

Pay For the Nursing Care Actually Provided

Modernize Supervisory Visit Rates to Strengthen Personal Care Services

Registered Nurses play an essential role in Wisconsin's personal care system. But the reimbursement agencies receive for required nursing services does not reflect the different levels of work those services require.

Personal care agencies currently receive \$52.72 per visit for Registered Nurses performing mandatory supervisory services.

Those responsibilities can involve much more than the time an RN spends with a consumer. Depending on the service, nurses may conduct assessments, schedule appointments, travel to consumers' homes, complete screening tools and plans of care, coordinate physician documentation and train personal care workers.

WILN believes Wisconsin should replace the current reimbursement model with tiered rates that better reflect the nursing services actually being provided.

The Problem

Not every nursing visit requires the same amount of work—but Wisconsin's current reimbursement structure does not adequately account for those differences.

Registered Nurses provide critical clinical oversight within personal care programs.

Their responsibilities can include:

- Scheduling appointments
- Traveling to and from consumers' homes
- Performing personal care assessments
- Completing personal care screening tools
- Developing and completing plans of care
- Coordinating required physician documentation
- Training personal care workers
- Providing ongoing supervision

Agencies currently receive **\$52.72 per visit** toward the costs associated with mandatory RN supervisory services.

WILN believes that reimbursement does not adequately reflect the cost of providing these nursing services.

When reimbursement falls short of the actual cost of providing required supervision, agencies can have greater difficulty recruiting and retaining Registered Nurses. That can make it harder to complete required visits on time and potentially jeopardize continuity of personal care services.

WILN's Solution

Pay different rates for different levels of nursing service.

WILN supports a proposed three-tier reimbursement structure that more closely aligns Medicaid payment with the type of nursing service being provided:

TIER 1 — PERSONAL CARE ASSESSMENTS

\$369.67 per visit

The highest rate would apply to personal care assessments, recognizing the additional time and responsibilities involved in evaluating a consumer's needs and establishing appropriate services.

TIER 2 — SUPERVISORY VISITS

\$209.83 per visit

A separate rate would apply to routine in-person supervisory visits, reflecting the nursing time, travel and other costs associated with providing oversight in a consumer's home.

TIER 3 — TELEHEALTH SUPERVISORY VISITS

\$88.04 per visit

A lower rate would apply when an appropriate supervisory visit can be completed remotely, recognizing that telehealth eliminates some of the travel and related costs associated with an in-person visit.

Why it Matters

Personal care services depend on more than personal care workers. They also depend on having enough qualified nurses to provide the clinical oversight the system requires.

When reimbursement does not reflect the work required of Registered Nurses, personal care agencies must absorb the difference.

WILN believes a tiered rate structure would help agencies recruit and retain qualified RNs while ensuring consumers continue to receive timely assessments and appropriate clinical oversight.

It would also work alongside WILN's proposed reforms to supervisory visit requirements.

Under that proposal, nurses would have greater flexibility to conduct certain supervisory visits through telehealth and routine supervision would move to a quarterly schedule for consumers with stable needs.

Together, WILN believes these reforms could make better use of limited nursing resources while appropriately reimbursing agencies for the nursing services they provide.

The Ask

WILN calls on Wisconsin policymakers to:

Replace the current supervisory visit reimbursement structure with tiered rates that reflect the different levels of nursing work required for personal care assessments, in-person supervisory visits and telehealth supervisory visits.

WILN supports the proposed rates of:

Tier 1 — Personal Care Assessments: \$369.67

Tier 2 — Supervisory Visits: \$209.83

Tier 3 — Telehealth Supervisory Visits: \$88.04

The Bottom Line

Different nursing services require different levels of time and resources.

Wisconsin's reimbursement system should recognize that difference so personal care agencies can maintain the qualified nursing workforce consumers depend on.