



*Building vibrant and
inclusive communities*



Provider Partners

February 2020

INCLUSA CELEBRATES 20 YEARS OF LONG-TERM CARE SUPPORT



Inclusa is excited to be celebrating 20 years of person-centered and community-focused long-term care support in communities across Wisconsin! We owe this milestone to our exceptional providers, Inclusa colleagues, and numerous stakeholders. We are thankful for your continued commitment to supporting Inclusa members to live full, vibrant lives in their communities.

**Wishing you all a happy and
healthy New Year!**

*— Inclusa Community Resources and Provider
Relations Department*

Three Providers Recognized with Q3 PROPs Awards

The Inclusa **Provider Recognition – Outstanding Performance (PROPs)** program recognizes providers for outstanding, “going above and beyond” performance. For the third quarter of 2019 (Q3), we received 15 provider nominations from Inclusa care teams throughout the state. Our cross-departmental review committee has chosen **SWCAP LIFT** (Dodgeville, Wis.), **Galindo AFH** (Freeport, Ill.), and **The Waterford at Park Falls CBRF** (Park Falls, Wis.) for the 2019 Q3 PROPs award.

SWCAP LIFT

swt-lift.org

The **Southwestern Wisconsin Community Action Program (SWCAP) LIFT** program (Leadership through Innovative Flexible Transportation) coordinates existing transportation services throughout southwest Wisconsin. This Dodgeville agency transports many Inclusa members in the southern portion of the state using a network of volunteers, and includes wheelchair accessible transportation.



(L to R) SWCAP LIFT SMV Transportation Coordinator Heidi Loy; Inclusa Support Manager Jason Schmitz and Transportation Coordinator Cami Miller; SWCAP LIFT Transportation Coordinator Joan Johnson, Assistant Transportation Director Lori Jacobson, and Transportation Coordinators Ronda Bowe and Nancy Sullivan.

Three Providers Recognized with Q3 PROPs Awards (continued)

Inclusa Transportation Coordinator Cami Miller, Hayward, submitted the nomination for LIFT. LIFT is “great at finding drivers who will assist on a last-minute basis, as well as helping with rides where there is a few days’ notice” as well as providing ongoing transport to recurring appointments such as dialysis, said Miller. She commended the appointment schedulers and billing staff for their friendly and responsive cooperation with Inclusa care teams, saying, “They truly have Inclusa members’ best interests in mind when providing transportation.”

Miller stated that LIFT staff and drivers often go “above and beyond” for Inclusa members when there is a need, including calling members with reminders, assisting them into and out of the vehicle, and putting on their coats and even shoes when necessary. If there are delays at a medical appointment, their drivers will wait, or they will arrange for another driver to go back and pick up the member later. If something happens with a member that they feel the care team should know about, they will contact someone within Inclusa to relay the information. “Without SWCAP LIFT, many of our members would not be able to attend their medical appointments.”

Galindo Adult Family Home

Galindo Adult Family Home (AFH) of Freeport, Illinois, was nominated for the Q3 PROPs award by Monroe Community Resource Coordinator (CRC) Channing Kari. Owner Ana Galindo became a Wisconsin Family Care provider over ten years ago in order to serve a Spanish-speaking member, as there were no Spanish-speaking AFH providers available in the member’s area. Kari related that Ana has consistently provided truly exceptional care, with the member essentially becoming part of Ana’s family.

Kari recounted that in 2018 the member had to move to a facility in Wisconsin while a guardian assignment process was completed. Throughout that difficult time, Ana remained a consistent presence in the elderly member’s life, providing the stability critical for a person suffering from dementia. Several times a week, Ana traveled 30 miles to visit the member and, with the permission of the new placement, assisted with feeding, bathing, and translating in order to remain a strong source of familiar support for the member. When guardianship was in place and it was agreed upon that the member could move back to Galindo AFH, this had to be considered a new placement with a rate that aligned to the Inclusa rate methodology. Although this meant a decrease in the rate, Ana agreed to take the member back without a second thought.



Inclusa Community Resource Coordinator Channing Kari (left), and AFH Owner Anna Galindo.

