

## Private Duty Nursing

Per Medicaid Policy, Private Duty Nursing services require an authorization for services provided. Request must be submitted within 10 business days. Please note: The **request** must meet medical necessity and there is no guarantee the service will be authorized.

To request a Private Duty Nursing authorization, Providers will submit via the DDE portal. If you're an employee without a User ID to logon, you can fax the Private Duty Nursing prior authorization request form to the fax number included on the form. Please Note: the system will need to be accessed to obtain the status of your request.

### How to submit a Private Duty Nursing Request

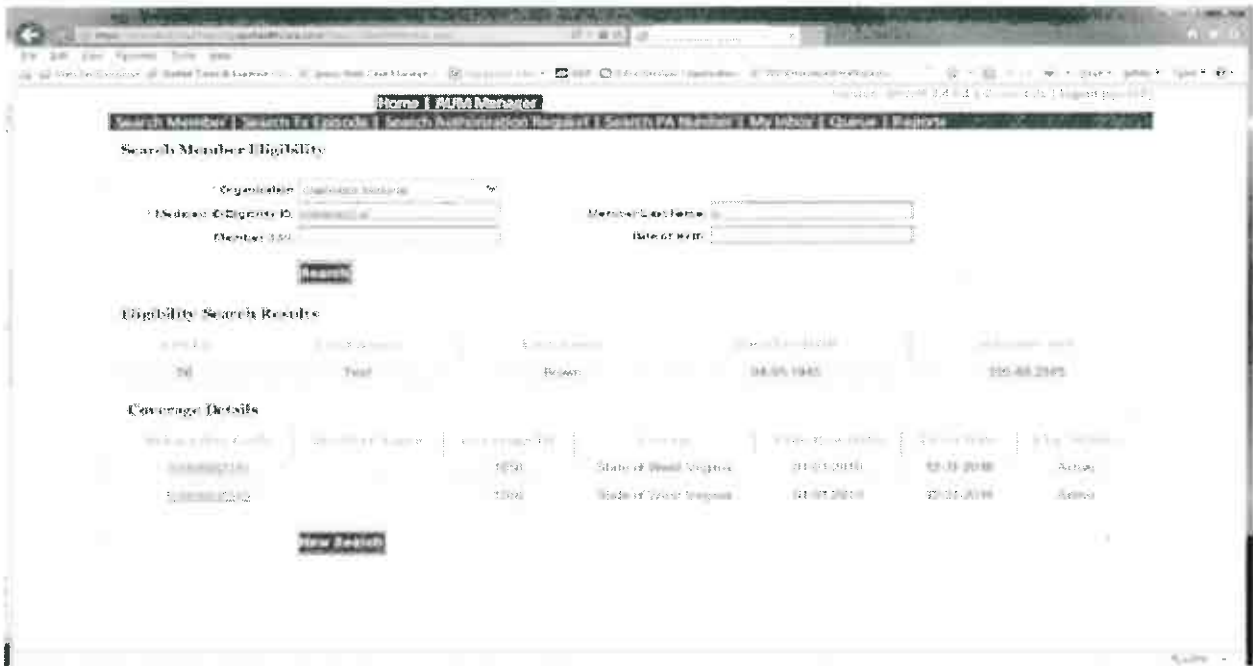
Go to <https://providerportal.kepro.com> and enter you login ID and password



Click on AUM Manager Tab

Click on Search member and enter the WV Medicaid ID number and the member's last name then click Search.  
(Hint: you can enter the first initial of the last name and click search)

Under "Coverage Details," click on the subscriber code that matches the one you entered on the Search Member screen that has not termed.



