



Provider Partners

June 2020



Thank you for your ongoing dedication and provision of quality services and support for Inclusa members during the COVID-19 pandemic. We are grateful for your efforts and partnership, especially during these challenging times. We continue to update our Inclusa website with information from the [Department of Health Services \(DHS\)](#) and the [Centers for Disease Control and Prevention](#), as our primary sources for health care guidance.

With the lifting of Wisconsin's Safer at Home Order, we recognize many of you are evaluating how to re-open your business while also ensuring these measures do not further the spread of COVID-19. The safety and well-being of our members and providers remains Inclusa's top priority. DHS continues to add [COVID-19 updates and resources](#) to their website, including current safety recommendations for long-term care facilities. Please consult the [COVID-19: Long-Term Care Facilities and Services](#) page for ongoing guidance regarding visitation of residents by family members.

**From the bottom of our hearts,
thank you for all you do.**

— Inclusa Community Resources and Provider
Relations Department

Inclusa Commits to Justice on World Elder Abuse Awareness Day - June 15, 2020



The [International Network for the Prevention of Elder Abuse](#) and the [World Health Organization](#) launched the first [World Elder Abuse Awareness Day](#) on June 15, 2006 to unite communities around the world in raising awareness about elder abuse.

Working together, we can prevent elder abuse from happening. Together we can renew our commitment to justice and create a sturdy structure of support that will benefit us all as we get older.

Every year an estimated 1 in 10 older Americans is a victim of elder abuse, neglect, or exploitation. And that's only part of the picture: Experts believe that elder abuse is significantly under-reported, with as few as 1 in 14 cases of elder abuse coming to the attention of authorities.

So, what can we do? The good news is plenty! We can:

- Design and equip community centers as intergenerational spaces that allow older people to build relationships and fully participate in their communities.
- Improve transportation to reduce social isolation and adjust systems so we can continue to move throughout our communities as we age.
- Find innovative ways to coordinate the teams, agencies, and programs that support older people.
- Develop programs to educate families and professionals working with older adults on ways to prevent isolation, spot the warning signs of abuse, and address abuse or neglect.

Together we can strengthen supports, reduce social isolation, protect elders against abuse, and build communities that live up to the promise of justice for all.

To learn more visit the [National Center on Elder Abuse](#) or [#WEAAD](#).

2020 Residential Outcomes Available

Inclusa's 2020 Residential Outcome Payment opportunities are now available to eligible providers! We understand the challenges you may be facing due to the pandemic and recognize some providers may be looking for alternative and creative ways to support members of our more vulnerable population while remaining at home. As noted in the *Provider Partners April issue*, we have made specific modifications and adjusted timelines to allow for more flexibility within each area of focus, as well as built in additional project resources to better support you in whatever your situation may be right now.

We have taken into further consideration the initial application deadline for the Quality Improvement Outcome and have extended it to June 30th to allow more time for project plan development. Please see the 2020 project calendar below.

As always, Residential Outcome Payments are tied to Inclusa's Residential Rate Methodology as an additional payment opportunity for providers who meet established outcomes within each project area. The 2020 projects will place a greater emphasis on member outcomes, specifically in the areas of Competitive Integrated Employment and Community Living. All residential providers were sent a full project announcement via email from Provider Relations at the end of May.

Please check out further details on 2020 Residential Outcome Payment Opportunities at: www.inclusa.org/providers/resources/residential-outcome-payments/. Questions regarding the 2020 Outcome Payment opportunities can be sent to innovation@inclusa.org.

2020 Residential Outcome Payment Project Calendar



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. If further flexibility is needed please contact innovation@inclusa.org.

Adult Family Home Use of Remote Support During COVID-19 Emergency

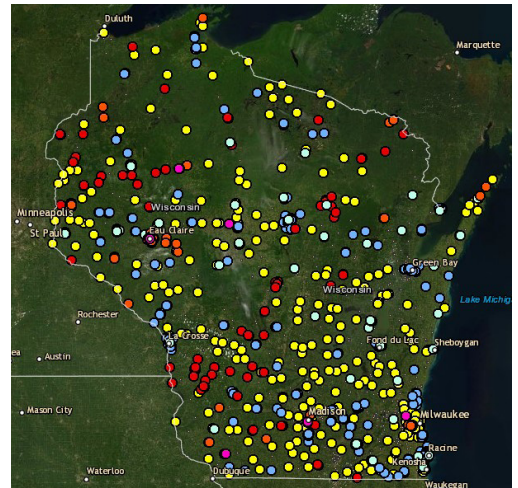
During the COVID-19 public health emergency, regulated adult family home (AFH) providers in Wisconsin can apply for a temporary variance of Wisconsin regulatory code to use remote support providers. Remote support (RS) is the provision of supervision and support to residents living in an AFH setting by means of two-way, live communication made possible by equipment that is installed at the facility and operated by a remote support provider who is not physically present in the AFH.

