



*Building vibrant and  
inclusive communities*



## Provider Partners

January 2019

### New Provider Engagement Opportunities in 2019

It is hard to believe another year has come and gone. While 2018 was filled with activity and alignment work across the organization, there is still much to do. As part of this work, opportunities for engagement with our providers will begin in early 2019, and we will be asking providers to assist us with the development of these initiatives. We will also be looking for volunteers to participate in our Provider Quality Advisory Committee and various workgroups, as well as other opportunities being identified at this time. Stay tuned for more information about this exciting opportunity for us to engage and work together.

### New Year Greetings

Happy New Year from Includa! We hope you had a wonderful holiday season. With the first 2019 publication of the *Provider Partners* newsletter, we wanted to take some space to say “Thank You” for your ongoing partnership. You all play a critical role in our ability to meet Includa’s mission to “proactively partner with others to build a shared vision of long-term care that offers the people we serve choice, connections, and dignity, fostering full participation in communities.” We are very excited about embarking upon a new year with you, and would like to share a few highlights we are looking forward to in 2019:

- Bringing back the Provider Advisory Forums as more frequent opportunities for Includa to hear about the topics most important to you.
- Exploring the Direct Care Workforce challenges with providers and communities, and discussing ways in which we can have a collective, positive impact on this issue.
- Continuing to work closely with the Department of Health Services to assure all interested providers are able to participate and receive the state funding allocated to providers offering eligible direct care services to Family Care members.
- Offering new, exciting training opportunities for providers—stay tuned for details!

**On behalf of everyone at Includa, may you all have a peaceful and prosperous 2019!**

— Executive Director Erin Smith  
and the Community Resources/  
Provider Relations Team

## NCI Project Surveys

### Member Quality of Life

Residential providers may be seeing new faces meeting with Inclusa members. The purpose of the meeting is to gather information from the member that is specific to a Wisconsin Department of Health Services (DHS) project. This project, National Core Indicators (NCI), helps state agencies learn about their own performance.

As part of the NCI project, DHS will be surveying approximately 3,300 adults about their quality of life from October 2018 through May 2019. There are two NCI projects currently being conducted in Wisconsin. The **NCI-AD** survey includes adults with physical disabilities, as well as frail elders. The **NCI-IPS** survey includes adults with intellectual and developmental disabilities.

Participation in the survey is optional. Survey participants will be randomly selected and will include nursing home residents whose care is paid for by Medicaid, as well as people in other Medicaid long-term care programs including Family Care, Family Care Partnership, IRIS, and PACE. DHS will use the survey information to improve services and better understand people's needs.

DHS has contracted with Vital Research (VR), an independent research organization, to conduct the surveys. Letters about the survey were sent in October to people who have been selected to participate in the survey (or their guardian or power of attorney). In addition, VR interviewers will be calling participants (or their representative) between October 2018 and May 2019 to discuss and schedule the survey.

Survey participants can pick the date, time, and location of the survey. The participant's guardian or power of attorney, if the participant has one, can (but is not required to) be present during the survey. Care staff may be present during the survey if the participant, guardian, or power of attorney would like them included.

The survey will take between 30 and 45 minutes. The VR interviewer will ask questions about the survey participant's employment, rights, service planning, community inclusion, choice, health, and safety.

Additional information about the NCI project is available at [www.dhs.wisconsin.gov/nci/](http://www.dhs.wisconsin.gov/nci/), [www.nationalcoreindicators.org](http://www.nationalcoreindicators.org), and [www.nci-ad.org](http://www.nci-ad.org).

For more information about Vital Research, including photos of the interviewers, visit [vitalresearch.com/wisconsin/nci/](http://vitalresearch.com/wisconsin/nci/).



## 2018 PIP Recap: Choking Prevention Project

Every year Inclusa's Quality Innovation team is responsible for implementing a Performance Improvement Project (PIP). The 2018 PIP project focused on choking prevention. Given the prevalence of choking within our member population, Inclusa decided to focus on prevention efforts in conjunction with identified adult family homes and community-based residential facilities. There were 22 providers identified for inclusion in the study, due to either having a member reside at their facility who had a choking incident in 2017, or having six or more members living at the facility who were at an increased risk of choking.

Quality Innovation reviewed 60 Individual Service Plans (ISPs) from the 22 identified providers and gave feedback to the providers based upon the ISPs. The providers were then given resources to help them improve their ISPs. The resources included an online training module, an ISP checklist, and a document identifying the signs and symptoms of choking. The objective of the resources was to help providers improve care planning information relating to choking. Analysis of the 2018 project indicates more improvement can be made, so we are planning to continue the work in our 2019 PIP. Once the resources are finalized, they will be made available to all providers.

