



*Building vibrant and
inclusive communities*



Provider Partners

November 2019

EXPANSION UPDATE

As of October 1, Inclusa is now available as an additional Family Care option for residents in Ozaukee, Sheboygan, and Walworth counties. Welcome to all the new providers who have joined our network in these counties!

Additionally, we have completed an initial certification to provide Family Care to seven new counties in northeastern Wisconsin. Pending final DHS review, Inclusa will begin serving residents of Brown, Door, Kewaunee, Marinette, Menominee, Oconto, and Shawano counties as of January 1, 2020.

In preparation for our expansion into northeastern Wisconsin, Inclusa is adding the following new office locations:

- Green Bay: 2733 South Ridge Road
- Marinette: 3908 Hall Avenue, Suite I
- Shawano: 300 East Green Bay Street

During the week of September 30 – October 4, Inclusa hosted a number of provider informational sessions in this area. It was wonderful to have the opportunity to meet many new providers and to share our approach to providing local, community-centered support.

We are continuing the work to add new providers to our network. If you would like to join our network as a new provider or add new locations to your existing contract, or have any questions regarding expansion, please feel free to contact Inclusa Community Resources/Provider Relations at 1-888-294-7451 or ProviderRelations@inclusa.org.

**When it comes to long-term care,
choice matters!**

2019 Performance Improvement Project Recap: Choking Prevention

Each year Inclusa organizes and implements a Performance Improvement Project (PIP) in partnership with in-network providers, as part of our contract with the Wisconsin Department of Health Services (DHS). Throughout 2019, the project focused on choking prevention as a continuation from the 2018 PIP, which focused on improving members' Individualized Service Plans (ISPs). We achieved 100% completion with all participating providers and could not be more grateful for their dedication to continued learning, partnership, and effort to ensure high-quality services for our members.

As part of the 2019 PIP, participating providers were eligible to receive continuing education hours for their staff, earned through an online training and post-training test, along with qualifying for the 2019 Health Promotion Residential Outcome Payment upon completion of the project. Outcome Payments will be made to these providers during the first quarter of 2020, along with all other Residential Outcome Payments. (For more information on Residential Outcome Payments, please visit www.inclusa.org/providers/resources/residential-outcome-payments.)

Thank you to the participating residential facilities for your willingness to take part in Inclusa's online training opportunities. Your efforts enabled the improvement of the ISPs for 46 Inclusa members!

Participating providers included:

- Amber's Nature View AFH
- Amery Memory Care CBRF
- Birch Haven Senior Living – Bears Hollow CBRF
- Campbell Family Homes, LLC – Fairview Drive House and Meadowood Court House AFHs
- Creative Community Living Services, Inc. (CCLS) – Circle Drive AFH
- Cedar Ridge Elder Services LLC – Cedar Ridge Elder Services I, II, and IV CBRFs
- Clarity Care Inc. – Clarity Care 10th, Bridlewood, and Rosewood AFHs; Adams Avenue, Apple Avenue, and Peach Avenue CBRFs
- Higinia Perez AFH
- Pisces, LLC – Pixie Point AFH
- Queen of Angels CBRF
- Rescare Residential Services – Railway CBRF

Please contact Quality Innovation at QualityInnovation@inclusa.org if you have questions regarding Inclusa's 2019 PIP.

Three Providers Recognized with Q2 PROPs Awards

The Inclusa **P**rovider **R**ecognition – **O**utstanding **P**erformance (PROPs) program is designed to recognize providers for outstanding, “going above and beyond” performance. For the second quarter of 2019 (Q2), we received more than 25 provider nominations from Inclusa care teams throughout the state. Kares - Just For You (Tomah, Wis.), Harmony Place Assisted Living (Richland Center, Wis.), and Community Living Connections (Madison, Wis.) were chosen as the Q2 PROPs award recipients.

