



3349 Church Street, Suite 1, Stevens Point, WI 54481
877-622-6700 | inclusa.org



May 2, 2018

Dear Legacy CCCW Therapy Provider,

We are writing to make you aware of a significant change in the authorization and claims submission process for providers of therapy services. Our transition to a new business system provides us an opportunity to improve this process for therapy providers.

Effective for dates of service on or after July 1, 2018, all therapy authorizations will align with the Western Region system of authorization and claims submission for therapy claims. This system includes the use of coding packages referred to as Z code packages. A Z code package allows for the authorization of one Z code, which represents multiple therapy codes without the need to have staff manually enter each code and authorization. These packages cover all types of therapies—Occupational, Physical, Speech, Rehabilitation, Mental Health, AODA, and CSP—and are divided by type of therapy and unit type. Though the authorization will show one general Z code, providers will need to submit claims with specific procedure codes (including modifier) listed within the package.

There are many advantages to this new process for providers as well as Inclusa. Some of these advantages are:

- More streamlined authorization process
- Allows the teams to prior authorize a number of units of service without having to know the specific codes
- Provider can begin service more quickly
- Less likelihood of billing errors
- **Provider submits claims directly to WPS**

Current specialized processes for Occupational, Physical, and Speech therapies as well as Community Support Program (CSP) providers will end as of June 30, 2018.

A summary sheet outlining the various Z code packages is enclosed with this letter. A comprehensive listing of all Z code packages is available on the [Business System Transition](#) page at www.inclusa.org and on the Inclusa Provider Portal. Please be sure to complete the portal administrator application if you have not done so already. See the Business System Transition page for more information.

We are happy to announce this change to using Z Codes, and confident that you will be pleased with the increased ease and efficiency this will bring to authorizing and billing for therapies.



If you have any questions related to this change, please contact Customer Service at customerservice@inclusa.org or 1-888-544-9353.

Sincerely,



Erin Smith
Vice President-Community Resources/Provider Relations

Provider System Trainings in June will cover these changes and other topics related to the business system transition.

View the schedule and register at bit.ly/InclusaProviderTraining.

See our [Business System Transition](#) page for more information.

