconsin has relaxed certain requirements during this challenging time to support our Health Plan members and providers enrolled in or serving the Medicaid SSI, Dual Advantage, and Partnership programs. It is anticipated that these changes will remain in effect until the current pandemic conditions are under control. My Choice Wisconsin follows Forward Health temporary requirements for Prior Authorization found on the Forward Health website at: https://www.forwardhealth.wi.gov/WIPortal/content/html/news/covid19_resources.html.spage.

For Family Care members only, authorization guidelines remain unchanged. ALL services require prior authorization; please continue to contact the member's Care Manager directly for authorization.

1. **COVID-19 testing**- No prior authorization is required for health plan members for COVID-19 testing provided at approved locations in accordance with the U.S. Centers for Disease Control and Prevention (CDC) guidelines.
2. **Medicare Telemedicine Benefits**- Effective for services starting March 6, 2020 My Choice Wisconsin will make payment for Medicare telehealth services furnished to Medicare Members in broader circumstances consistent with Medicare guidelines. No prior authorization is required for these services. For more information- <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>.
3. **Medicaid Telemedicine Benefits**- Effective for services starting March 1, 2020 My Choice Wisconsin will make payment for Medicaid telehealth services furnished to Medicaid Members in broader circumstances with Medicaid guidelines. No prior authorization is required for these services. For more information – <https://www.forwardhealth.wi.gov/kw/pdf/2020-09.pdf>
4. **Skilled Nursing Facilities (SNF)**- Prior authorization is not required for the initial 30 day stay for all skilled nursing facility admissions. **Facilities must still submit notification of SNF admission, discharge, or change in care level/services** to our Utilization Review staff to allow for care management. My Choice Wisconsin does not require a 3-day qualifying hospitalization for a Medicare skilled nursing facility admission.
5. **Personal Care Services (applied to Members of the Medicaid SSI program only)**- Prior authorization is not required for the initial assessment or services rendered within the first 7 days following initial assessment.

6. **Durable Medical Equipment and Disposable Medical Supplies (DME/DMS)-**
Replacement requirements including a face-to-face visit, new physician's order, and new medical necessity documentation are waived. DME/DMS Suppliers must maintain documentation to support the rationale for replacement equipment indicating that the item was lost, destroyed, irreparably damaged or otherwise rendered unusable or unavailable because of the emergency.
7. **Out-of-Network Providers-** All Medicaid and/or Medicare certified Providers not currently part of the My Choice Wisconsin network are able render services for health plan members following the same prior authorization criteria that applies to our Network Providers. See the Prior Authorization Reference Document in our Provider Resource library for details.

These temporary amendments to the My Choice Wisconsin Prior Authorization requirements apply only to members in the following health plans: Medicaid SSI, Medicare Dual Advantage, and Partnership.

For **Family Care members**, contact the member's Care Manager directly for authorization

As with any public health issue, My Choice Wisconsin will work with and follow all guidance and protocols issued by the CDC, Centers for Medicare & Medicaid Services, and state and local public health departments regarding COVID-19.

Thank you and stay safe and healthy!



<https://www.dhs.wisconsin.gov/covid-19/protect.htm>