



*Building vibrant and
inclusive communities*



Provider Partners

July 2019

New Counties Bring New Opportunities for Provider Partnership

Inclusa is expanding! The Wisconsin Department of Health Services, Division of Medicaid Services has announced that as of October 1, pending certification, Inclusa will be offered as an additional option for Family Care in Ozaukee, Sheboygan, and Walworth counties.

Our intent is to provide exceptional customer service to the potential members residing in these counties. To do so, we want to partner with providers and community resources that share those same ideals.

We are very excited about the opportunity to provide Family Care in these counties and look forward to serving these communities alongside an exceptional group of provider partners.

Stay tuned for additional information in the next *Provider Partners* newsletter. For specific questions, please contact Inclusa Community Resources/Provider Relations at 888-294-7451 or ProviderRelations@inclusa.org.

Having the opportunity to offer something new alongside local partners and providers allows us to enhance and preserve the unique communities within each area.

– Mark Hilliker, Inclusa CEO

Monroe Manor Recognized with Q1 PROPs Award

Inclusa has begun a new program to nominate our providers for outstanding, “going above and beyond” performance: Provider Recognition – Outstanding Performance (PROPs). For the first quarter of 2019, we received more than 20 provider nominations from Inclusa care teams throughout the state. An Inclusa cross-departmental committee reviews the nominations and chooses the award recipient based on feedback from anyone who has had a great experience with a provider that really stood out as being exemplary.

We appreciate all of the wonderful work our provider partners do for our members every day, and through this program we can recognize provider excellence in a public way.

Monroe Manor of Barron, Wisconsin, was chosen as the first quarter recipient of the PROPs award. Greg Hilgart, Rice Lake Community Resource Coordinator (CRC), submitted the nomination, which states:

Monroe Manor makes coordinating services for our members who reside there effortless. The staff at Monroe Manor are always available to answer questions via email, phone call, or in person. In particular, Monroe Manor staff Mary Miller and Gayle Timo are about as good at working with Inclusa as we could ask for. They respond to situations timely, are always open to suggestions, and provide a wealth of knowledge when it comes to caring for our members. Monroe Manor’s openness to communication with Inclusa care teams is one of the best. Kind, caring, and compassionate are words to best describe the staff and leadership at this facility. They will do whatever it takes to make their residents as comfortable and safe as possible.

Thank you, Monroe Manor, for your continued support of our members and the amazing partnership that has been developed.



Inclusa CR/PR Program Manager Jenny Blaeser (left) and Rice Lake CRC Greg Hilgart (right), presented the award to Monroe Manor LPN Mary Miller (center).

Assisted Living Providers May Submit Nurse Aide Federal Employment Eligibility Waiver

As we continue to keep a finger on the pulse of staffing challenges for providers, we want to share this information from the Wisconsin Department of Health Services (DHS), Division of Quality Assurance (DQA) regarding waiver requests from assisted living facilities to extend federal eligibility of nurse aides whom they employ.

Under **Wis. Admin. Code, ch. DHS 129**, a nurse aide is eligible to be employed by a federally-certified health care provider if the person does not have employment prohibitions, if the person is included on the nurse aide registry, and if the person has performed nursing or nursing-related services for monetary compensation at any time during the 24 consecutive months immediately before the individual's employment in a health care provider's setting would begin.

DHS/DQA-regulated health care providers not listed in **Wis. Admin. Code § DHS 129.03(19)** may submit a request for a waiver of nurse aide federal eligibility if certain requirements are met. The process for submitting a waiver is outlined in DHS/DQA document **P-02393, Nurse Aide State and Federal Employment Eligibility**. Only DHS/DQA-regulated entities may submit a waiver request of nurse aide federal eligibility. Individual nurse aides, individual clients/patients, and staffing agencies may not submit waiver requests.



See the DHS website **Nurse Aide Training and Registry Information** and **Nurse Aide Registry: Frequently Asked Questions** pages for more information. If you have questions regarding the nurse aide regulations or waiver process, please contact the Office of Caregiver Quality at **DHSCaregiverIntake@wi.gov** or 608-261-8319.

This information from the Wisconsin Department of Health Services is being shared with you as a courtesy reminder on behalf of Inclusa.

New Mobility and Customer Service Teams for Transportation Provider Support

We are proud to share that through Inclusa's Member Experience Division we are focused on a collaborative approach to better serve you and our members. As part of this approach, Inclusa has recently formed a Mobility Team dedicated to supporting all things Mobility, where everyone deserves the right to access his/her community and actively participate as a full citizen.

Two new positions have been created for the Mobility Team to lead and support its development: Mobility Manager – Jason Schmitz, and Mobility Program Manager – Chris Poradish. Jason works internally, with a focus on bringing teams together to support all transportation providers and improve processes and procedures. Chris' work focuses externally as the direct contact to all transportation providers for Inclusa, supporting services and contracts.

- You can reach Jason Schmitz at 715-301-1890 or jason.schmitz@inclusa.org
- You can reach Chris Poradish at 715-609-1589 or chris.poradish@inclusa.org



As an additional support, Inclusa now has a dedicated Customer Service team to enhance and simplify service for our transportation providers related to billing, claims, and authorizations. You may contact the Transportation-Employment Support Team at 888-544-9353, Option 4, or email **ACS-Transportation-Employment@inclusa.org**.

We are excited to partner with all of our providers to ensure member success.



DEMENTIA Did You Know?

Be a Dementia Friend

A campaign to tackle the stigma and lack of understanding around dementia is under way in Wisconsin! Includa is a proud supporter and can help the people in your organization become **Dementia Friends**.

