



*Building vibrant and
inclusive communities*



Provider Partners

April 2020

Our Deepest Gratitude

Challenging times, especially uncertain ones, can feel isolating and difficult to overcome. Having your partnership as we continue to navigate COVID-19 makes these challenges immeasurably easier to meet. Your leadership, flexibility, and resilience directly support lives well lived in communities across Wisconsin, and we are very thankful for that dedicated support.

Thank you for being the valued partner we can always count on. We appreciate your ongoing efforts to reduce the risk of COVID-19 while providing exceptional care. We couldn't do this without you.

*As a reminder, please continue to reference the **DHS** and **CDC** websites, as well as **your local health department**, the first line of contact for situations that impact your community's health, for the most current and reliable information.*

Visit www.inclusa.org or follow us on social media for the latest Inclusa updates!



2019 Residential Outcome Successes

Thank you to all the residential providers who participated in Inclusa's 2019 Outcome Payment opportunities! Below are the results of the completed projects, demonstrating what can be accomplished when a small group of people come together to improve the lives of the residents they serve.

Behavioral Health Outcome

The Dementia Care Toolkit focused on creative problem-solving solutions to improve the quality of life for Inclusa members living with dementia. Providers participated in educational webinars and completed the Dementia Care Toolkit for one member per residential facility.

Results: 20 facilities completed the project, supporting one member in each facility, receiving a payment of \$300 per facility.

Commonunity® Outcome

Through Competitive Integrated Employment, providers supported individual members in exploring their gifts, capacities, and interests, and helped them to envision the value of offering their contributions within the workforce.

Results: 14 facilities supported a total of 17 members in exploring their employment potential, receiving a payment of \$300 per member.

Health Promotion Outcome

The Choking Prevention training supported providers in educating a majority of their direct care and kitchen staff to increase their awareness using valuable resources and tools to prevent incidents of choking.

Results: 176 facilities trained a total of over 1,000 direct care and kitchen staff, receiving a payment of \$250 per facility and each staff person receiving one hour of Continuing Education credits.

Quality Improvement Outcome

Through Best Practice Initiatives, providers focused on implementing projects to improve the quality of their services that have a positive impact on current members.

Results: 95 facilities completed projects to improve the lives of over 340 members, receiving a payment of \$300 per facility.

We encourage residential providers to offer feedback regarding your Outcome Payment project experience. If you would like to complete a brief survey, please visit: <https://www.cognitoforms.com/Inclusa1/OutcomePaymentProjectSurvey>.



What's New for Residential Outcomes in 2020?

Throughout 2020 we will be introducing some new Outcome Payment opportunities, as well as providing more tools and resources to help residential providers ensure success within their individual projects. The 2020 projects will place a greater emphasis on member outcomes, specifically in the areas of Competitive Integrated Employment and Integrated Community Living. To allow for these exciting new opportunities, we will not be offering the Behavioral Health and Health Promotion related projects within this outcome cycle.

To learn more about the 2020 Residential Outcome Payment opportunities, please see the announcement below.



2020 Residential Outcome Payments Announcement

Inclusa is happy to announce the available opportunities surrounding the 2020 residential outcome-based payments, which providers can receive as part of our current Residential Rate Methodology (RRM). These opportunities are available only to those contracted residential providers utilizing Inclusa's RRM. All outcome projects require an application stating the provider's intent to participate, and completion of the required action steps as outlined within the eligibility process. The three opportunities for 2020 are:

Competitive Integrated Employment

Inclusa has made a commitment to support working-age members to consider all that employment has to offer. Providers will once again focus on supporting members to explore the possibilities of employment, with an additional focus on obtaining and/or maintaining employment.

Application Deadline: Due any time throughout the year before December 1, 2020.

Integrated Community Living

Inclusa is dedicated to supporting members to live as independently as possible and actively participate in their communities. Within this outcome we will be inviting providers to collaborate with members to further develop their skills and maximize their independence in a manner that is most important to that member.

Application Deadline: Due any time throughout the year before December 1, 2020.

Quality Improvement

Inclusa will partner with providers to focus their efforts on projects that strive to either improve the quality of life for a specific member, or enhance services currently offered at a specific facility.

Application Deadline: June 15, 2020.

We are aware that the current situation may impact the design of these projects. Please watch for future communications regarding the 2020 opportunities, which will be sent via email from Provider Relations in the coming months.