Three Providers Recognized with Q3 PROPs Awards (continued)

The Waterford at Park Falls

capitalsenior.com/waterfordatparkfalls

The Waterford at Park Falls is a Community-Based Residential Facility (CBRF) in Park Falls, Wisconsin, nominated for the Q3 PROPs award by Park Falls Community Resource Coordinator (CRC) Jill Leighton for “above and beyond” end-of-life care that made it possible for a member to stay at the CBRF and pass away “peacefully with all his family by his side.”

The member and his wife of 69 years had moved into The Waterford in the spring of 2019, happy that they could continue to be together in a double room. His health began to decline not long after that, and his needs for assistance with transfers and activities of daily living increased significantly. Although he was receiving hospice care one to two times weekly, hospice couldn’t provide any of the hands-on care due to his residing in a CBRF. As the end neared, he would become very anxious and would use his call light up to 20 times a night and often wanted staff to transfer him from his recliner into bed and back into his recliner quite frequently. The Waterford provided the extra staff to assure that his care needs were being met, going beyond their level of care scope to assure he could remain at the CBRF with his beloved wife until he passed. Without the additional supports from The Waterford staff his end of life would have been in the hospital or nursing home. Thank you to all the wonderful staff at The Waterford.



Front row (L to R): Team Lead Lisa Lueloff, Caregiver Monica Santos, Team Lead Trish Wilson, Administrator Tiffany Drymalski, and Caregiver Elizabeth Kostka of The Waterford at Park Falls. Back row (L to R): Member Support Manager Jennifer Bourgard, Health and Wellness Coordinator Bev Brandt and Community Resource Coordinator Jill Leighton of Inclusa; Team Lead Jen Bast of The Waterford at Park Falls.

Other providers that were nominated for Q3 include:

Coulee Region Mobility, Hagg AFH, Hope Home Care, Hurst AFH, JB Signature Homes, Nicolet Staffing, Our Way, National Seating and Mobility, Serenity Care, and We Care Assisted Living.

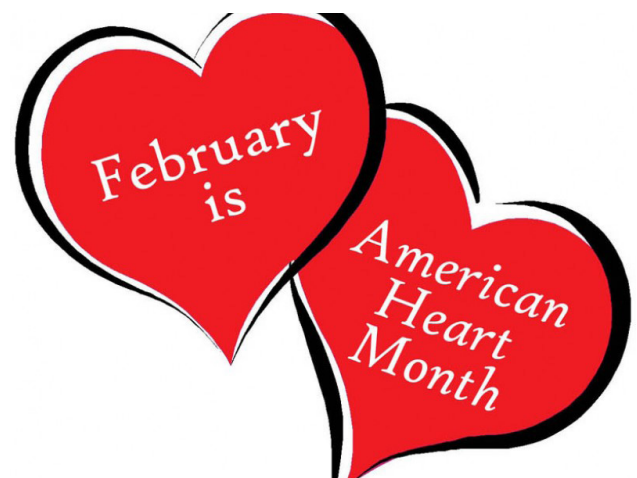
Thank you to all the providers that were nominated, for your continued support of our members and the amazing partnerships that have been developed.

Celebrate American Heart Month by Reviewing Includa’s Congestive Heart Failure CPG

February is American Heart Month! In observance of the event, we encourage you to review our Congestive Heart Failure Clinical Practice Guideline (CPG), which has recently undergone an internal review. Includa interdisciplinary team (IDT) staff are also taking part through a self-study course which was created in collaboration with the Learning and Organizational Development area of Includa. The course focuses on some key areas within the guideline that IDT staff should be aware of.

All Clinical Practice Guidelines can be found on our website at www.includa.org/providers/resources. If you have any questions regarding these resources, please reach out to QualityInnovation@includa.org or IDT staff.

Thank you for all that you do for our members!





DEMENTIA Did You Know?

New Dementia Care Professional Website

In collaboration with care partners in the La Crosse area, Inclusa is excited to announce a new resource for professional caregivers supporting people living with Alzheimer's and other types of dementia.

The **Dementia Professional Support** website was created by the La Crosse Area Transitions In Care committee in collaboration with dementia care experts and stakeholders—including colleagues from skilled nursing facilities, CBRFs, RCACs, AFHs, acute care providers, La Crosse County, and other care partners.

The website is designed to be a “one-stop shop” for tools and resources regarding dementia care—and it's not just for La Crosse-area professionals. While some of the resources are specific to the La Crosse area, there are tools, resources, and information that anyone, anywhere can use!