The variance is for use of RS while the public health emergency declared by Governor Evers in Executive Order #72 remains in effect and for up to 30 days from the end of the emergency. For guidance on how to apply for a temporary variance, see the DHS Division of Quality Assurance (DQA) [Memo 20-006](#). All DQA memos can be viewed at www.dhs.wisconsin.gov/dqa/memos/.

In addition to providing critical support during the emergency period, the use of remote supports in this temporary situation can offer valuable opportunities to learn how remote services can help address the shortage within the current labor force as we move beyond COVID-19. Inclusa has a strong interest in exploring and expanding the use of technology in long-term care services and would appreciate hearing from providers about their experiences related to the use of remote supports. Please share your stories with us by forwarding a message to innovation@inclusa.org.

Looking for Wi-Fi?

Go to maps.psc.wi.gov/apps/PublicWiFiLocations/ and click on the map or type an address to find public Wi-Fi locations in Wisconsin. You can click on the dots for details and tips for a specific location. This mapping tool is provided by the **Public Service Commission of Wisconsin (PSC)** and displays public Wi-Fi locations that have been self-reported by entities and individuals to the PSC.



Electronic Visit Verification (EVV) Implementation Delayed Due to COVID-19

In response to the COVID-19 pandemic, the Wisconsin Department of Health Services (DHS) is delaying the start of training and the “soft launch” date to begin using Electronic Visit Verification (EVV) for personal care services. A new timeline will be announced when it is available.

- Training previously scheduled to start in the summer of 2020 is delayed.
- The “soft launch” date previously scheduled for September 1, 2020, is delayed until further notice.

Inclusa continues to gather as much information as possible about the changes associated with EVV by attending DHS forums and informational sessions. As your partner, we will continue to stay up to date and communicate the new DHS timelines for EVV trainings, soft launch date, and hard launch date.

We encourage you to visit the DHS EVV web page (www.dhs.wisconsin.gov/evv/providers.htm) where you can explore the Frequently Asked Questions page, as well as sign up to receive emails from DHS regarding EVV forums and announcements.

Supported Employment Y Code Package Updates

A communication regarding updates to Y Code packages was shared with Inclusa Supported Employment providers on 3/10/2020. The contracts of those providers affected by the updates have been adjusted from 54 Y Codes, to six Y Code “Bands” with an effective date of 3/1/2020. We believe this adjustment will allow you to review your contract with greater ease. Please note that there is no change to your

billing practices as a result of the updated contract. You will continue to use the individual Y Codes as indicated in your authorizations when completing the billing spreadsheet. Please reach out to the Inclusa Employment & Community Connections team at crprec@inclusa.org if you have any questions about this information.

Resources from the Prevention & Wellness Workgroup

Depression

Depression is a common and serious mental health condition that does not discriminate. Depression can affect how you think and feel as well as how one manages daily tasks. Those who suffer from depression may also struggle with access to treatment. This can be attributed to symptoms of depression in conjunction with barriers that may include availability of providers and limited service locations.

Depression may be diagnosed if symptoms are present for at least two weeks, and symptoms vary depending on the individual. Not everyone with a diagnosis of depression will experience every symptom, and there are multiple types of depression diagnoses. Symptoms vary in severity and frequency depending on an individual's specific diagnosis. Depression is typically treated with medications and/or psychotherapy. One can also engage in other methods to assist with depression such as exercise, self-psychoeducation, setting realistic goals, spending time with others, etc.

Please take an opportunity to review the [*Depression Screening Clinical Practice Guideline*](#) on our website Providers/Resources page. More information regarding the signs and symptoms of depression, risk factors, and treatment and therapies can be found on the National Institute of Mental Health website: nimh.nih.gov/health/topics/depression.