Important Items to Note for 2020 Outcome Payments

COVID-19 Modifications

Please be advised that timelines have been adjusted to allow for more flexibility in light of the COVID-19 pandemic, as well as additional considerations being built into the project resources and expectations.

Residential Provider Eligibility

The 2020 Residential Outcome Payment opportunities are available only to those contracted residential providers utilizing Inclusa's Residential Rate Methodology that have an authorization within the year; however, some exceptions will be made regarding the Competitive Integrated Employment Outcome. All eligible providers must remain in good standing with Inclusa throughout the project year.

Online Platforms

We will utilize a variety of online platforms to support the Residential Outcome Payment projects. To ensure you don't miss out on this opportunity or any project-specific information, please monitor your email spam/junk folders for related communications. Questions regarding the 2020 Outcome Payment opportunities can be sent to innovation@inclusa.org.

Payment

The outcome payment amounts will be determined in the Fall of 2020 when Inclusa receives its capitation rate from the State, if not currently identified within the specific outcome details. Payments will then be distributed to eligible providers in the Spring of 2021.

Inclusa's Residential Rate Methodology

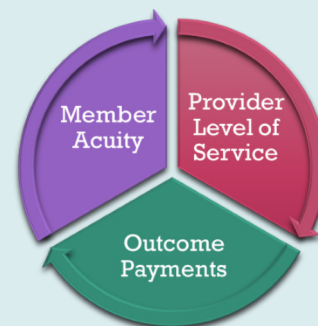
Inclusa's Residential Rate Methodology is the process used for setting Residential Care and Supervision rates. Its calculation method is based on the Wisconsin Department of Health Services' regression model, which ensures providers are paid in the same manner in which Inclusa is paid by the State, and accurately reflects member-specific needs based on the Long-Term Care Functional Screen (LTCFS). This methodology consists 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 identify services offered, building in factors that are above and beyond standard licensing or certification, and not captured within the acuity of the member

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

To learn more about the Residential Rate Methodology please visit www.inclusa.org/providers/resources/residential-rate-methodology.



Three Providers Recognized with Q4 PROPs Awards

The **Provider Recognition – Outstanding Performance (PROPs)** recognizes providers for outstanding, “going above and beyond” performance. For the fourth quarter of 2019 (Q4), we received seven provider nominations from Inclusa care teams throughout the state. Our cross-departmental review committee has chosen My Place of Watertown (Watertown, Wis.), Pastorino Family Care Agency (Gays Mills, Wis.), and Sparta Cab (Sparta, Wis.), for the 2019 Q4 PROPs award.

My Place of Watertown

My Place of Watertown (MPW) provides residential services and other types of care to individuals with special needs. Inclusa Community Resource Coordinator Mackenzie Meier, Monroe, submitted the nomination, which described the positive changes that occurred for a member after he moved to MPW. The member had been experiencing seizures and mood issues prior to the move.

MPW is getting the member out into the community several times during the week and is keeping him involved in every part of his daily life. MPW has also been working diligently with his parents and doctors to get more control of his seizures so he can live a fulfilling life without seizures. The member's mom and dad, guardians and family have noticed a significant change in his mood/attitude... They've noted several times that this is the person that they missed and haven't seen in several years!...From the beginning, the member's parents have been told that they are a family at MPW and have seen this is full effect. They are thankful to have a home like MPW where he can have a home away from home.

Colin and staff are very open with communication and have truly made an impact on this member's life and making him feel like he



(L to R) Inclusa Health & Wellness Coordinator Judi Cleasby, My Place of Watertown Executive Director Colin Whitney, Inclusa Member Jonathan Heffner, and Inclusa Community Resource Coordinator Mackenzie Meier.

has a purpose. They have truly made a significant impact on the member's life and make him feel like he is needed and a part of his community.

Three Providers Recognized with Q4 PROPs Awards (continued)

Pastorino Family Care Agency

Pastorino Family Care Agency, a Supportive Home Care provider in Gays Mills, Wisconsin, was nominated for the Q4 PROPs award by Baraboo Community Resource Coordinator Leah Neff.

Jennifer and her staff at Pastorino supportive home care have been wonderful to work with in Sauk County since entering about six months ago. They are always willing to take on members and their needs. Jennifer is great at communicating any concerns with members and happenings in the home that Includa teams may not always be aware of. She has hired multiple staff to cover the needs in the area, which we are always grateful for. Any member served by them has only had good things to say. Supportive Home Care (SHC) is very difficult in this area and it is great to have Pastorino—that makes our jobs a little bit easier!