Dementia Professional Support



The website is monitored by subject matter experts to ensure resources stay up to date. We are grateful to the **La Crosse Medical Health Science Consortium** for hosting the site. Please contact Carla Lundeen of Inclusa Quality Innovation with questions or feedback, at carla.lundeen@inclusa.org or 608-785-6271.

Member Rent Information for the 2019 Tax Year

It's tax season! Inclusa members who lived in residential settings and paid rent in 2019 may qualify for the Homestead Credit. To file for this credit, a rent certificate completed by the landlord detailing rent paid for 2019 is needed. Inclusa collects room and board from members and sends the payment to the facility on behalf of the member. Inclusa is not able to complete rent certificates, but we are available to assist our members and providers with obtaining the necessary information. To request rent information, providers or members may contact Melissa Hohneke (melissa.hohneke@inclusa.org, 608-647-1525) or Stacy Gilbertson (stacy.gilbertson@inclusa.org, 608-785-6359).



Electronic Signatures for Provider Documents

Faster, Easier, Legal, Secure

We are excited to announce that Inclusa has implemented the Adobe Sign system for obtaining provider signatures on rate agreements and other contract documents. This change allows us to get items to you for signature in an efficient and secure manner and makes it easy for you to provide a signature using your computer, smart phone, or tablet. You do not need an Adobe Sign account to sign your documents!

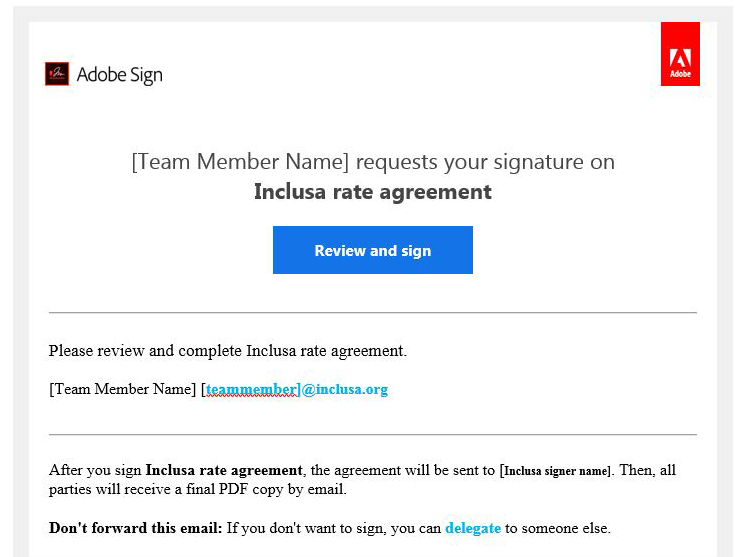
How does it work?

1. An Inclusa team member will generate the document using Adobe Sign.
2. You will receive an email message from the team member via echosign@echosign.com.
 - The email Subject will be: Signature requested on [item name]
 - The body of the email contains a place for you to click to Review and Sign the document.
3. Click "Review and Sign" and follow the instructions.
 - To sign, simply:
 - 1) Type your name in the signature box, then
 - 2) Upload an image of your signature; or sign using a mouse, your finger, or a stylus.
 - You may sign the document using a computer, smart phone, or tablet. You do not need an Adobe Sign account to review and sign documents.
 - If you are not the correct person to sign, you may delegate this task to someone else in your organization by clicking "delegate" at the bottom of the message.

Additional Notes & Tips

- Do not forward the signature request email! If you are not the person who should sign, you can delegate to someone else by clicking "delegate" at the bottom of the message.
- You do not need a scanned image of your signature for this process. However, you may use an image file if you prefer.
- You may print the document for review if you wish, but Inclusa does not need a printed copy from you.
- The Adobe Sign process creates a secure, legal signature. The signature cannot be edited and the digital version of the document retains the Adobe certificate.

From: [Team Member Name] <mailto:echosign@echosign.com>
Sent: Monday, December 30, 2019 8:40 AM
To: [provider name]
Subject: Signature requested on "Inclusa rate agreement"



4. After you submit your signature, the document is sent for Inclusa signature as listed at the bottom of the message.
5. Once the Inclusa signature is added, all parties will receive a final PDF copy of the signed document by email.

- To ensure that you continue receiving document signature emails, please add echosign@echosign.com to your address book or safe sender list.

