



September 2017

PROVIDER PARTNERS

Building vibrant and inclusive communities

Welcome!

Hello, and welcome to the first issue of *Provider Partners*, the Inclusa provider newsletter! We are excited to launch this new, bimonthly publication just for providers. As you know, Community Link, Inc. has chosen a new name for our organization: Inclusa, Inc. We felt this was the prime time to kick off our new communication.

With the merging of three organizations, I recognize this year has brought much transition. I want to sincerely thank every one of you for bearing with us during this time of change. We are grateful to have such a strong network of provider partners, and are excited to continue to work together to support our membership.

Our goal for the provider newsletter is to provide updates about our organization, key contacts, information technology-related changes, training opportunities, provider forums, statewide resources, and more. We will also direct you to postings on our new website, www.inclusa.org, where provider resources including forms and critical updates about claims and authorizations will be housed.

As always, you may reach out to me at the email address below, or anyone from our Community Resources & Provider Relations team at ProviderRelations@inclusa.org.

Best Regards,

Erin Smith
Vice President of Community Resources
& Provider Relations
Erin.Smith@inclusa.org

New Phone Numbers

New local numbers for the following Inclusa offices will be effective in October:

Blair
715-670-0840
(eff. 10/11)

Baldwin
715-309-4900
(eff. 10/17)

Centuria
715-483-7400
(eff. 10/14)

Complete office location information and toll-free calling options are available at inclusa.org.





Verifying Member Enrollment

Providers are reminded to always verify the person’s enrollment prior to rendering services, since a person can enroll in, or disenroll from, a Family Care MCO at any time. Verification options include WiCall (ForwardHealth’s automated voice response system), the ForwardHealth Portal, and enrollment verification vendors such as a magnetic stripe card reader or computer software. You can access the ForwardHealth services as follows:

- **WiCall** – Dial 800-947-3544 and select 1 for Enrollment Verification.
- **ForwardHealth** – Log in to your secure ForwardHealth Portal account at www.forwardhealth.wi.gov/WIPortal. Click Enrollment at the top of the page.

For more information see the ForwardHealth Portal Enrollment Verification User Guide, available at dhs.wisconsin.gov/publications/p00955.pdf.

New Address, New look for Western Region Provider Portal

As of September 24, there is a new address for accessing the Inclusa Western Region Provider Portal: providerportal.inclusa.org.

- The portal has a new look and reflects our new name, but all functions remain the same.
- Your login information has not changed — you will log in with the same credentials you currently use at portal.wwcares.org.
- If you go to portal.wwcares.org, you will be re-directed to the new address. Please update your favorites so you have the most current link.

There is *no change* to the Central Region Provider Portal address at this time, which remains providerportalccw.crmhosts.net.

Residential Rate Methodology Resources

Resource documents for the Inclusa Residential Rate Methodology (RRM) can be found on our website at inclusa.org/providers/resources

The methodology is used to establish care and supervision rates, and all Inclusa regions will be included in this process as of January 1, 2018.

“Residential Rate Methodology – Provider Training – Sept 2017,” is a presentation for providers transitioning to the RRM on January 1, 2018.

Claims, Authorizations, and Portal Support Contacts

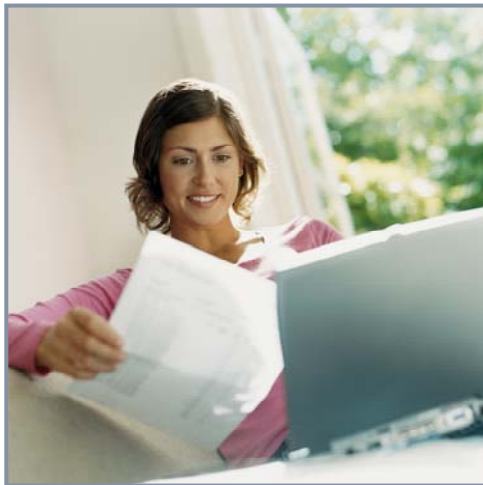
	Inclusa Central Region	Inclusa Western Region
General Claims Support	WPS/Family Care Contact Center 800-223-6016	WPS/Family Care Contact Center 800-223-6016
Claim questions that cannot be resolved with WPS/Family Care Contact Center	Member Authorization Dept. 877-622-6700 (option 2) <i>Note: If there have been changes in your organization’s billing staff, please contact Julie Zblewski, 715-204-1726, for support and training.</i>	Customer Support 888-544-9353 customerservice@inclusa.org
Authorization Requests and Assistance	Community Resource Coordinator or Health & Wellness Coordinator 877-622-6700 Member Authorization Dept. 877-622-6700 (option 2)	Community Resource Coordinator or Health & Wellness Coordinator 877-785-6266 Customer Support 888-544-9353 customerservice@inclusa.org
Provider Portal Assistance	715-236-5097 providerportal@inclusa.org	888-544-9353 customerservice@inclusa.org
Regional Breakdowns by County and GSR* *Wis. Dept. of Health Services Geographic Service Region	<ul style="list-style-type: none"> • GSR 4 - Florence, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, and Wood • GSR 7 - Ashland, Barron, Bayfield, Burnett, Douglas, Iron, Polk, Price, Rusk, Sawyer, and Washburn • GSR 14 - Rock (Legacy CCCW)	<ul style="list-style-type: none"> • GSR 1 - Chippewa, Dunn, Eau Claire, Pierce, Taylor, and St. Croix • GSR 2 - Buffalo, Clark, Jackson, La Crosse, Monroe, Pepin, Trempealeau, and Vernon • GSR 3 - Crawford, Grant, Green, Iowa, Juneau, Lafayette, Richland, and Sauk • GSR 5 - Columbia, Dodge, Green Lake, Jefferson, Marquette, Washington, Waukesha, and Waushara • GSR 6 - Washington and Waukesha (Legacy WWC and ContinuUs)

Find Claims & Billing Resources and Forms at
inclusa.org/providers/claims-billing

Email Connections

Secure Email with Inclusa

Our provider partners can communicate securely with Inclusa staff using the Inclusa Secure Message Center. To create your account, simply go to securemail-inclusa.org. Once you are logged in, you'll be able to compose and send secure messages to any Inclusa email address.



You'll also use this account to view and reply to secure messages we send you, which will be delivered to your Message Center Inbox. To learn about the features of this service, click the question mark at the top of the screen after you sign in.

Inclusa Email Addresses

Our staff email addresses have been updated to *firstname.lastname@inclusa.org* as part of our name change to Inclusa on September 1, 2017. Legacy addresses will continue to work for a period of 12 months, but we encourage you to update your address book accordingly as you see the new addresses in communications from Inclusa staff.

Notes from WPS

EDI submitters: On 8/18/2017, WPS notified Inclusa that WPS Health Insurance will soon begin migrating some EDI claim process functions to a third party, Smart Data Solutions (SDS), including the Family Care line of business. This change will not affect your connectivity with WPS or how you currently send files. You will also continue to receive acknowledgement files (TA1, 999, 277CA) in the same location as today. Due to enhancements to the WPS validation edit process, you may receive multiple 277CAs for claims within a single file/transaction. Please watch for more information in the near future.

For questions on electronic claim file rejections and acknowledgements, please contact SDS at stream.support@sdata.us or 855-297-4436. For all other EDI questions, continue to contact WPS at edi@wpsic.com or 1-800-782-2680.



As of 8/25/17, Type of Bill (TOB) 121 or 122 will not pay. Instead this will deny as WG0, Invalid Type of Bill.



Provider Partners
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