Thank you to all of the providers who participated in the 2018 PIP. Please contact Quality Innovation at [QualityInnovation@inclusa.org](mailto:QualityInnovation@inclusa.org) if you have questions regarding this project.

## Residential Scope of Service Implementation – Transportation

Thank you to everyone who attended the residential Scope of Service training sessions during the month of November. It was wonderful to have such a great turnout. Based on your feedback, the scopes were updated on 01/03/2019 to clarify language in the transportation section. If you printed or saved a copy prior to that date, you will need to [visit our website](#) to obtain the latest version. Below is a summary of the newly aligned expectations related to transportation.

- “Regular and routine” transportation has been defined for each member as a collaborative partnership between the provider and Includa. Residential facilities should provide or arrange all regular and routine transportation needed to meet member outcomes as part of care and supervision services. This includes, but is not limited to, social/leisure/community outings such as shopping, going out to eat, going to the movies, etc., and religious services.
- Provider agencies and Includa are encouraged to coordinate with natural supports for transportation whenever possible.

Details regarding provider responsibilities and reimbursement and authorization policies for specific types of transportation costs are outlined in the following updated scopes:

- **Residential Services – Adult Family Home (AFH)**
- **Residential Services – Community-Based Residential Facility (CBRF)**

The update for residential transportation is effective January 1, 2019, for all new referrals. For members with existing authorizations, changes will be made as part of the member’s service review cycle. We anticipate it will take six months to review all current member services for all residential providers.

As a reminder, all residential scopes of service are available on the [Providers/Contracting page](#) of the Includa website. Presentation PDFs from the Residential Scope of Service training sessions are available on the [Providers/Resources page](#). A FAQ document will be available soon to assist providers with general questions regarding the new scopes.

### Residential Scope of Service Trainings Online

Residential Scope of Service Training materials are now available online at [Includa.org](#). Please go to the [Providers/Resources](#) page to access the presentation documents for **Residential Scope of Service Training – Large Facility** and **Residential Scope of Service Training – Small Facility**.

## Vacancy Policy for Temporary Member Absences

A letter was sent to providers in January with details of Includa’s aligned and updated vacancy policy. This policy is in effect for all providers as of February 11, 2019, and applies when a member is **temporarily absent** from one of the following:

- Nursing Home
- Adult Family Home (AFH)
- Residential Care Apartment Complex (RCAC)
- Community-Based Residential Facility (CBRF)
- Supportive Home Care-Days (SHC)
- Services offered through Community Supported Living (CSL)

The policy outlines AFH, RCAC, CBRF, CSL, and SHC-Days vacancy rate applicability, nursing home bed hold qualification, and members’ ability to use their income to pay a vacancy rate.

AFH, CBRF, RCAC, SHC-Days, and CSL providers are reminded of the requirement to submit the **Member Absence Notification Form – Residential Care** to notify care managers when a member is temporarily away. For more information, see “Member Absence Reporting” in the **Provider Partners November issue**.

Nursing homes must meet occupancy requirements set by Wisconsin Administrative Code and submit the Includa **Member Notification Form – Nursing Home** to qualify for bed hold billing.

The member notification forms are available on our website [Providers/Resources page](#). The Vacancy Policy will be added in the near future. For questions regarding the above information, please contact Includa Community Resources/Provider Relations at [ProviderRelations@includa.org](mailto:ProviderRelations@includa.org) or 888-294-7451.

## Member Rights Education for Providers

To make sure all providers are aware of and able to ensure the protection of member rights, we are working on adding language to the Inlusa provider subcontract which directs providers to become informed about these rights via resources located on our website [Providers/Resources](#) page. This resource is in place to make sure all providers are educated about the rights of Inlusa members.

The proposed subcontract language is as follows:

*VIII. D. PROVIDER shall be informed of member rights to ensure they remain protected. PROVIDER can find a full description of member rights under Resources on the Providers tab of PURCHASER'S website at [www.inlusa.org](http://www.inlusa.org). Member rights information is also located in Chapter 8 of the Member Handbook, found on the Members & Family tab of PURCHASER's website.*



## 5-Year Contract Renewal Cycle Begins

In January of 2017 our three legacy MCOs—Community Care Connections of Wisconsin (CCCW), Western Wisconsin Cares (WWC) and ContinuUs—joined to become Community Link, Inc., which was subsequently renamed Inlusa, Inc. At that time, individual legacy MCO contracts with providers were “assigned” to the new Community Link organization. Some providers received an updated and aligned Inlusa contract in 2018 due to various reasons or requests, but many providers are still working and contracted with Inlusa through their legacy MCO’s contract.

