



Building vibrant and
inclusive communities



Provider Partners

May 2019



We heard you!

Changes to Authorization & Claims Support

Based on results from a recent provider survey, as well as feedback received from colleagues within Includa, we are excited to share that positive changes within our provider support area are coming your way!

Effective May 20, we have reorganized our Authorization & Claims Support around service specialties to provide you with more efficient, specialized support. **With this reorganization, contact emails have changed. Our phone number has not changed, but now has options to direct your call to the specific support team.** Please go to the Includa Provider Portal home page to access detailed information about this change.

We look forward to improving our support to you, our valued providers, and welcome your questions and feedback.

2019 Residential Outcome Payments Announcement

Includa recently announced the available opportunities surrounding the 2019 residential outcome-based payments, which providers are able to receive as part of our current Residential Rate Methodology (RRM). These opportunities are available only to those contracted residential providers utilizing the Includa RRM, however, some exceptions will be made regarding the Community[®] Outcome. Eligible providers were sent this information in mid-April. If you are an eligible provider who may have missed an application deadline and you still wish to participate in an opportunity, please contact Innovation@includa.org. The four opportunities are:

- Behavioral Health: *Dementia Care Toolkit*
- Community[®]: *Competitive Integrated Employment (CIE)*
- Health Promotion: *Choking Prevention*
- Quality Improvement: *Best Practice Initiative*

Descriptions of each opportunity are provided beginning on page 2.

To learn more about the Residential Outcome Payment opportunities, the eligibility process to meet each outcome, and to access project-related materials, please visit www.includa.org/providers/resources/residential-outcome-payments.

What's New for Residential Outcomes in 2019?

Throughout 2019 we will be implementing some new Outcome Payment opportunities. Changes have been made to the Health Promotion outcome, where we will be focusing on the education of choking prevention techniques and offering Continuing Education Hours (CEHs) for all staff who participate. Additionally, a new Community[®]: *Competitive Integrated Employment (CIE)* outcome opportunity has been developed, focusing on supporting members to explore their gifts, capacities, and interests, and begin to consider the value of offering member contributions within the workforce.

2019 Residential Outcome Payment Opportunities

Behavioral Health: *Dementia Care Toolkit*

Description:

As part of this year's Behavioral Health Outcome, providers are encouraged to utilize a Dementia Care Toolkit, which was developed in partnership with providers. Within past projects, we have identified that the toolkit was successful in assisting providers to support a higher quality of individualized care for residents with dementia. The documents within the toolkit work together as a resource to caregivers who assist those who communicate using behaviors, specifically those who are diagnosed with a form of dementia.

Outcome Timeline:

Dementia Care Toolkits are to be submitted within **three (3) months** after your application is submitted

- Applications will not be accepted after **September 1, 2019**
- Completed Dementia Care Toolkits will not be accepted after **December 1, 2019**

Health Promotion: *Choking Prevention*

Description:

Awareness can often be the first step of prevention. The purpose of this outcome is to provide a robust training for your staff on the prevention of choking. In addition, you will be asked to consider what changes you can make within your own internal operations to reduce the risk for choking amongst the individuals you support.

Please Note: This outcome opportunity allows for your staff to qualify for Continuing Education Hours (CEHs) for watching the videos and completing tests with passing scores.

Outcome Timeline:

- Application Deadline was May 15, 2019
- All training items are to be completed/submitted by **December 1, 2019**

Commonunity®: *Competitive Integrated Employment (CIE)*

Description:

This 2019 Residential Outcome was chosen to honor one of the key tenets of Commonunity®, that of Competitive Integrated Employment. Work holds special meaning for all of us. It may be what motivates us or gives our life purpose, allows us to connect with others that share a similar passion, contribute by offering our strengths and skills, or more simply, offers us the financial means to live the life we wish to have. Inlusa has made a commitment to support working-age members from the ages of 18-45 to consider all that employment has to offer to them. Join us in supporting members to explore their gifts, capacities, and interests and begin to consider the value of offering their contributions within the workforce.

Outcome Timeline:

- All project items are to be completed/submitted by **December 1, 2019**

Quality Improvement: *Best Practice Initiative*

Description:

Inlusa will make an additional payment to eligible providers for projects that will improve the quality of services currently offered and have a positive impact on current members. This initiative allows you to identify a specific project related to quality best practices.