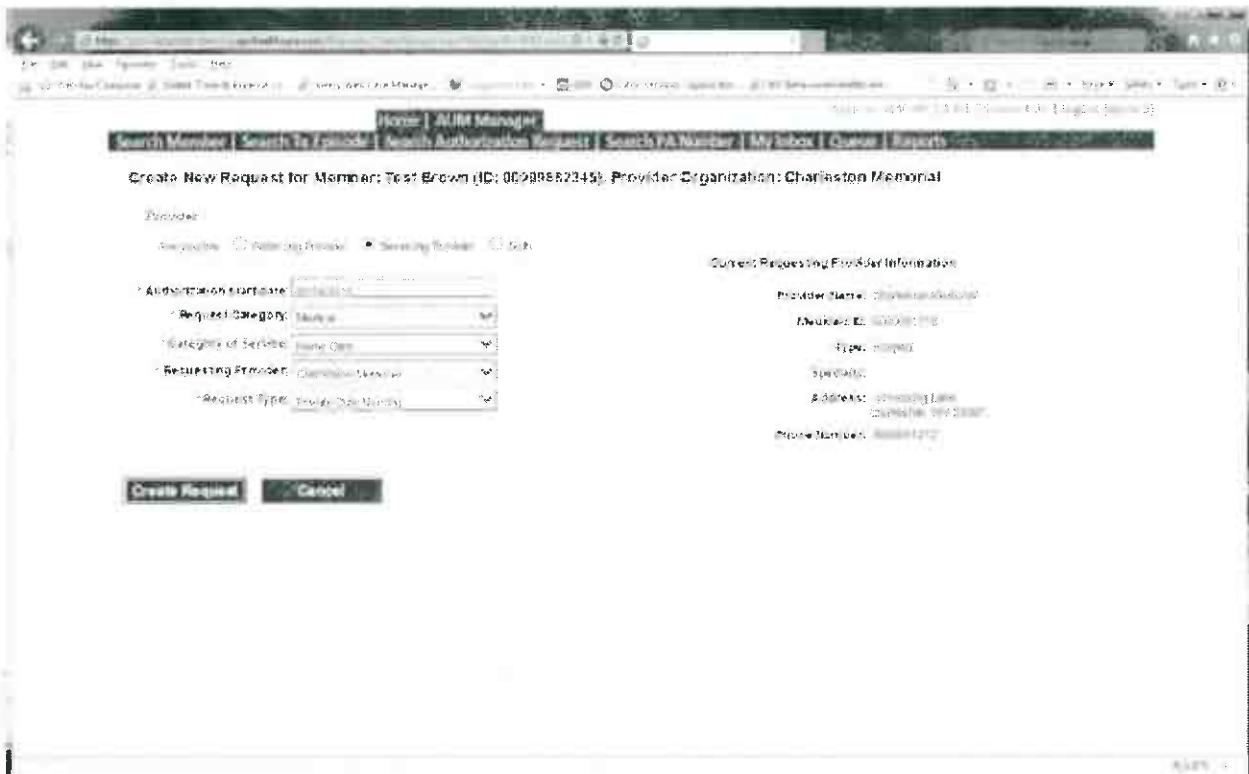
This will bring you to the Treatment Episode Screen which shows all the previous requests for the member. Click on the ADD NEW MEDICAL REQUEST button.



This brings you the Create New Request Screen. Under 'Provider,' you will need to choose rather you are the referring provider, servicing provider or both.

- Referring- Choose if requestor will **NOT** be billing WV Medicaid for requested service.
- Servicing- Choose if requestor **WILL** bill WV Medicaid for requested service
- Both- Please **DO NOT** choose this option for Private Duty Nursing Requests

Next, enter the start date (the date the admission), the request category (Medical), the category of service (Home Care), choose the requesting provider (there will only be a list available if your registration is complete and your provider NPI numbers have been attached), enter the request type(Private Duty Nursing), and scroll to the end of screen and click "Create Request"



If the member has previous treatment episodes, it will ask you if you want to Attach or Do Not Attach, just choose Do Not Attach. If the member does not have any previous treatments, click Continue

***You are now ready to begin the application.***

## Member Demographics

The screenshot shows a web application interface for adding a new member. The form is titled "New Member" and is divided into several sections. The "Address Information" section is highlighted, showing fields for "Address Line 1", "Address Line 2", "City", "State", and "Country". The "City" field is populated with "New York" and the "State" field is set to "New York". Other sections include "Personal Information", "Contact Information", and "Demographics".

If the address is not correct, change it and click Save and Continue. If everything is correct, simply click Save and Continue.

## Provider

The screenshot shows a web application interface for adding a new provider. The form is titled "New Provider" and is divided into several sections. The "Referring Provider" section is highlighted, showing a dropdown menu with "None" selected. Other sections include "Personal Information", "Contact Information", and "Demographics".

This brings you to the Provider Information screen. If you chose the referring provider option, this will auto-populate. This information cannot be changed.

If you are the servicing provider, you will need to attach the referring physician information to the request. To find physician:

- Click on the Search provider
- Enter the physician's name in the Name field and change Any Words to ALL WORDS and click Search or
- You can select NPI from the dropdown on the right side and enter the NPI number and click search
- DO NOT ENTER ANY OTHER INFORMATION IN ANY OTHER FIELDS. JUST NAME OR NPI NUMBER.
- Once you have found the physician you are looking for, click the paper clip to attach.
- Enter your direct phone number where you can be reached in the Contact Phone field
- Click Save and Continue.

