



April 1, 2025

60-Day Notice: Changes to Supportive Visit Contract Structure and Reimbursement Methodology

Dear Provider,

Effective June 1, 2025, My Choice Wisconsin by Molina Healthcare, Inc. (MCW) will be changing the contract language structure and how we reimburse providers for members receiving Supportive Visit services.

What is changing

- The Supportive Visit service and concept is not changing, but MCW is making formal clarifications and rate updates to ensure compliance with the Wisconsin Department of Health Services (DHS) HCBS Medicaid Fee Schedule (MFS) requirement.
- Currently, MCW has contracted per day rates and levels for Supportive Visit services listed in the provider agreement. The levels will remain unchanged, but providers will experience a change in the contract structure and language on how providers will be reimbursed.
- The contract language will be updated to remove fixed rates assigned to each level. Instead, rates will be tied to DHS’s published fee schedule, with member level assignments and weekly service ranges reflected as follows:

Table One – Members Requiring Personal Care Support	
Level/Unit	Weekly Ranges
15-minute service	Member requires intermittent assistance
Level 1	Member requires intermittent assistance averaging 12-14.98 hours per week
Level 2	Member requires intermittent assistance averaging 15-29.98 hours per week
Level 3	Member requires intermittent assistance averaging 30-44.98 hours per week
Level 4	Member requires intermittent assistance averaging 45-59.98 hours per week
Level 5	Member requires intermittent assistance averaging 60+ hours per week
Member-Specific	Member requires intermittent assistance for tasks that fall within the scope of service and that exceed what an SHC provider would typically be expected to provide under another contracted level.



Table Two – Members Without Authorized Personal Care	
Level/Unit	Weekly Ranges
15-minute service	Member requires intermittent assistance
Level 1	Member requires intermittent assistance averaging 10-19.98 hours per week
Level 2	Member requires intermittent assistance averaging 20-29.98 hours per week
Level 3	Member requires intermittent assistance averaging 30-39.98 hours per week
Member-Specific	Member requires intermittent assistance for tasks that fall within the scope of service and that exceed what an SHC provider would typically be expected to provide under another contracted level.

What to expect

- You will receive an amended contract for signature between now and June 1, 2025.
- Members will still be assigned a level based on each member’s assessed weekly needs.
- The member’s reimbursement will be based on the current DHS-mandated rate per 15-minute unit, which is \$6.38 as of the date of this notice. Final reimbursement is determined by the number of authorized units identified in the member’s care plan and is subject to DHS rate updates.
- Members on a single case agreement with a member-specific rate, the end date of the reimbursement amount is aligned with the end date on the agreement. The member’s new rate will be determined based on their assessment and calculated from \$6.38 per 15 minutes per the number of units identified in the member’s care plan. A single case agreement will no longer be required.
- Providers are now able to identify the authorized reimbursement amount in the MIDAS provider portal. At the bottom of the authorization screen, you will see the authorized code, the rate, and the effective date.

Please note: These changes reflect DHS standards under the 2025 Family Care and Family Care Partnership Managed Care Organization (MCO) Contract and will be fully detailed in your forthcoming contract amendment. All prior reimbursement language for Supportive Visits will be replaced by the updated terms outlined in the amendment.

Provider Action Needed

Prepare to submit claims for June 1, 2025, and after based on the members’ new authorization in MIDAS.

Questions?

Please call 1-800-963-0035 or email us at mhwiprovidernetworkmanagement@molinahealthcare.com.