Outcome Timeline:

- Application Deadline was May 15, 2019
- Progress Report Deadlines: **September 1, 2019** and **December 1, 2019**



To learn more about Residential Outcome Payments, and to access project materials, please visit www.inlusa.org/providers/resources/residential-outcome-payments.

Important Items to Note for Residential Outcome Payments

Residential Provider Eligibility

The 2019 Residential Outcome Payment opportunities are available only to those contracted residential providers utilizing Includa's Residential Rate Methodology (RRM). However, some exceptions will be made regarding the Community® Outcome. All eligible providers must remain in good standing with Includa throughout the project year as determined by Includa, and any payments may be offset to providers who have an outstanding balance.

Technology Support

We will utilize a variety of technology options to support the Residential Outcome Payments. To ensure you don't miss out on this opportunity, please monitor your spam/junk folder for related communications.

Payment

The outcome payment amounts will be determined in the fall of 2019 when Includa receives its capitation rate from the Wisconsin Department of Health Services. Payments will then be distributed to eligible providers in the spring of 2020.

Questions

Any questions regarding the available opportunities can be directed to innovation@includa.org.

2019 Residential Outcome Payment Project Calendar

April 15

ALL OUTCOME
OPPORTUNITIES
ANNOUNCED

May

June

July

Aug

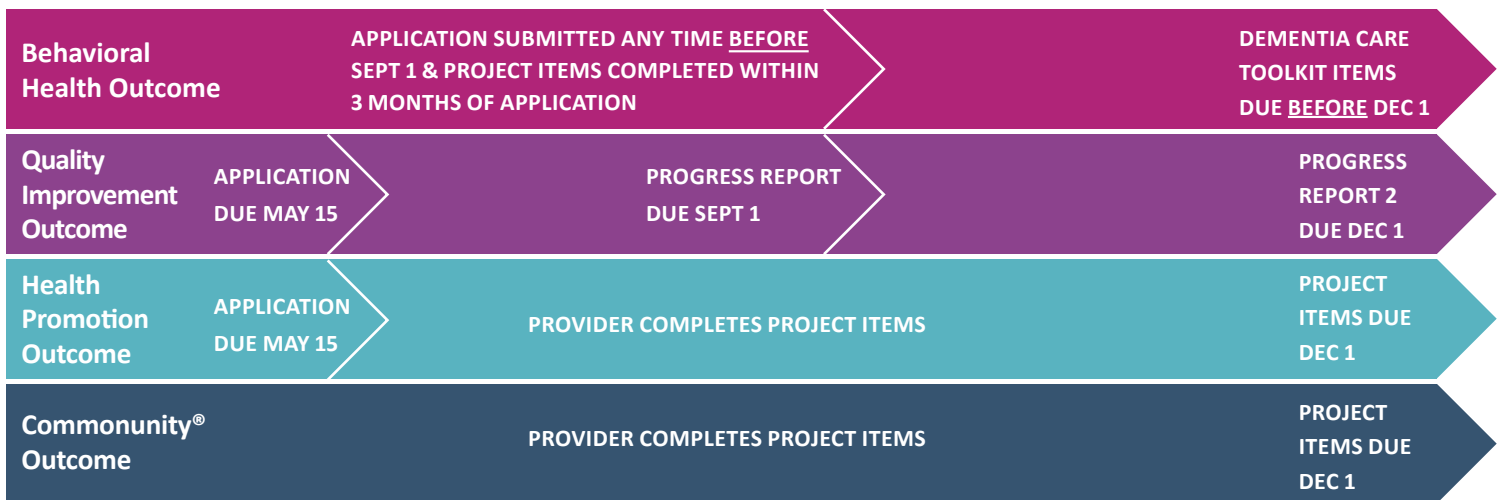
Sept

Oct

Nov

Dec 1st

ALL OUTCOME
OPPORTUNITIES
COMPLETE



Includa's Residential Rate Methodology Recap

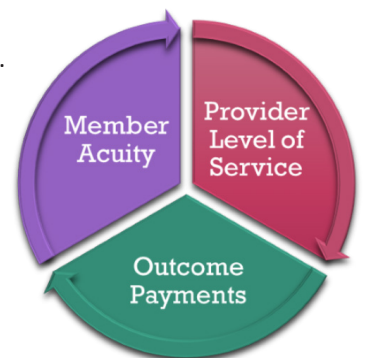
In 2017 we introduced our Residential Rate Methodology (RRM), which went into effect January 1, 2018. This methodology is the process we use for setting Residential Care and Supervision rates, as it reflects the Wisconsin Department of Health Services' 2017 regression model and accurately reflects the state's updated scoring of the Long-Term Care Function Screen (LTCFS). This methodology is comprised of three components:

Member Acuity – gives a holistic picture of the member based on target group, areas of the LTCFS, and determined cost drivers developed by the state

Provider Level of Service – gives the ability to build in services offered that are above and beyond what is required, and not captured within the acuity of the member

Outcome Payments – gives an additional payment opportunity for providers that meet established outcomes

To learn more about the Residential Rate Methodology, visit our website www.includa.org/providers/resources.



Additional Payment Opportunities Available in 2019

Inclusa is committed to considering innovative reimbursement options for our providers. There are three additional payment opportunities available to Inclusa providers this year: Direct Care Workforce Funding, Residential Outcome Payments, and One-Time Provider Reinvestment. We have developed the following chart to clarify these different initiatives for 2019.

	Direct Care Workforce Funding	Residential Outcome Payments	One-Time Provider Reinvestment
What is it?	Funds set aside by the State of Wisconsin, Department of Health Services (DHS) to help address the direct care workforce shortage.	Part of Inclusa's Residential Rate Methodology (RRM), which calculates member care and supervision rates. Allows residential providers to receive an additional payment when meeting certain criteria designed to promote member success; payments are based on offering an additional level of care not captured within other areas of Inclusa's RRM. See the special section on pages 1-3 for details on 2019 Residential Outcome Payment opportunities.	A one-time provider reinvestment will be made available to eligible providers if the following are met: <ul style="list-style-type: none"> • Inclusa exceeds year-end 2019 financial goals by more than 6%; • The provider delivers a non-Medicaid rate schedule service to Inclusa membership; • The provider meets the Community Development training and implementation criteria; and • The provider meets Service Quality Criteria.
Who can participate?	Direct care workers who contract with, or are employees of, an entity that contracts with an MCO to provide adult day care services, daily living skills training, habilitation services, residential care, respite care services provided outside of a nursing home, or supportive home care.	Contracted residential providers utilizing Inclusa's RRM; however, some exceptions may be made regarding specific outcome opportunities. All eligible providers must remain in good standing with Inclusa throughout the project year as determined by Inclusa.	Providers of non-Medicaid rate schedule services. (Medicaid rate service providers are not included because MCOs cannot pay above the Medicaid rate for these services, unless there is an absolute member need to do so and no other providers are able to provide the service.)
How much is the payment?	DHS will determine the specific quarterly amount each provider is eligible to receive. Since participation is voluntary, some providers may decline the funding.	Payment amounts will be determined in the fall when Inclusa receives its capitation rate from the state. Payments will be distributed to eligible providers in the spring of the following year.	If net margin above Inclusa's financial goal is above 11%, then eligible providers will receive a one-time enhancement of 0.5% of their 2019 paid claims. We will not be able to pre-communicate payment amounts in 2019, as we will not know this until year end.
Where can I learn more?	www.dhs.wisconsin.gov/medicaid/ltc-workforce-funding-faq.htm	www.inclusa.org/providers/resources/residential-outcome-payments/	www.inclusa.org/wp-content/uploads/2019-Inclusa-Provider-Re-Investment.pdf

Change in Inclusa Authorization Number Sequence

Inclusa has recently become aware that claims are being submitted with authorization numbers that exceed the 12-digit authorization ID number parameter, resulting in claim denials. Inclusa authorization ID numbers are 12 digits in length. Historically, the authorization number sequence has been a "1" followed by **five** "0"s and **six** subsequent numbers: 100000xxxxxx (e.g., 100000432695).

Due to the number of authorizations created over time, the number sequence has now changed to a "1" followed by **four** "0"s and **seven** subsequent numbers: 10000xxxxxx (e.g., 100004326952).

If you have experienced claim denials for this reason, please resubmit claims to WPS within the 90-day timely filing period, using the **correct** authorization number.