## Administrative

Administrative

Date of Referral: \*

Procedure Type: Private Duty Nursing

Authorization Type: Prior Authorization

Type of Admission/Procedure: In-Home Services

Request Start Date: \*

Request End/Refill Date: \*

Answer all questions with the red \*, so date of referral is not needed. Procedure Type=Private Duty Nursing. Type of Admission/Procedure=In-Home Services. If your start date is within 10 business days of admission date, the authorization type will be Prior. Please note: If an admission is within 10 business days of the date you are submitting, please choose Prior authorization and not retrospective. This will ensure your request does not pend incorrectly for eligibility to process prior to UM review.

## Administrative

Administrative

Date of Referral: \*

Procedure Type: Private Duty Nursing

Authorization Type: Retrospective Request

Type of Admission/Procedure: In-Home Services

Request Start Date: \*

Request End/Refill Date: \*

If any other time span, the authorization type will be 'Retrospective Request.' Per BMS policy, there are timelines to request an authorization. If a request is submitted outside of the designated 10 day timeline, a retrospective policy denial letter will be issued. A retrospective reason will need to be selected and there are four options

- Failure to request prior authorization
- Medicaid covered service denied by-Member's primary payer-If this reason is chosen, documentation will need to be provided
- Other: If this reason is chosen, please make sure to provide as much information as possible.
- Retrospective Medicaid Eligibility-Only choose if Medicaid coverage has been backdated to cover date of service.

## Service Selection

The screenshot shows a web application interface for 'Member NPI Management'. The main heading is 'New Request'. Below this, there are several tabs: 'Request Information', 'Request Details', 'Request History', 'Request Status', and 'Request Actions'. The 'Request Information' tab is selected. The form contains the following fields and sections:

- Member Information:** Member Name: [Your Name], NPI Number: [NPI Number], Auth Request ID: [ID], Status: [Status], Request ID: [Request ID], Request Category: [Category], Request Type: [Private Duty Nursing], Lifespan: [Options], Created By: [Name], Auth Start Date: [Date].
- Add Service:**
  - Service Provider: [Dropdown menu]
  - Service Code: [Text input]
  - Service Start Date: [Text input]
  - Place of Service: [Dropdown menu]
  - Service End Date: [Text input]
- Annotations:** A text area for adding notes.

If you chose the servicing provider option, this will auto-populate. This information cannot be changed. If you are the referring provider, you will need to attach the Servicing Provider information to the request.

To find Servicing Provider:

- Click on the Search provider
- Enter the name in the Name field and change Any Words to ALL WORDS and click Search or
- You can select NPI from the dropdown on the right side and enter the NPI number and click search
- DO NOT ENTER ANY OTHER INFORMATION IN ANY OTHER FIELDS. JUST NAME OR NPI NUMBER.
- Once you have found the provider you are looking for, click the paper clip to attach.
- Click Save and Continue.

## Service Selection

This screenshot is identical to the one above, showing the 'New Request' form in the 'Member NPI Management' section. The 'Add Service' section is active, and the 'Service Code' field is populated with 'T1000'. The 'Place of Service' is set to 'Home'. The 'Service End Date' is auto-populated to allow for a 90-day span.

You are now ready to choose your service code. Private Duty Nursing has one service code to choose-T1000. The units will auto-populate to 5760. If there are fewer units needed, please change. DO NOT change units if more units are needed. The additional units can be indicated in the annotations section. Place of Service=Home. The service end date will auto-populate to allow for a 90 day span. Please DO NOT change end date. Click Save and Continue

## Diagnosis

SEARCH MEMBER | SEARCH TO EPISODE | SEARCH ASSIGNMENT | REQUEST | SEARCH PA NUMBER | MY INFO | CONTACT | REPORTS

Member Name	Category	Request Type	Priority	Lifecycle	Original	Disabled By	Auto Start Date
APR Member ID: 1000001210	Medical	Private Duty Nursing			Original	Disabled by: Pats-Ross	Auto Start Date: 01/13/2016

Diagnosis: [Dropdown]

Diagnosis Code Type: ICD10

Symptoms & Description: [Text Box]

Add

Annotations

Note:

The Diagnosis screen is the next mandatory screen. ICD-10 diagnosis are required. The diagnosis code should be in the correct format for the date of service submitted. If your date of service requires an ICD-9 diagnosis code, prior to entering the letter and numbers before the decimal, click the search options button, select ICD-9 and click save.

