



*Building vibrant and  
inclusive communities*



## Provider Partners

August 2020

*we're all in this*  
**TOGETHER**

Thank you for your ongoing support of Inclusa members during the coronavirus (COVID-19) pandemic. The duration of this global health crisis has been longer than any of us could have anticipated, and we appreciate your continued efforts. Inclusa will continue to provide updates from the [Wisconsin Department of Health Services](#) (DHS), the [Centers for Disease Control and Prevention](#) (CDC), and any other relevant and reliable sources. Please visit our website [COVID-19 Home](#) page for updates, and check us out on social media.

For an overview of some of the work we have been doing to address the challenges of this unprecedented event, see "Inclusa's Response to the COVID-19 Pandemic" on page 2.

## Two Providers Recognized with Q1 PROPs Awards

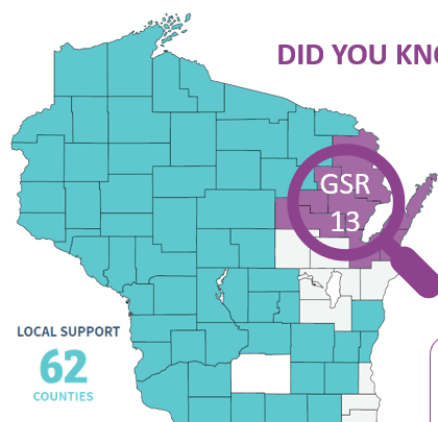
The Inclusa Provider Recognition - Outstanding Performance (PROPs) program recognizes providers for outstanding, "going above and beyond" performance. For the first quarter of 2020 (Q1), we received six provider nominations from Inclusa care teams throughout the state. Our cross-departmental review committee has chosen Northwoods Assisted Living (Bruce, Wis.), and Our House Senior Living (Chippewa Falls, Wis.), for the 2020 Q1 PROPs awards.

**Northwoods Assisted Living - Bruce** was nominated by Member Support Manager Katrina Wember. In late January the Inclusa Ashland office received an Urgent Services Referral for our member through Iron County Adult Protective Services (APS). This young woman with a diagnosis of autism was reported as being mostly non-verbal and dependent on others for all her care needs. She was reported to be isolated in her home, entertained with snacks, TV, and video games, with minimal exposure to the outside world, including medical care. She was being cared for by a family member with substance abuse and mental health challenges, and there were significant health and safety issues in the home. Due to this situation APS removed her from her home. Sheryl from Northwoods Assisted Living agreed to accept the member into her home under a respite stay. After the respite stay ended, the member moved to another setting for long-term supports. Inclusa staff reported that Northwoods did an excellent job preparing the member for this transition and working with the new provider. The member is now doing great, and better than everyone expected. We are so grateful to Northwoods for what they did for our member.

**Our House Senior Living - Chippewa Falls** was nominated by Community Resource Coordinator Ashley Mielnik. In February, an Inclusa member who lives at home with his wife (who is his primary caregiver) was in need of respite care on short notice after going to the emergency room for chest pain. Mielnik contacted Our House Senior Living, where the member had completed his most recent respite stays. The Our House Senior Living Director, Amanda, responded quickly, coordinating the member's immediate stay with the one room they had left open for the weekend. Amanda was patient, understanding, and willing to be flexible and accommodating to help both the member and his wife. The member was able to spend the weekend at Our House while his wife rested and recovered, and he was able to return home on Monday.



Northwoods Assisted Living Staff



**DID YOU KNOW?** Inclusa completed a successful expansion into the Geographical Service Region 13 counties of Brown, Door, Kewaunee, Marinette, Menominee, Oconto, and Shawano in first quarter 2020. It definitely “took a village” and we have an amazing group of people that supported the efforts. Here are the details:

## The Numbers



## Inclusa's Response to the COVID-19 Pandemic

For more than 20 years, Inclusa has lived the vision of empowering people to explore and achieve life's possibilities. This enduring vision has guided us in facing the difficult challenge of responding to the coronavirus (COVID-19) pandemic. As a healthcare organization, we have a significant social responsibility to assure the well-being of the 15,000 members we support, their direct service providers, our colleagues, and many other community partners.

Our hearts go out to the people who have been affected by this unprecedented event and we truly appreciate the healthcare workers, local communities and agencies, and governments around the world who have been on the front lines working to support and contain the pandemic.

We want to share with you some highlights of our response to the coronavirus pandemic. Please know that we continue to vigilantly monitor the COVID-19 situation around the clock and have precautions in place to ensure we do everything possible to reduce risk and support the health and safety of members, providers, colleagues, and others with whom we work collaboratively.

- Our website [COVID-19 Home](#) page contains news and resources, and links to specific sections for Providers and Members & Families.