We are happy to announce that starting in January 2019, Inlusa will be implementing a five-year cycle for contract renewals. While Inlusa’s contracts are “evergreen” (they do not expire), we plan to issue an updated contract every five years in order to assure that contracts are up to date and in line with changing Wisconsin Department of Health Services (DHS) contract language. For the first five years we will focus on updating agreements that are from our legacy MCOs that may be due for renewal, working to update them to the new Inlusa contract.

In 2018 we worked to align our scopes of service so that service definitions and expectations would be the same for all of our providers. We accomplished this objective, and an updated Contract Appendix N was sent to all impacted providers. (If you have not returned the appendix yet, please do so.) The natural next step was to work to get our contracts aligned.

We look forward to wrapping up this final stage of alignment. Please reach out to Provider Relations at [ProviderRelations@inlusa.org](mailto:ProviderRelations@inlusa.org) or 888-294-7451 if you have any questions regarding the contract renewal process.

## Completing the Transition from Postal Mail to Email

Using email to communicate with providers helps us keep our administrative costs down and direct more resources to serving our members. It also allows us to contact you quickly with important updates, in addition to sending you the newsletter and other regular notices.

With our March 2018 newsletter mailing we transitioned most recipients that still had a postal mail preference in our system to email if we had an email address on file.

Please note that **we will soon be transitioning ALL remaining contacts in our system with postal mail preference to email if we have an email address for you.**

This change supports our need to ensure information is delivered to you in the most timely and cost-effective manner, and we appreciate your understanding in this matter. If you have questions, please feel free to contact Provider Relations at [ProviderRelations@inlusa.org](mailto:ProviderRelations@inlusa.org) or 888-294-7451.





## DEMENTIA Did You Know?

### Behavioral Health + Dementia = Complex

*It is estimated that with most dementias the brain shrinks to one third of its original size causing many changes in structural and chemical ability. Dementia is not a memory problem, it means brain failure and causes many changes in structural and chemical function.*

– Teepa Snow

We also know that brain chemistry and structure have an impact on the behavioral health of an individual. For example:

*Neurotransmitters are naturally occurring brain chemicals that carry signals to other parts of your brain and body. When the neural networks involving these chemicals are impaired, the function of nerve receptors and nerve systems change, leading to depression.*

– Mayoclinic.org

Some medications used to treat behavioral health diagnoses are contraindicated for people with dementia. All of this is complex and highly individual: “If you know one person with dementia, then you only know one person with dementia.” This common saying is particularly relevant when a behavioral health diagnosis is part of the picture.

So where do we start to support a person who has both behavioral health and dementia concerns? Developing a support team is the first step. That team could involve you as a provider, the member, the member’s family, guardian, Activated POA, Includa care team, additional Includa resources, the primary care physician, the psychiatrist, a physician who specializes in dementia, and anyone else who would be of benefit.

There is no one-size-fits-all solution for supporting people with complex concerns. In short, we need to work together and stay open to new ideas. Asking for help is hard sometimes. Supporting a person with both behavioral health and cognitive decline is not for one or a few, it will take many. The Includa Dementia Workgroup and Behavioral Health Teams thank you for all you do, day in and day out, and we look forward to partnering with you.

### Dementia Care Resources

- Visit [Teepa Snow’s website](#) for free dementia training videos. Engaging, informative, and to the point, they are a great way to start a staff meeting.
- See the Dementia Care Resources section on our website [Providers/Resources page](#).
- Stay tuned for more information on the “Out-of-the-Box Squad,” a new Includa brainstorming resource to be launched in the first quarter of 2019.

### Weekly Residential Vacancy Survey Coming Soon for AFH/CBRF/RCAC Providers

Includa would like to enhance our partnership with your organization! We feel there is an opportunity for us to optimize the services of our residential providers and minimize the number of inquiries made by our organization to yours regarding vacancies. In order to achieve this outcome, we will soon begin sending a weekly survey via email that you can use to let us know if you have any openings. In this way our Interdisciplinary Teams will have the most up-to-date vacancy information, which will reduce vacancy inquiries to your facility. In order for us to have the most current vacancy information, we ask that you complete this survey on a regular basis. We are very excited about this opportunity to better partner with you. Please watch for this survey email.

## Clinical Practice Guidelines

Looking for information on health topics to help support Includa members?

Quality Innovation at Includa has developed a variety of Clinical Practice Guidelines to assist internal Includa staff and providers in gaining information and resources for our members. Current topics include:

- Immunizations
- Falls Risk Assessment
- Depression
- Cognitive Assessment
- Caregiver Strain
- Congestive Heart Failure
- Alcohol Dependence and Abuse
- Diabetes

These guidelines are published on our website [Providers/Resources page](#). Watch for new Clinical Practice Guidelines and Prevention and Wellness Resources throughout the coming year!