Kares - Just For You

www.karesjustforyou.com

Angie Horge, Sparta Community Resource Coordinator (CRC), submitted the nomination for this Tomah, Wisconsin, supportive home care provider, stating:

Kares - Just For You provides an excellent service to our members. They are willing to take on just about any challenge and make their schedules available to meet the needs of members. They are willing to make twice-daily visits and do short visits when needed. They meet the needs of the member and keep IDT very updated on what is going on in the home. We can always trust that the job is being done when we send in the team from Kares - Just For You. They also let us know when members are not requiring the amount of hours needed. They try to keep their schedules available for those members that really need the service. Always willing to take on a challenge and brainstorm when new ideas are needed. I so much appreciate working with the team at Kares - Just For You!! Thanks for a job well done!!



(L to R) Laurie King, Kenny Gilmore, Karen Dorn, Jo Peterson, and Nikki Raese of Kares - Just For You; Inclusa Community Resource Coordinator Angie Horge. (Front) Inclusa Provider Relations Program Manager Stephanie Tourville.

Harmony Place Assisted Living

Harmony Place of Richland Center, Wisconsin, was nominated by Kelly Miller, Regional Operations Senior Manager, who described Kami's exceptional support of a member who was moving, including working diligently with the Inclusa care team on supporting other providers coming in for assessments, assisting with packing and storing the member's belongings, coordinating movers, and assisting with last-minute challenges on moving day.

Kami has been supporting an individual who was going through a difficult time in their life. Her staff have gone above and beyond in supporting and accommodating this individual's needs and preferences...Kami and her staff went out of their way to support the member through a difficult transition while the member was struggling. They were professional, respectful, supportive, and communicated closely with the new AFH, IDT staff, and member to ensure that a safe and supportive transition occurred. Kami and her staff have done an excellent job supporting the member through a difficult time.



(L to R) Inclusa Regional Operations Senior Manager Kelly Miller; Kami Schneider, Leah Hirschfield, Brittany Persinger, and Roxanne Armstrong of Harmony Place; Inclusa Provider Relations Program Manager Melanie Andrews. Present but not pictured: Inclusa Member Support Manager Kristy Weber.

Three Providers Recognized with Q2 PROPs Awards (continued)

Community Living Connections

www.clconnections.org

Laura Coulthard, Monroe Community Resource Coordinator (CRC), submitted the nomination for this Adult Supported Living Services provider in Madison, Wisconsin.

We learned last fall that Moving Out would be partnering with the Ruxton Apartments to bring affordable apartments, some of which are specifically designated for individuals with disabilities, to Platteville. Community Living Connections also joined the partnership to expand their CSL (community-supported living) services to our area and support our members' independence and meaningful participation in the community. Community Living Connections has been working with Inclusa care teams to identify members who would benefit from CSL services, complete assessments, and develop care plans in preparation for move-in day. They have also played an integral role in facilitating communication and exchange of information between the apartment management company, care teams, and members/guardians, and assisting with navigating through the application process.

Laura described how an Inclusa member was able to move from a CBRF into a Ruxton Apartments unit with CSL due to this partnership between Community Living Connections and Ruxton Apartments. Community Living Connections advocated strongly on behalf of the member for the unit to be finished for full accessibility, thereby eliminating the need for additional modifications.

Other providers that were nominated for Q2 2019 include:

Mansk AFH, Living Life Home Health, Opportunity Inc., Marjorie Rud, Cynthia Lien, Rolling Hills, Innovative, Dungarvin, Cranberry Court, GT Independence, Lutheran Social Services, Avanti Home Care, Lori Knapp, Center for Independent Living, Home Safety Innovations, Julie Allen, LE Phillips Career Development, Infinite Abilities, Northview Eye, Country Terrace, and Firehouse Ceramics.



(L to R) Inclusa Community Resource Coordinator Laura Coulthard; CLC Executive Director Jen Squire; Inclusa Provider Relations Program Manager Lydia Metz; CLC Director of Operations Shelley DeNure.

