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.
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.
Be a Dementia Friend

A campaign to tackle the stigma and lack of understanding around dementia is under way in Wisconsin! Inclusa 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? Inclusa can help! Several Inclusa 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@inclusa.org or 608-785-6271.

DEMENTIA Did You Know?
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.

Inclusa Authorization & Claims Support Contact Information

TRANSPORTATION/EMPLOYMENT SUPPORT TEAM
ACS-Transportation-Employment@inclusa.org  888-544-9353, Option 4
- Adult Day Care
- Daily Living Skills Training
- Day Habilitation Services
- Prevocational Services
- Supported Employment
- Transportation (All)
- Vocational Futures Planning and Support

DME/DMS/OTC SUPPORT TEAM
ACS-DME-DMS-OTC@inclusa.org  888-544-9353, Option 5
- Adaptive Aids
- Communication Aids
- Disposable Medical Supplies (DMS)
- Durable Medical Equipment (DME)
- Environmental Accessibility Adaptations (Home Modifications)
- Over-the-Counter Medications (OTC)
- Vehicle Modifications

RESIDENTIAL/CSL/NH/Therapy SUPPORT TEAM
ACS-Residential-CSL-NH-Therapy@inclusa.org  888-544-9353, Option 6
- Alcohol and Other Drug Abuse Treatment
- Alternative Therapies
- Community Support Program (CSP)
- Community Supported Living (CSL)
- Counseling and Therapeutic Resources
- Mental Health Services
- Nursing Homes
- Occupational Therapy
- Physical Therapy
- Residential Services (AFH/CBRF/RCAC)
- Respite Care
- Speech and Language Therapy

SHC/SDS/HOME HEALTH SUPPORT TEAM
ACS-SHC-SDS-HomeHealth@inclusa.org  888-544-9353, Option 7
- Case Management - External
- Consultative Clinical and Therapeutic Services for Caregivers
- Consumer Education and Training
- Emergency Assistance to Obtain or Retain a Home
- Financial Management Services (Rep Payee)
- Home Delivered Meals
- Home Health Care
- Home Health Care – Home Health Aide
- Home Health Care – Nurse
- Housing Counseling
- Non-covered MCO Services (Out of Benefit)
- Occupational Therapy – Home Health Care
- Personal Care/Agency
- Personal Emergency Response Systems
- Physical Therapy – Home Health Care
- Self-Directed Supports (SDS)
- Skilled Nursing – Home Health Care
- Skilled Nursing Service – Independent/Private
- Speech and Language Therapy – Home Health Care
- Support Broker for Self-Directed Supports
- Supportive Home 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