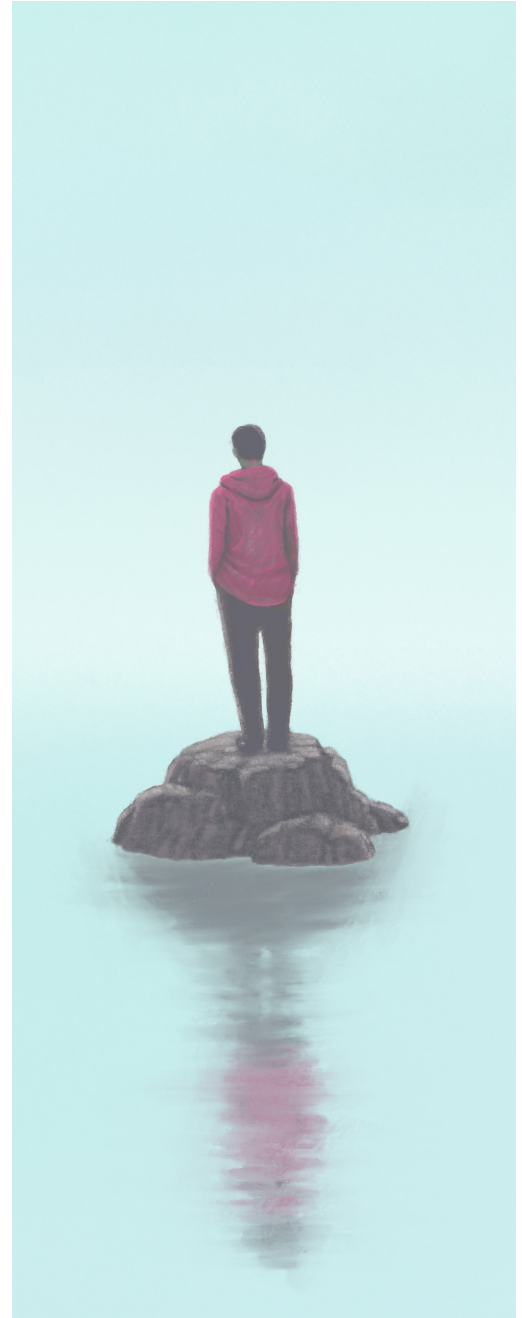
Alcohol Dependence and Misuse

We encourage you to review our Alcohol Dependence and Misuse Clinical Practice Guideline (CPG), which has recently undergone an internal review. The CPG provides Includa care teams with a standard process for conducting an alcohol screen, as well as information and tools needed to identify members with alcohol dependence and abuse and facilitate a referral to primary health care providers. The Assessment section describes behaviors that may indicate signs of alcohol misuse, abuse, or addiction.

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.

We know that times are very challenging right now and we want to THANK YOU for all that you do for our members to keep them safe and healthy!

— Includa Prevention & Wellness Workgroup



Virtual Learning Opportunities for Caregivers

The *Connecting Community and Caregivers Coalition* was formed to provide education and create awareness of local resources to caregivers, and includes Douglas, Bayfield, Ashland, Iron, Price, Rusk, Barron, Polk, Burnett, Washburn, and Sawyer counties in Wisconsin.

The Coalition's planned learning events were impacted by the pandemic, and creative minds on the coalition determined to not let COVID-19 prevent caregivers from getting needed support and resources, especially during these unusual times. Thus, the *Connecting Community and Caregivers: A Webinar Series* was born.

The first *Connecting Community and Caregivers* webinar series was comprised of three parts:

- Redefining Caregiving & Creating an Emergency Plan
- Preparing for a Telehealth Visit
- Community Resources for Caregivers

The webinars were recorded and may be accessed at [WITC Conferences and Events](#). While these sessions are geared toward the northwest corner of Wisconsin, all are encouraged to view with the hope they will inspire others to start something similar in their own communities. The coalition hopes to grow the webinars to incorporate additional learning opportunities for caregivers.

Remember, caregivers are people who help others do things that they cannot do on their own. Tasks can be big or small – but all caregiving tasks are important and valued.

This webinar series is hosted by Wisconsin Indianhead Technical College, and was planned with representatives who generously donated their time and expertise from the following networks/coalitions across northern Wisconsin: Douglas County Caregiver Coalition; Sawyer County Dementia Care Network; Aging Network of Ashland, Bayfield, and Iron Counties; Connecting Community and Caregivers Coalition; Five County Regional Caregiver Coalition (Polk, Burnett, St. Croix, Dunn, Pierce); Rusk County Dementia Coalition; Regional Caregiver Coalition of Barron, Rusk and Washburn Counties.

Use of Misconduct Incident Reporting System (MIR) Now Mandatory for All Providers Regulated by WI DQA

The Misconduct Incident Reporting (MIR) system is a secure, web-based system for submitting Misconduct Incident Report (F-62447) forms as required by Wisconsin regulations. Use of this system is now mandatory for all provider types regulated by the Wisconsin Department of Health Services (DHS), Division of Quality Assurance (DQA) to submit allegations of caregiver misconduct.