Inclusa care teams are encouraged to nominate providers and to share information about an experience with a provider that really stands out as being exemplary. An Inclusa cross-departmental committee reviews the nominations and chooses award recipient(s). 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. Thank you to all nominated providers for your continued support of our members and the amazing partnership that has been developed.

AFH, CBRF, and RCAC Providers:

Updated Residential Rate Training Now Online

Now that we are wrapping up our second year in Inclusa's unified Residential Rate Methodology, we thought it was a great time to offer a refresher training. As was mentioned in the 2020 Residential Rate Methodology mailing to residential providers earlier this month, the Residential Rate Training has been updated and is now available online on our Provider Learning system. You can access the training any time at <https://providerlearning.inclusa.org> under the Community® category. You will need to create a login if this is your first visit to the Learning System.

The narrated video walks you through the highlights of the rate methodology and our approach to setting residential rates. Please note that this training does not speak to any specific rate changes, it is simply a resource that shares information about our methodology. If you need assistance with the Provider Learning system, please contact Tracy Clements at 608-269-7438 or Tracy.Clements@inclusa.org.



DEMENTIA Did You Know?

Compassion for the Sum of Our Wholeness

Somehow, somewhere, we will all be touched by someone with cognitive decline. The symptoms of dementia and the diseases associated with it are widespread. Looking through the lens of “It might be me someday,” what would you want others to know?

I came up with a short list. Perhaps we could all take a moment, add our own requests, and pause the next time we are feeling impatient or irritated with someone experiencing dementia.

I will. Will you join me?

Please remember I am doing my best.

Please remember the sum of my life.

Please remember I have needs and wants.

Please remember to give me scheduled pain reliever for my arthritis.

Please remember I am trying to communicate something—a thought, a feeling, a need.

Please remember I don’t like watching television.

Please remember I like the out-of-doors, if I am dressed warmly enough.

Please remember I love animals.

Please remember these things for me when I cannot.

Your turn...

— *Becky Woods Bauknecht*



Claim Submissions for Late Authorization Entry

You may notice in the Inclusa Provider Portal that Authorization and Claims Support (ACS) staff are now adding language to the Authorization Note field as shown in the sample template (right). The note indicates a short filing extension due to the authorization being created beyond or near our 90-day timely filing limit. For authorizations such as these, you may submit claims outside of the timely filing limit to the appropriate ACS team contact as stated in the note. Please contact your ACS support team for any questions at the email provided in the note, or at 1-888-544-9353.

PROVIDER: This authorization was created beyond/ near our 90-day **TIMELY FILING LIMIT** for dates of service [DATES]; therefore, Inclusa is providing a short extension to file a claim for payment that may require a waiver of timely filing. Please submit claims outside of the timely filing limit to Inclusa at [ACS TEAM EMAIL] within 30 days of date authorized. Claims that are within the 90-day timely filing limit from date of service (or 90 days from Medicare/other insurance remittance date) must be submitted to WPS. Thank you!

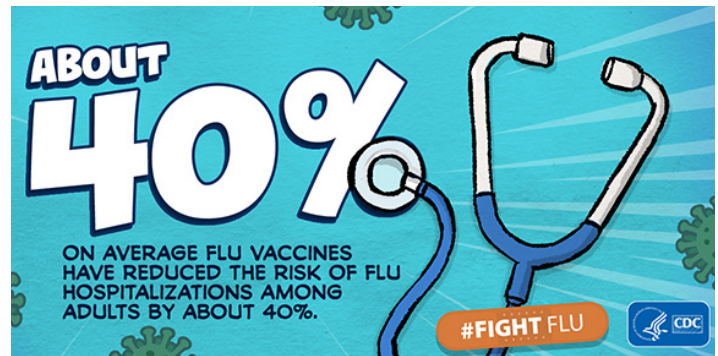
Join Includa in Fighting the Flu This Season!