If you have questions about this article or have ideas for other Clinical Practice Guidelines, please contact Quality Innovation at [QualityInnovation@includa.org](mailto:QualityInnovation@includa.org).

## AFH/CBRF/RCAC Annual Authorization Rollover Process

### NEW AUTHORIZATIONS WITH NEW IDS EFFECTIVE JAN. 1

At the end of each calendar year, we create new authorizations for our Adult Family Home (AFH), Community-Based Residential Facility (CBRF) and Residential Care Apartment Complex (RCAC) providers. Your 2018 authorizations have been end-dated 12/31/2018 and new authorizations have been created effective 01/01/2019 – 12/31/2019. **As part of this process the authorization IDs have changed for 2019.**

Please remember to access your portal account(s) to confirm the new authorizations and obtain new IDs prior to submitting claims for 2019 dates of service. Providers who do not have portal accounts will receive new paper authorizations in the mail.

Should you have difficulty accessing your new authorization IDs for 2019 dates of service, please contact us at [CustomerService@includa.org](mailto:CustomerService@includa.org) or 888-544-9353. Thank you from your Includa Claim/Customer Support staff.

## End-of-Year Billing Reminder: Claims Cannot Span Years

In order to prevent a delay in your payment, please note that dates of service spanning 2018 into 2019 must be submitted on two separate claim lines. **WPS will not process any claim that spans across calendar years.** These claims will be sent back to the provider to split and submit again.

For example, instead of billing 12/30/2018 through 01/05/2019 for the last week in December, if your week starts on Sunday, you need to submit two separate claim lines. You would submit one claim for 12/30/2018 through 12/31/2018, and a separate claim for 01/01/2019 through 01/05/2019.

## New Nursing Home Authorization and Retro RUGS Process on Portal

An Includa process for nursing home authorizations and retroactive RUGS updates has been added to the [Includa Provider Portal](#). Please log in to the portal and go to the Resources page to access the Nursing Home Authorization Process for Providers instruction document. Any questions may be sent to [AbsenceAndChangeReporting@includa.org](mailto:AbsenceAndChangeReporting@includa.org) or faxed to 608-785-6315.



## Ready to Bill? Check Your Authorizations on the Portal First

Prior to submitting claims for each billing cycle, Inclusa strongly recommends that providers view and accept (confirm) any new authorizations in the **Inclusa Provider Portal** to avoid unnecessary claim rejections and delays in payments.

It is important that you check the provider portal when billing for services to ensure that you are using the correct authorization information when submitting claims, including new authorization IDs.

## Submitting Corrected Claims

All corrections to previously processed and paid claims must be submitted on the WPS Corrected Claim Form with the Provider Remittance Advice (PRA) attached. The form is available on the Inclusa website **Providers/Claims and Billing page** and on the Inclusa Provider Portal **Resources page**.

**REMINDER:** A corrected claim is a claim that has been previously submitted **resulting in a full or partial payment**. The purpose of submitting a corrected claim is to add additional units and/or charges to an original claim. Denials that result in a zero payment **must** be submitted as a new claim.

## New Address for Richland County Office

Our Lone Rock (Richland County) office is moving! As of February 18 you will find us at our new location in Richland Center. The new address is: **130 Richland Square, US Hwy 14 East, Richland Center, WI 53581**. There will be no change to the local phone or fax numbers currently used to contact the Lone Rock office—only the address will change. For information about all of our locations, please visit [inclusa.org/about/locations](https://inclusa.org/about/locations).

## Contact Information

### Inclusa General

#### Member-Related Questions, Authorizations

Phone: 877-622-6700

Email: [info@inclusa.org](mailto:info@inclusa.org)

Web: [www.inclusa.org](https://www.inclusa.org) (See the Providers menu, accessed at the top of any page, for additional provider resources)

### Inclusa Provider Customer Service

#### Inclusa Portal, Claims Submission

Phone: 888-544-9353

Email: [CustomerService@inclusa.org](mailto:CustomerService@inclusa.org)

Web: [www.inclusa.org/providers/provider-portal](https://www.inclusa.org/providers/provider-portal), [www.inclusa.org/providers/claims-billing](https://www.inclusa.org/providers/claims-billing)

### Inclusa Provider Relations

#### Contracting, Scopes of Service

Phone: 888-294-7451

Email: [ProviderRelations@inclusa.org](mailto:ProviderRelations@inclusa.org)

Web: [www.inclusa.org/providers/contracting](https://www.inclusa.org/providers/contracting)