(L to R) Dave and Jennifer Pastorino, Pastorino Family Care Agency; Baraboo Member Support Manager Kristy Weber, Includa.

Sparta Cab

Transportation provider Sparta Cab of Sparta, Wisconsin, was nominated for the Q4 PROPs award by La Crosse Transportation Coordinator Lisa Kolman. Her nomination states:

Jeff works well to assist with rides that are sometimes above and beyond. He is always willing to readjust his schedule to try and help me with rides for our members. One example of going above and beyond occurred one day when I needed to get a member to have a TB test done within a couple of hours due to an emergency placement change. Jeff rearranged his schedule to accommodate this, then when he took the member to the guardian's home, the guardian was not home and so he sat with the member in his car for about 25 minutes waiting for the guardian to arrive. Another example: We had a member who went out of state with his AFH provider. He broke his hip and ended up being left at the hospital after surgery as the AFH provider had to get back. Jeff arranged one of his drivers to go and get this member when he was ready for discharge and bring him back home. This trip was between 8-10 hours away.

Other providers that were nominated for Q4 included:

Bay Mobility and Nicolet Staffing.



(L to R) Includa Mobility Program Manager Chris Poradish and Transportation Coordinator Lisa Kolman; Owner Jeff Klein and his son Jeffery Klein of Sparta Cab; Includa Care Management Support Manager Jason Schmitz.

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

New Restrictive Measures Guidelines and Standards from DHS

The Wisconsin Department of Health Services (DHS) has published new Restrictive Measures Guidelines and Standards. The new document is available via this link: www.dhs.wisconsin.gov/publications/p02572.pdf.

Provider Contract Updates: Appendices C, D, and E

Three appendices to the Inclusa provider subcontract have been updated. *Appendix C: Insurance Coverage Minimums* applies to all providers. *Appendix D: Residential Rate Methodology* and *Appendix E: Room and Board Rates* affect residential providers only.

Appendix C – Provider Insurance Coverage Minimums

Inclusa recently conducted an internal review of the insurance levels required for all contracted providers. Based on that review, Inclusa has made a revision related to umbrella insurance. Previously Inclusa required \$1 million in umbrella coverage for all non-residential providers with 25 or more employees, as well as for all Community-Based Residential Facilities (CBRFs), Residential Care Apartment Complexes (RCACs), and corporate Adult Family Homes (AFHs).

Effective immediately, Inclusa will no longer require umbrella coverage, though it will still be strongly recommended. The purpose of umbrella coverage is to protect the provider from catastrophic claims that exceed typical insurance coverage, or claims that may be excluded by other liability policies.

Provider action needed: No action is required by providers related to this change.

Appendix D – Residential Rate Methodology

Each year, Inclusa conducts a thorough review of the Inclusa Residential Rate Methodology (RRM) to ensure rates are effective in meeting the needs of our members and providers. In November 2019, the *Appendix D: Residential Rate Methodology*, updated for 2020, was sent to all residential providers. Providers were required to review and accept this information by 1/1/2020, either by electronic signature via an online survey tool, or by returning a signed copy via email, fax, or postal mail.

Provider action needed: If you have not yet submitted a signed Appendix D, please do so as soon as possible to ensure that we have your signature on file as part of your contract with Inclusa. Please contact Inclusa Provider Relations at ProviderRelations@inclusa.org or 1-877-622-6700 (select Option 2, then Option 3), for further assistance.

Appendix E – Room and Board Rates

Inclusa is updating 2020 Room and Board rates effective April 1, 2020, to reflect 2019 Wisconsin/U.S. Department of Housing and Urban Development (HUD) rates. The change is being made to ensure compliance with the Wisconsin Department of Health Services 2020 Family Care contract, which directs us to use the prior year's HUD rates in calculating Room and Board. A revised Appendix E (dated 2/25/2020) with additional language and

updated rates was sent to residential providers on 2/28/2020.

Please note that even though a location's *monthly* room and board rate may not be changing, all 2020 daily rates have changed to reflect the leap year of 366 days. As a result, **all existing room and board authorizations will be end-dated effective 3/31/2020 and new authorizations will be created effective 4/1/2020.** The new authorizations will also reflect an adjustment for subsidies if the criteria outlined in Appendix E apply to the member's situation.