At Includa, we know that a flu vaccine is the best protection against influenza and we strive to increase the number of members who get a flu shot. We also recognize the important role our providers play in supporting Includa members to stay healthy and get immunized.

In 2018-2019, 74.8% of Includa members received a flu shot. Thank you for all your efforts to make this happen. In 2019-2020, we want to see that number grow to 80% or higher! We are reaching out to you—our provider partners—with updates and ideas on ways to help make this happen.

New for Includa is an enhanced relationship with the **Wisconsin Immunization Registry (WIR)**, allowing us improved search and reporting capabilities for Includa member flu vaccination data. Provider partners are asked to ensure resident immunization status is entered in the WIR.

- Providers **who administer** the vaccinations can enter immunization information directly into the WIR. For more information on how to sign up for WIR access and training, and to read more about the benefits of using the WIR, see the Wisconsin Department of Health Services (DHS) publication: **Provider Benefits of the WIR**.
- Providers **who do not** give immunizations are to encourage the vaccination administrator to enter immunization information into the WIR. Share the *Provider Benefits of the WIR* document with them if appropriate.



Includa's partnership with the WIR and our provider partners' commitment to utilization of the WIR, have allowed us to discontinue the practice of requesting member influenza immunization dates from residential providers. Please Note: Includa care team staff are encouraged to utilize the WIR to obtain member immunization dates. However, they may still ask you for this information, especially in the event dates are not available in the WIR.

Finally, consider holding a Flu Shot Clinic at your facility. For more information about holding your own clinic, see **Hosting a Flu Shot Clinic in Your Facility**, available under Providers/Resources - Clinical Practice Guidelines on our website.

Thank you and be well!

Clinical Practice Guidelines: Diabetes Management and Caregiver Strain

Includa's **Diabetes** and **Caregiver Strain** Clinical Practice Guidelines have gone through an internal review. In collaboration with the Learning and Organizational Development area of Includa, self-study courses on these guidelines were created for our care team staff. The courses focus on key areas within each guideline that care teams should be aware of.

We also encourage you, as a provider, to review the **Diabetes** and **Caregiver Strain** Clinical Practice Guidelines and become familiar with these topics.

The guidelines can be found on Includa's website under **Providers/Resources**. If you have any questions regarding these resources, please reach out to QualityInnovation@includa.org or care team staff.

Thank you for all that you do for our members!

DID YOU KNOW...

- **World Diabetes Day is November 14**
- **November is National Family Caregivers Month**
- **December is National Stress-Free Family Holidays Month**



world diabetes day

14 November

DHS Survey: Provider Use of Technology Solutions to Assist with Supports

The Wisconsin Department of Health Services (DHS) would like to learn more about provider use of assistive technology solutions in providing long-term care, as well as barriers to such use and technologies you would like to explore for the future. Please take a few moments to respond to a short survey at:

www.surveygizmo.com/s3/5195443/AT-Survey-for-Members-and-Providers

This survey—which is also being sent to Inclusa members—is part of a larger effort to help alleviate the burden felt with the caregiver shortage by educating individuals and organizations associated with long-term care programs about using technology solutions to assist with supports. An important step in the education process is to determine what we currently know about assistive technology and how it is presently used. Your answers to this survey by **December 31, 2019** will assist DHS staff in gathering that information. Thank you!

Update on Weekly Vacancy Survey for AFH/CBRF/RCAC Providers

As mentioned in our [September newsletter](#), we are preparing for the rollout of a weekly email survey so that you can let us know of any openings you may have. We are adding questions to the survey to include additional details about your facility in relation to the vacancies you may have. Please watch for this email and complete the survey on a routine basis so we have the most up-to-date information. We anticipate the release of this process before the end of 2019. We appreciate your patience and welcome your feedback!

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: We have 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: 877-622-6700 (select Option 2, then Option 3)

Email: ProviderRelations@inclusa.org

Web: www.inclusa.org/providers/contracting