- Inclusa has a dedicated group of colleagues that meet regularly to focus on business continuity efforts to ensure our commitment to superior delivery of supports and services continues uninterrupted. We have developed a comprehensive COVID-19 incident response process, including a Public Emergency Support Team, to provide support to impacted stakeholders during a period of crisis.
- We are following the guidance of the federal [Centers for Disease Control and Prevention](#) (CDC) and the [Wisconsin Department of Health Services](#) (DHS), alongside our collaborative work with [local public health agencies](#) across Wisconsin, to ensure a coordinated response to the coronavirus outbreak and safe reopening of the state.
- We have begun conducting limited in-person/face-to-face meetings (e.g., with members and providers) and continue to use alternative communication and meeting methods as appropriate to support ongoing interaction and support, in alignment with recommendations set forth by DHS.
- Inclusa distributed short-term COVID-19 relief funding to providers in the spring to reduce the financial strain many providers were experiencing due to a loss of revenue or a significant increase in operating costs. We continue to work collaboratively with providers to identify and support access to other emergency funding opportunities.

(continued on page 3)

## Inclusa's Response to the COVID-19 Pandemic (continued)

- In support of reducing the risk of transmission, not only to Inclusa members and providers but to our fellow colleagues and the communities we call home, **as of July 20th, Inclusa requires the use of cloth face masks for:**

- **All Inclusa colleagues** when interacting face-to-face on behalf of Inclusa with members, colleagues, providers, and community members or when visiting an Inclusa office.
- **All visitors to Inclusa offices.** Signs are posted on the entrances of Inclusa offices indicating that all visitors must wear a mask. If a visitor does not have one, the expectation is that they do not enter the building. The visitor should call to make arrangements to receive one if they do not own a mask (each office has a limited supply of back-ups), or, they should retrieve their own mask and return to the office.

- Our office locations across Wisconsin remain open by appointment only until further notice.

Inclusa will continue to partner with our providers to ensure the stability and sustainability of our exceptional provider network. While operations may look different—and vary by region—as we respond to this evolving situation, please rest assured that our commitment to our members, providers, colleagues, and community partners remains the same. We're all in this together.



## Residential Outcome Payments Reminder

Residential Outcome Payment opportunities for 2020 continue to be available for eligible providers! Outcome Payments are part of Inclusa's Residential Rate Methodology and allow residential providers to receive an additional payment when meeting certain criteria designed to promote member success. Below is a brief breakdown of the current opportunities available. For more information on Residential Outcome Payments please visit: [www.inclusa.org/providers/resources/residential-outcome-payments](http://www.inclusa.org/providers/resources/residential-outcome-payments).

**Community Living:** Applications can be submitted anytime throughout the year before **December 1, 2020**, indicating your willingness to work closely with a member to identify areas they would like to learn more about or enhance their existing skills and abilities. Together you will utilize a series of resources designed to support the member in becoming more comfortable and confident in areas related to daily living.

**Competitive Integrated Employment:** Within this outcome, providers will work closely with members to develop a plan and complete various activities focused on finding a job in the community and/or keeping their job if they are already working.



**Quality Improvement:** The application process is now closed for this outcome opportunity. For those providers that are participating within this outcome, please be sure to continue to update your current project plan using the templates provided. The updated templates can then be submitted as your first Progress Report, which is due by the deadline of **October 1, 2020**.

## New Provider Portal Feature “Forgot your username?”

As an Inclusa Provider Portal user, you are now able to enter an email address to retrieve your username. Once you select the “Forgot your username?” link, simply enter the email address that is registered on your portal account and your username will be sent to you by email.

NEW





## DEMENTIA Did You Know?

### Remembering Auguste Deter

Did you know that the first person to be officially diagnosed with Alzheimer's Disease was a German woman named Auguste Deter? Born in 1850, she first showed symptoms in her early 50s, which included memory loss, trouble sleeping, and problems with language and writing. She moved to an institution and met Dr. Aloysius Alzheimer, a German psychiatrist and neuropathologist. He tried to understand what was happening with Auguste, as she could not recall her husband's name or would eat one thing and think it was something else (for example, she would eat pork but say she was eating spinach). It is noted that she would often state, "I have lost myself, so to say." In the evenings her condition seemed to deteriorate even further, her speech even more confused, and she often woke up screaming in the middle of the night. After Auguste's death in 1906 at age 55, Dr. Alzheimer examined her brain and first described the brain changes we now associate with Alzheimer's Disease.

So, this August we think of Auguste Deter and her contributions to what we now understand about this type of dementia: Alzheimer's Disease. To learn more about her life, visit:

[www.asccare.com/story-auguste-deter](http://www.asccare.com/story-auguste-deter).