What is Dementia Friends? It is a global movement seeking to change the way people think, act, and talk about dementia, led in Wisconsin by the **Wisconsin Alzheimer's Institute**. It is for anyone interested in making a difference in the lives of people with dementia. By learning key information, including what it's like to live with dementia, individuals who become Dementia Friends can turn that understanding into action. Your action can be big or small—every action counts!

How can I become a Dementia Friend? It's easy—you simply participate in a one-hour Dementia Friends Information Session presented by a Dementia Friends Champion.

What is a Dementia Friends Information Session? This is a one-hour, in-person information session. It is not a formal training. The session covers five key messages everyone should know about dementia:

- Dementia is not a normal part of aging.
- Dementia is caused by diseases of the brain.
- Dementia is not just about having memory problems.
- It is possible to have a good quality of life with dementia.
- There is more to the person than the dementia.

Everyone who attends is asked to complete a dementia-friendly action as part of becoming a Dementia Friend, but the action chosen is up to you.

Want to bring a Dementia Friends session to your organization? Includa can help! Several Includa staff are trained as Dementia Friends Champions.

If you would like to bring a Dementia Friends informational session to your organization, please contact Carla Lundeen at Carla.Lundeen@includa.org or 608-785-6271.



Inclusa Provider Customer Service: New Support Teams & Contact Information

As reported in the May issue of *Provider Partners*, we have reorganized our Authorization & Claims Support around service specialties to provide you with more efficient, specialized support. As part of this change, **the customerservice@inclusa.org email address was decommissioned effective 07/01/2019 and is no longer being monitored.** You can now contact the support team for your service type directly via a specific email address. Our Customer Service phone number has not changed, but now has options to direct your call to the specific team.

If you need assistance, please use the support team email or phone option for your service type as shown in the list below. This support contact information is also available on our website **Providers – Claims & Billing page**, and on the **Inclusa Provider Portal – Contact page** (located on the portal “About” dropdown). If you are not certain where your question should be directed, please contact the SHC/SDS/Home Health Support Team.

We value your support of Inclusa members and look forward to the opportunity to provide you with excellent customer service and support.

Inclusa Authorization & Claims Support Contact Information

TRANSPORTATION/EMPLOYMENT SUPPORT TEAM

ACS-Transportation-Employment@inclusa.org 888-544-9353, Option 4

- Adult Day Care
- Day Habilitation Services
- Supported Employment
- Vocational Futures Planning and Support
- Daily Living Skills Training
- Prevocational Services
- Transportation (All)

DME/DMS/OTC SUPPORT TEAM

ACS-DME-DMS-OTC@inclusa.org 888-544-9353, Option 5

- Adaptive Aids
- Durable Medical Equipment (DME)
- Over-the-Counter Medications (OTC)
- Communication Aids
- Environmental Accessibility Adaptations (Home Modifications)
- Vehicle Modifications
- Disposable Medical Supplies (DMS)

RESIDENTIAL/CSL/NH/THERAPY SUPPORT TEAM

ACS-Residential-CSL-NH-Therapy@inclusa.org 888-544-9353, Option 6

- Alcohol and Other Drug Abuse Treatment
- Counseling and Therapeutic Resources
- Physical Therapy
- Alternative Therapies
- Mental Health Services
- Residential Services (AFH/CBRF/RCAC)
- Community Support Program (CSP)
- Nursing Homes
- Respite Care
- Community Supported Living (CSL)
- Occupational Therapy
- Speech and Language Therapy

SHC/SDS/HOME HEALTH SUPPORT TEAM

ACS-SHC-SDS-HomeHealth@inclusa.org 888-544-9353, Option 7

- Case Management - External
- Home Health Care – Home Health Aide
- Self-Directed Supports (SDS)
- Consultative Clinical and Therapeutic Services for Caregivers
- Home Health Care – Nurse
- Skilled Nursing – Home Health Care
- Consumer Education and Training
- Housing Counseling
- Skilled Nursing Service – Independent/Private
- Emergency Assistance to Obtain or Retain a Home
- Non-covered MCO Services (Out of Benefit)
- Speech and Language Therapy – Home Health Care
- Financial Management Services (Rep Payee)
- Occupational Therapy – Home Health Care
- Support Broker for Self-Directed Supports
- Home Delivered Meals
- Personal Care/Agency
- Supportive Home Care
- Home Health Care
- Personal Emergency Response Systems
- Physical Therapy – Home Health Care

AUDIT & APPEALS

providerclaimappealandaudit@inclusa.org 888-544-9353, Option 8

- Provider Audits
- Provider Appeals

Clinical Practice Guideline: Opioid Management

The Inclusa Prevention and Wellness workgroup is excited to share our new Opioid Management Clinical Practice Guideline (CPG). The purpose of the CPG is to provide guidance for Inclusa Community Resource Coordinators and Health and Wellness Coordinators to support members affected by prescription opioids. This will aid our interdisciplinary teams in providing evidence-based resources and education to members, providers, families, and caregivers—helping to enhance their understanding of prescription opioids, assisting them in formulating a plan to address a member's pain, and ensuring awareness of the safe use and disposal of prescription opioids.

The guideline focuses on:

- Safe storage and disposal of prescription opioids
- Level of risk for members
- Treatment options
- Use of Narcan
- Overall opioid education
- And much more

You can find the Opioid Management CPG in the Clinical Practice Guidelines section of 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/Email: New service-specific support teams to assist you! Find contact information for your team at www.inclusa.org/providers/claims-billing or call 888-544-9353.

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