Provider action needed:

- Please **review the rates that apply to your location(s).**
- Be sure to access the Inclusa Provider Portal to **confirm new authorization numbers for dates of service on and after 4/1/2020**, prior to submitting your claims to WPS.

If you have questions about the new rates, please contact Provider Relations at 1-877-622-6700 (select Option 2, then Option 3) or ProviderRelations@inclusa.org. Questions regarding room and board authorizations or claims issues should be directed to the Residential/CSL/NH/Therapy Authorization and Claims Support team at ACS-Residential-CSL-NH-Therapy@inclusa.org, or 1-888-544-9353, Option 6.

Member Rights Education Refresher for Providers

To make sure all providers are aware of and able to ensure the protection of member rights, we added language to the Inclusa provider subcontract in 2019 which directs providers to become informed about these rights via resources located on our website [Providers/Resources](#) page. These resources are in place to make sure all providers are educated about the rights of Inclusa members.

As a reminder, the subcontract language reads as follows:

VIII. D. PROVIDER shall be informed of member rights to ensure they remain protected.

PROVIDER can find a full description of member rights under Resources on the Providers tab of PURCHASER'S website at www.inclusa.org or directly by

clicking the following link: <https://mk0includa6aat4i4ua2.kinstacdn.com/wp-content/uploads/Rights-and-Responsibilities-Handbook-Excerpt.pdf>.

Member rights information is also located in Chapter 8 of the Member Handbook, found on the Members & Family tab of PURCHASER's website.



DEMENTIA Did You Know?

Cognitive Screening & Testing

Early recognition of changes in cognition is extremely important. According to the **Alzheimer's Association**, identifying changes in cognition early gives a person better options for the future, time to develop relationships that can positively impact future care, and the opportunity to prepare family and caregivers better.

So, what is **cognition**? The U.S. National Library of Medicine **MedlinePlus**® tells us that cognition is a “combination of processes in your brain that is involved in almost every aspect of your life. It includes thinking, memory, language, judgment, and the ability to learn new things.”



Cognitive screening is an important first step to determine if more testing is needed. Includa values and promotes cognitive screening for our members. It helps us support members sooner and better. Please review Includa's Cognitive Assessment Clinical Practice Guideline (CPG) on the **Clinical Practice Guidelines** page of our website Providers/Resources section.

Cognitive testing is the next step to further evaluate cognition and identify if there is cognitive impairment. Cognitive testing does not tell us the cause of the impairment but does tell us that we need to learn more about why there is cognitive impairment. There are many causes for cognitive impairment, including some that are reversible, like infection or side effects from medication. Alzheimer's disease or other types of dementia may also be a cause. More specific testing is completed to determine why there is impairment and decide on next steps.

If you think a member may be experiencing changes in their cognition, please contact the member's Community Resource Coordinator (CRC) or Health and Wellness Coordinator (HWC) to discuss if cognitive screening may be needed.

References:

Alzheimer's Association (2020). Cognitive Assessment.

www.alz.org/professionals/health-systems-clinicians/cognitive-assessment

U.S. National Library of Medicine (2020). Cognitive Testing.

medlineplus.gov/lab-tests/cognitive-testing

WPS Provider Portal Update

WPS is excited to announce that they have made modifications to the WPS Provider Portal pages for Family Care providers. Providers that are registered for the WPS Provider Portal can view their members' enrollment, claim status, payment remittance advices (PRAs), and now, authorization detail for their Tax ID. Simply log in to your account to take advantage of these features.

- For details on registration and the new features of the WPS Provider Portal, visit the Family Care Groups page at www.wpshealth.com/resources/provider-resources/family-care-groups.shtml

- Scroll down on the Family Care Groups page and click the arrow next to Includa for a variety of claims filing resources and contact information specific to Includa providers.
- To log in to the WPS Portal go to www.wpshealth.com/providers/index.shtml.

Should you need further assistance with registration or using the new WPS Provider Portal features, please contact the WPS / Family Care Contact Center at 1-800-223-6016 (8:00 a.m. – 4:30 p.m., M-F).

Choking Prevention Course Now Available on the Provider Learning Management System

Inclusa has received the validation report from MetaStar for our 2019 Performance Improvement Project (PIP) regarding choking prevention, which was a continuation of the 2018 PIP. MetaStar reviews final PIP reports to determine which areas have been met, partially met, or not met. We are happy to announce that we have met all areas listed, with the exception of two partially-met areas. These were two areas that we were able to improve upon from 2018 to 2019.

