

## Steps Providers Can Take to Expedite Appeals for Personal Care Worker (PCW) Services

**Programs Impacted:** Medicaid SSI/BadgerCare Plus

### Summary:

Molina Healthcare of Wisconsin, Inc. has seen a recent increase in appeals related to Personal Care Worker (PCW) services. This trend is particularly notable among new members transitioning from other health plans. Timely and complete documentation is critical to ensuring fair and efficient appeal decisions.

### Provider Action Needed:

If you are assisting a Molina Medicaid member who is receiving PCW services and has an appeal, please take the following steps:

#### 1. Submit Comprehensive Documentation

- Include recent and relevant medical records that describe the member's qualifying diagnosis.
- Clearly describe how the diagnosis impacts the member's ability to perform Activities of Daily Living (ADLs).
- If applicable, reference any prior authorization decisions or denial letters.

#### 2. Respond Promptly to the Molina Appeals Department

- Timely responses help prevent delays by allowing us to gather any missing information quickly.

#### 3. Encourage Member Participation

- Members are welcome to attend panel meetings to advocate for their care needs.
- Member participation can be a valuable part of the appeal process.

**Questions?** Please contact your assigned Provider Relations Manager or call (855) 326-5059.