- Consistent with prior notifications, **as of 5/1/2020**, all **DQA-regulated Community Based Residential Facilities, Adult Family Homes, and Residential Care Apartment Complexes** must use the MIR system to report allegations of caregiver misconduct.
- **As of 6/1/2020**, mandatory use of the MIR system is required for **all other provider types regulated by the DQA Bureau of Health Services**.



CONNECTING COMMUNITY AND CAREGIVERS: A WEBINAR SERIES

June is Elder Abuse
Awareness month.
Learning opportunities
like these can promote
awareness!

For more information about how to sign up for and use the MIR system, go to the [DHS Caregiver Misconduct Reporting and Investigating Requirements](#) web page and expand the Misconduct Incident Reporting (MIR) system section. This section also contains a link to [access the MIR system](#) once you have set up your account.

If you have questions regarding the MIR system, please contact HelpDesk@wisconsin.gov or 608-261-4400 (toll free 1-866-335-2180).

Electronic Signature Reminders and Tips

As reported in the **February issue** of *Provider Partners*, Inclusa uses the Adobe Sign system for obtaining provider signatures on rate agreements and other contract documents. When using Adobe Sign to electronically sign the documents we send you, please keep the following in mind:

- You do not need an account with Adobe Sign to sign documents electronically.
- You can use a computer, smartphone, or tablet to sign documents electronically—any device that allows you to access a browser.
- It is not necessary for you to provide a “scanned” signature.
- With Adobe Sign, the electronic software ensures the signature is verified and that the document cannot be modified.
- There is no need for you to email Inclusa separately once you have electronically signed a document. We receive the information automatically and will countersign the document and return a copy to you.
- The countersigned document is sent to you via email, and you are then able to download and print the fully executed document for your records.
- You may delegate the signing task to another individual in your organization. One way to do this is to use the Delegate link at the bottom of the Adobe Sign email.

Finding Your Adobe Sign Email. When we send you documents for electronic signature, the email you receive from us may appear to be from “Inclusa EchoSign.” Depending on your internet service provider, these emails may be directed to your junk or spam folders. We encourage you to check these folders regularly, especially if you are expecting documents from us that require signature.

If you can’t find the initial email, please contact us and we’ll be happy to send a reminder message.

Finalizing Your Signature. After you have completed all required fields, the Click to Sign button becomes available. Clicking this button automatically sends the document back to Inclusa for countersignature. *Note:* Phones or tablets may have slightly different instructions such as “Finish” and “Tap to Sign” instead of “Click to Sign.” You do have the option to download the document with your signature at this point, but please do not print and email the document to Inclusa.

For assistance with Adobe Sign, please contact Inclusa Provider Relations at 1-877-622-6700 (select option 2, then option 3) or ProviderRelations@inclusa.org.



Inclusa Provider Portal Enhancements

Updates have been made to the **Inclusa Provider Portal** authorization page, as well as the authorization report exports in Excel and CSV formats. As a result:

- You are now able to search by procedure code and authorization ID.
- The SPC code and description have been replaced by the procedure code and description.
- You can now view who in your organization confirmed the authorizations.
- The names and contact information of a member’s Care Team (Community Resource Coordinator [CRC] and Health Wellness Coordinator [HWC]) are now included in the Excel and CSV authorization report extracts.

We hope these enhancements to the Inclusa Provider Portal provide valuable new functionality for your day-to-day operations. Please contact your **Authorization and Claims Support Team** if you need assistance.

Claim Submission Requirement Changes for Enteral Feeding Supplies Effective for DOS 4/1/2020 and Forward

In March 2020, the Wisconsin Department of Health Services introduced a new coverage policy for enteral nutrition formula and enteral feeding supplies to improve and increase member access and to reduce administrative burden to providers. The coverage policy changes are effective for dates of service (DOS) on or after April 1, 2020, and are specified in [ForwardHealth Update 2020-10](#).

The new coverage policy includes claim submission requirement changes for enteral feeding supplies. Here are a few of those changes, and impacts on submitting claims to Inlusa:

Feeding Tube Extensions

- Reimbursement for feeding tube extensions will be included with the rate for the enteral nutrition supply kits (B4034-syringe kit, B4035-pump kit, and B4036-gravity kit).
- Inlusa will no longer separately reimburse for HCPCS code B4088 with modifier 22 (Gastrostomy/jejunostomy tube, low-profile, any material, any type, each).
- The reimbursement for enteral nutrition supply kits has been adjusted to account for modifier submission changes.

NOTE: We are unable to authorize an alternate code of B9998 for extensions as they are included in the Enteral Supply Feeding Kits. Wisconsin Medicaid Quantity Allowable is 35 per month for the enteral supply kit.