As part of our PIP, Inclusa developed a choking prevention course which is now available to providers through the Provider Learning Management System. The training is approximately one hour in length and focuses on choking prevention. As part of continuous improvement efforts, we recommend the course for anyone who provides direct care, food preparation and/or dietary workers, and individuals who write member Individual Service Plans (ISPs). After successful

completion of the course and a passing score of at least 80%, a certificate for one hour of Continuing Education credits will be awarded. Certificates will be emailed on a quarterly basis to individuals who complete the course. Please visit the Provider Learning Management System at <https://providerlearning.inclusa.org> to view the course (Note: the Chrome web browser works best). You will need to create a Username and Password, if you haven't already done so. Thank you again to all providers who participated in our 2018 and 2019 PIPs!

If you have any questions, please feel free to reach out to qualityinnovation@inclusa.org.

Thank you for all that you do for our members!

Authorization and Claims Support Teams

Inclusa is always looking at ways to improve the level of customer support our providers receive to ensure you have the best experience possible—one that not only satisfies your needs or concerns in a timely and efficient manner, but also an experience that results in a more productive use of your valuable time.

By directly contacting the Authorization and Claims Support (ACS) team who supports the service types you provide to our members, you will be connected with staff who are knowledgeable in those specific service areas. We look forward to the opportunity to support you.



Inclusa Authorization and Claims Support

Transportation-Employment Support Team

Email: ACS-Transportation-Employment@inclusa.org
Phone: 1-888-544-9353, ext. 4

DME-DMS-OTC Support Team

Email: ACS-DME-DMS-OTC@inclusa.org
Phone: 1-888-544-9353, ext. 5

Residential-CSL-NH-Therapy Support Team

Email: ACS-Residential-CSL-NH-Therapy@inclusa.org
Phone: 1-888-544-9353, ext. 6

SHC-SDS-Home Health Support Team

Email: ACS-SHC-SDS-HomeHealth@inclusa.org
Phone: 1-888-544-9353, ext. 7

Claim Submissions for Late Authorization Entry

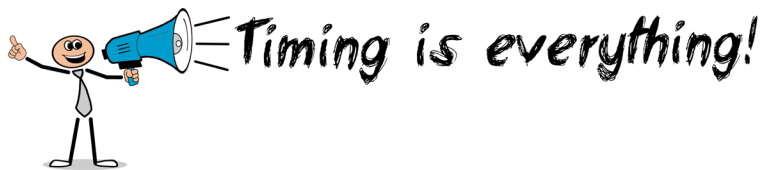
A POSSIBLE EXCEPTION TO INCLUSA APPEAL GUIDELINES

Should you appeal a claim that is past timely filing? As reported in the **November 2019 Provider Partners** newsletter, Includa Authorization and Claim Support (ACS) staff began adding language to the Authorization Note field when an authorization was created beyond or near the 90-day timely claim filing limit. (See the sample note to the right.) The intention of adding these notes is to assist providers with submitting claims, potentially without the need to submit a claim appeal. Claims can be sent directly to the team that is mentioned in the note. Not having to submit a formal appeal will greatly improve your claim payment turnaround time.

Remember: As a rule, you should always read the Authorization Note field; however, it is even more important if the created date is well after the effective date of the service you are providing.

Sample Authorization Note

PROVIDER: This authorization was created beyond/near our 90-day TIMELY FILING LIMIT for dates of service **/**/****. Therefore, Includa 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 90-day timely filing limit** to Includa at ACS-*****@includa.org within 30 days of date authorized or call 1-888-544-9353, option** for assistance. Claims that are within the 90-day timely filing limit from the date of service (or 90 days from Medicare/other insurance remittance date) must be submitted to WPS. Thank you.



Contact Information

Includa General

Member-Related Questions, Authorizations

Phone: 877-622-6700

Email: info@includa.org

Web: www.includa.org (See the Providers menu for additional provider resources)

Includa Provider Customer Service

Includa Portal and Authorization & Claims Support

Phone/Email: We have service-specific support teams to assist you! Find contact information for your team at www.includa.org/providers/claims-billing or call 888-544-9353.

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

Includa Provider Relations

Contracting, Scopes of Service

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

Email: ProviderRelations@includa.org

Web: www.includa.org/providers/contracting