If you have questions about a request, please contact the team member at the email address in the body of the email. (See the sample signature request email above.) You can learn more about Adobe Sign and electronic signatures at acrobat.adobe.com/us/en/sign/capabilities/electronic-signatures.html. See the Electronic Signature FAQ at the bottom of the page.

Home Health and Personal Care Agency Providers: Personal Care Services Rate Increase & New Authorizations eff. 1/1/2020

Effective for dates of service on and after 1/1/2020, the maximum allowable rate for Personal Care services will increase as authorized by 2019 Wisconsin Act 9, in the 2019–2021 biennial budget, and as published by the Wisconsin Department of Health Services in ForwardHealth Update No. 2019-28 (www.forwardhealth.wi.gov/kw/pdf/2019-28.pdf).

Existing authorizations affected by this change will be end-dated effective 12/31/2019 and new authorizations will be created effective 1/1/2020. The changes to Personal Care service rates are as follows:

Procedure	Procedure Code	Rate Ending 12/31/2019	Rate Effective 1/1/2020
Personal Care Service	T1019	\$4.18 per 15 minutes	\$4.79 per 15 minutes
PC Travel Time	T1019 U3	\$4.18 per 15 minutes	\$4.79 per 15 minutes
RN Supervisory	99509 TD	\$43.88 per visit	\$50.21 per visit

Important: Please make certain you access the Inclusa Provider Portal to confirm the new authorization numbers for dates of service on and after 1/1/2020, prior to submitting your claims with the new rates to WPS.

Your Home Health/Personal Care Authorization and Claims Support team is available should you need assistance with your authorizations or claims (1-888-544-9353, option 7, or email ACS-SHC-SDS-HomeHealth@inclusa.org). For questions regarding the rate change itself, please contact ProviderRelations@inclusa.org.

New! Provider Incident Report Quick Guide

In response to feedback from the Provider Quality Advisory Committee meeting on September 5, 2019, a **Provider Incident Report Quick Guide** has been created to assist direct care staff of all provider types in identifying and reporting incidents. This new resource can be used in conjunction with the required **Provider Incident Report Training** and the optional **Provider Incident Report Form**.

The one-page Quick Guide explains:

- Types of incidents or events to be reported
- Incident Reporting Basics
 - Who to report to
 - What to report, including the incident location
 - How to report
 - When to report

As a provider partner, you may use the guide as you see appropriate for your organization. The hope is that it will be helpful for those working directly with Inclusa members, to support the prompt identification, response, and reporting of member incidents. Some ideas of how to implement the guide include:

- Keep a copy in the binder or file used for member documentation
- Post in a staff office or breakroom
- Review at a staff meeting

Please visit our website at www.inclusa.org/providers/resources to access the new guide and other Provider Incident Report resources.

Service-Specific Teams Available to Assist You with Authorization & Claims Support

As reported in the July 2019 issue of *Provider Partners*, we have reorganized our Authorization & Claims Support around service specialties. If you need assistance, please use the support team email or phone option for your service type as shown in the list below. This contact information is also available on our website Providers – Claims & Billing page, www.inclusa.org/providers/claims-billing, and on the Includa Provider Portal – Contact page

(located on the portal “About” dropdown), providerportal.inclusa.org/Contact. 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 Includa members and look forward to the opportunity to provide you with excellent customer service and support.

Includa 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

End-of-Year Billing Reminders

Claims Cannot Span Years

In order to prevent a delay in your payment, please note that dates of service spanning 2019 into 2020 must be submitted on two separate claim lines. WPS will not process any claims, including Medicare or other insurance crossover claims, that span across calendar years. These claims will be sent back to the provider to split and submit again. For example, instead of billing 12/29/2019 through 1/4/2020 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 12/29/2019 through 12/31/2019, and a separate claim for 1/1/2020 through 1/4/2020.

AFH/CBRF/RCAC Annual Authorization Rollover Process: New Authorizations with New IDs effective 1/1/2020

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 2019 authorizations have been end-dated 12/31/2019 and new authorizations have been created effective 1/1/2020–12/31/2020. As part of this process, the authorization IDs have changed for 2020. Please remember to access your portal account(s) to confirm the new authorizations and obtain new IDs prior to submitting claims for 2020 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 2020 dates of service, please contact your Authorization and Claim Support team at ACS-Residential-CSL-NH-Therapy@inclusa.org or 1-888-544-9353, option 6.

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