Low-Profile Gastrostomy/Jejunostomy Feeding Tube

- **Providers should use HCPCS code B4088 without modifier 59.** Inlusa will no longer reimburse for HCPCS code B4088 with modifier 59.
- The reimbursement for B4088 has been adjusted to account for modifier submission changes.
- Providers may refer to the fee schedule for maximum allowable fee information. Wisconsin Medicaid Quantity Allowable is two per month.

Syringes for Medication Administration

- Syringes used for the purposes of medication administration through a feeding tube are reimbursed separately from the enteral feeding supply kit.
- For example, ENFit syringes may be billed using HCPCS code A4322 (Irrigation syringe, bulb, or piston, each) on the same DOS as an enteral feeding supply kit.


Please see ForwardHealth Update 2020-10 for more information (www.forwardhealth.wi.gov/kw/pdf/2020-10.pdf).

Corrected Claim Process

If a correction is needed on a previously paid or partially paid claim, a Family Care **WPS Corrected Claim Form** must be mailed to WPS Health Insurance within Inlusa's timely filing limit. If a provider does not use the WPS Corrected Claim Form, the claim will be sent back with a notice and a copy of the form that must be used.

Reminder: a submitted claim that was rejected in full and resulted in a zero payment should be resubmitted to WPS as a new claim after the necessary corrections have been made. Full claim denials should not be submitted on the WPS Corrected Claim Form. The claim must be submitted as a new claim.

Please refer to the **Corrected Claim Form Tip Sheet** for the types of corrections that must be mailed to the WPS Health Insurance address on the WPS Corrected Claim Form. The form and tip sheet are available on our website Provider Claims and Billing page at www.inlusa.org/providers/claims-billing/, as well as the Inlusa Provider Portal Resource page, providerportal.inlusa.org/Resources.




WPS CORRECTED CLAIM FORM

(ONE CLAIM PER FORM)

THIS FORM CAN ONLY BE USED FOR CORRECTIONS TO PAID OR PARTIALLY PAID SERVICES – IF CLAIM WAS DENIED IN FULL, SUBMIT AS A NEW CLAIM TO WPS

Claims denied in full for reason code as duplicate, please contact the appropriate WPS Contact Center listed below for resolution.

BILLING PROVIDER NAME:	
TAX ID (EIN or SSN):	



CORRECTED CLAIM FORM TIP SHEET

*****DO NOT SUBMIT A CORRECTED CLAIM IF THE ORIGINAL CLAIM WAS DENIED IN FULL*****

This form can only be used with claims paid in full or partially paid claims.

Field Name	Information to include
Billing Provider Name	Billing Provider Name

If you need assistance with corrected claims, please contact the WPS/Family Care Contact Center at 1-800-223-6016 (8:00 a.m. – 4:30 p.m., M-F).

Partial or Denied Claim Payments and Filing Appeals

Providers with questions regarding partial payments or denial of claims should first contact the WPS Family Care Contact Center at **1-800-223-6016** (8:00 am – 4:30 pm, M-F).

If WPS is unable to assist you, please contact the Inclusa Provider Claim Appeals Team:

- Email: providerclaimappealandaudit@inclusa.org
(please use secure email if you are including member information)
- Phone: 1-888-544-9353, option 8

Your concerns will be reviewed and forwarded to your Authorization and Claims Support (ACS) Team for further support if necessary.

If the Inclusa Provider Claim Appeals Team determines that your claim(s) processed correctly and you are not in agreement with this determination, you may file a formal appeal using the Inclusa Claim Appeal Submission Form. If you are dissatisfied with our decision after Inclusa responds, or if we fail to respond to your appeal within 45 calendar days, you have the right to appeal to the Wisconsin Department of Health Services (DHS).

The Inclusa [Claim Appeal Submission Form](#) and [Claim Payment Appeals Process](#) are available on our website Provider Claims and Billing page at www.inclusa.org/providers/claims-billing/, as well as the Inclusa Provider Portal Resource page at providerportal.inclusa.org/Resources.

Important: Please do not file an appeal with DHS prior to filing a local appeal with Inclusa.

Contact Information

Inclusa General

Member-Related Questions, Authorizations

Phone: 1-877-622-6700

Email: info@inclusa.org

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

Inclusa Provider Relations

Contracting, Scopes of Service

Phone: 1-877-622-6700 (select Option 2, then Option 3)

Email: ProviderRelations@inclusa.org

Web: www.inclusa.org/providers/contracting

Inclusa Provider Customer Service

Inclusa Portal and Authorization & Claims Support

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

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