Inclusa strongly suggests that providers always verify authorization ID numbers on the Provider Portal prior to submitting claims.



DEMENTIA Did You Know?

Inclusa Presents at the 33rd Annual Wisconsin State Alzheimer's Conference

Inclusa's Member Experience Team was excited to participate in the recent Wisconsin State Conference on Alzheimer's Disease and Related Dementias in Wisconsin Dells. The team gave a presentation on *The Inclusa Dementia Toolkit: Helping Caregivers to Support People with Dementia*.

Member Relations Manager Nancy Tischbein, Regional Operations Senior Manager Rebecca Mein, Certified Screen Specialist Cynthia Melander, and all Inclusa Dementia Leads shared the history and development of the toolkit, how to use the toolkit, and how people with dementia will benefit from its use.

People with dementia often communicate using behaviors to express unmet needs, discomfort or pain, anxiety, sadness or feelings of loss, and fear. Sometimes it is hard for caregivers to assess what is being communicated. The Dementia Toolkit has demonstrated effectiveness in assisting caregivers to "enter into the world" of the person with dementia and better understand what he or she is communicating. The toolkit facilitates a collaborative process, with all caregivers and members of the person's support system working together to develop an individualized plan for each person and each behavior to better support the person living with dementia.

The conference is one of the nation's largest educational forums dedicated to Alzheimer's disease. Coordinated annually by the Alzheimer's Association chapters of Wisconsin, it attracts nearly 1,000 professional and family caregivers, medical professionals, and people living with dementia.

DEPRESSION RESOURCES What You Need to Know!

Depression is a common and serious mental health condition that does not discriminate. Depression can affect how we think and feel, as well as how we manage daily tasks. Those who suffer from depression may also struggle with access to treatment. This can be attributed to symptoms of depression in conjunction with barriers that may include availability of providers and limited service locations.



Depression may be diagnosed if symptoms are present for at least two weeks. Symptoms may include the following:

- Persistent sad, anxious, "empty" mood
- Feelings of hopelessness, pessimism
- Irritability
- Feelings of guilt, worthlessness, helplessness
- Loss of interest or pleasure in hobbies and activities
- Decreased energy, fatigue
- Moving, talking more slowly
- Feeling restless, having trouble sitting still
- Difficulty concentrating, remembering, making decisions
- Difficulty sleeping, early-morning awakening, or oversleeping
- Appetite and/or weight changes
- Thoughts of death or suicide, suicide attempts
- Aches or pains, headaches, cramps, problems without a clear physical cause and/or that do not ease, even with treatment

continued on page 6

Depression – continued from page 5

Not everyone with a diagnosis of depression will experience every symptom, and there are multiple types of depression diagnoses. Symptoms vary in severity and frequency depending on an individual's specific diagnosis. More information regarding the types of depression can be found at the National Institute of Mental Health website: [nimh.nih.gov/health/topics/depression](https://www.nimh.nih.gov/health/topics/depression).

Depression is typically treated with medications and/or psychotherapy. One can also engage in other methods to assist with depression:

- Exercise
- Setting realistic goals
- Spending time with others and confiding in a friend or relative
- Not isolating, accepting help
- Expecting a gradual improvement
- Postponing important decisions (marriage, divorce, job change) until noted improvement
- Discussing decisions with others who know you and have a more objective view of your situation
- Continuing to educate yourself about depression

More information on depression and additional resources can be found in the [Depression Screening Clinical Practice Guideline](#) on our website Providers/Resources page.



Contact Information

Inclusa General

Member-Related Questions, Authorizations

Phone: 877-622-6700

Email: info@inclusa.org

Web: www.inclusa.org (see the Providers menu for additional provider resources)

Inclusa Provider Customer Service

Inclusa Portal and Authorization & Claims Support

Phone: 888-544-9353 (select extension for desired team or service)

Email: CustomerService@inclusa.org (see the Inclusa Provider Portal for team-specific email addresses)

Web: www.inclusa.org/providers/provider-portal • www.inclusa.org/providers/claims-billing

Inclusa Provider Relations

Contracting, Scopes of Service

Phone: 888-294-7451

Email: ProviderRelations@inclusa.org

Web: www.inclusa.org/providers/contracting