SEARCH MEMBER | SEARCH TO EPISODE | SEARCH ASSIGNMENT | REQUEST | SEARCH PA NUMBER | MY INFO | CONTACT | REPORTS

Member Name	Category	Request Type	Priority	Lifecycle	Original	Disabled By	Auto Start Date
APR Member ID: 1000001210	Medical	Private Duty Nursing			Original	Disabled by: Pats-Ross	Auto Start Date: 01/13/2016

Diagnosis: ICD9

Symptoms & Description: Symptoms

Add

Annotations

Note:

Annotations and Attachments

No Annotations Data in File

Enter the letter and numbers before the decimal of the diagnosis code, wait for the dropdown list, and choose the code from the list, enter symptoms in the Symptoms box, and click the Add button under the Symptoms box. Do this for as many diagnoses codes you have.

## Evaluation

Please answer all questions with a red \* and all required fields. If caregiver is not willing to receive education services, an explanation is required. If attach is chosen, the information must be attached by using the annotations box or the system will not allow the user to move to next screen. If you cannot attach the required documentation, choose Fax and fax the information to the designated fax number.

\*\*\*Treatment Plan Screen does not require information to be entered. However, this information can be completed if you choose\*\*\*

## Medications

This brings you the Medications screen. This is not a mandatory screen but if you want to list medications, please leave the answer as NO, and either copy and paste, or download and attach list in the Annotations/Note sections. If you are going to fax, enter a note in the Annotations/Note Section, WILL FAX, click the blue SAVE button under the notes section. Click Save and continue to the Summary and Submit page.



## Summary and Submit

The Summary and Submit page allows you to scroll the document from the beginning to the end. Look over it to make sure all things have been entered correctly, scroll back up to the top of the page and click SUBMIT in the top left hand corner and NOT the SUBMIT button at the bottom of the request. Clicking the submit button at the bottom of the page does not allow the submitter to see any errors or warning boxes that require action.

A warning box may be received. If so, click continue.

And then Click OK, once the message that your request was successfully submitted has displayed.



## **Private Duty Nursing Helpful Tips**

- This benefit is only eligible for WV Medicaid Members under the age of 21
- A signed Physician or APRN plan of care is required within 7 business days and must include all of the following information
  - Diagnosis and Procedure
  - Medical History
  - Prognosis
  - Approximate length of time needed
  - Medical Justification including the orders
  - Documentation that the member is medically stable, except for acute episodes that PDN can manage
- Nursing Plan of Care must include all of the following information on the CMS 485 form:
  - 1. Proposed start of care date;
  - 2. International Classification of Diseases (ICD) diagnosis and procedures codes;
  - 3. Justification for skilled nursing services eight hours or more in a 24 hour period;
  - 4. Description of needs must include interventions, measurable objectives and short and long term goals with timeframes;
  - 5. Medications new or changed including dose, frequency and route;
  - 6. Technology dependent:
    - a. Ventilator dependent and one of the following: (1 or
    - Mechanical ventilator support is necessary for at least eight hours per day and not at maintenance level; or
    - 2) Oxygen supplementation for ventilator dependent members at or below an inspired fraction of 40% (FI02 of 0,40).
- A new authorization for extension of services must be submitted within 7 business days prior to expiration of services
- If an individual is also covered under a Waiver program, there can be no duplication of services.
- Private duty nursing exclusions include:
  - Member is residing in a nursing facility, hospital, residential care facility, intermediate care facility for developmental disabilities (ICF/IID) or personal care home at the time of delivery of PDN services;
  - Care solely to allow the member's family or caregiver to work or go to school;
  - Care solely to allow respite for caregivers or member's family;
  - Care at maintenance level;
  - Only the agency authorized to provide the PDN services can bill. If the agency finds it necessary to subcontract services due to staffing needs, the services provided by the subcontractor are not reimbursable by Medicaid.
  - PDN services for members 21 years of age or older.
- Providers can access the Private Duty Nursing Provider Manual at:  
[http://www.dhhr.wv.gov/bms/Provider/Documents/Manuals/Chapter\\_532\\_Private\\_Duty\\_Nursing.pdf](http://www.dhhr.wv.gov/bms/Provider/Documents/Manuals/Chapter_532_Private_Duty_Nursing.pdf)