In her honor, here are the 10 Early Signs and Symptoms of Alzheimer's Disease:

1. Memory loss that disrupts daily life.
2. Challenges in planning or solving problems.
3. Difficulty completing familiar tasks.
4. Confusion with time or place.
5. Trouble understanding visual images and spatial relationships.
6. New problems with words in speaking or writing.
7. Misplacing things and losing the ability to retrace steps.
8. Decreased or poor judgement.
9. Withdrawal from work or social activities.
10. Changes in mood or personality.

For resources on Alzheimer's Disease and other types of dementia, visit our website [Dementia Care Resources](#) page.

**ALZHEIMER'S DISEASE**

Talking with your doctor helps you and your family develop a plan for your care.

**TALK TO YOUR DOCTOR IF YOU EXPERIENCE SYMPTOMS, SUCH AS:**

- ☐ Memory loss getting worse
- ☐ Difficulty completing familiar tasks
- ☐ Confusion with time or place

NATIONAL CENTER FOR CHRONIC DISEASE PREVENTION AND HEALTH PROMOTION  
Division of Population Health

CDC

## Residential Provider Vacancy Reporting Program Update

It's been more than six months since the rollout of the Inclusa Residential Provider Vacancy Program. Time sure does fly! In early January, we began sending a weekly email message to residential providers (AFHs, CBRFs, and RCACs) requesting that they update their vacancy information. The message contains a link to the Inclusa **Residential Provider Vacancy** webpage where providers can update their information utilizing a survey or Excel form. Although reporting vacancy information is optional, we highly recommend doing so and want to encourage providers to update their vacancies using the Inclusa webpage.

Our thanks to the providers who have been providing us with vacancy information using this new program. We appreciate your partnership and willingness to assist Inclusa with maintaining an accurate vacancy listing, which will help optimize the services you provide and minimize the number of inquiries made by our organization to yours.

If you need to update your email address, want to opt out or change the contact person receiving email updates, or have questions about the program, please contact us at **[ResidentialProviderVacancy@inclusa.org](mailto:ResidentialProviderVacancy@inclusa.org)**.

## Nursing Home Authorization Annual Rollover Process

Each year we create new nursing home authorizations for our providers to coincide with the Wisconsin Department of Health Services fiscal year RUG rate schedule. As a result, existing Nursing Home authorizations have been end dated 06/30/2020 and new authorizations created effective 07/01/2020–06/30/2021.

Please remember to access your **Inclusa Provider Portal** account to confirm new authorizations prior to submitting claims for dates of service on and after 07/01/2020, **as your authorization IDs have changed**. Those providers who do not have portal accounts will receive new paper authorizations in the mail. Should you have difficulty accessing your new authorization IDs, please contact your Inclusa Authorization and Claim Support team at **[ACS-Residential-CSL-NH-Therapy@inclusa.org](mailto:ACS-Residential-CSL-NH-Therapy@inclusa.org)** or 1-888-544-9353, Option 6.

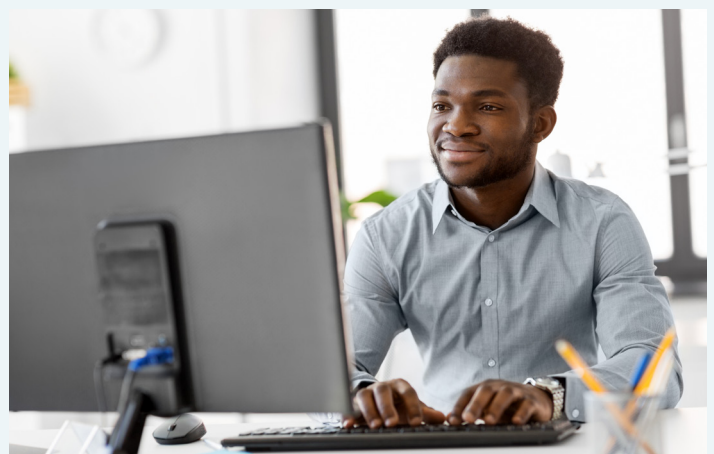
## Provider Incident Report Training: Online Course Now Available!

Inclusa providers currently respond to the following attestation as part of the Inclusa Subcontract Agreement: *Providers must attest that they have reviewed the Provider Incident Report PowerPoint Training located on the Inclusa.org website in the Provider Resources section. Provider also attests that they understand the contractual requirements of the training and will also educate all applicable staff working directly with Inclusa members.*

In the **September 2019** issue of *Provider Partners*, we shared that Inclusa's Provider Engagement Incident Report Training Committee was partnering with our Talent, Learning and Culture Department to support training opportunities for provider staff to view incident report training for their specific organization and obtain verification of completion.

We are pleased to announce that you can now access the Provider Incident Report Training course from our **Providers/Resources** page, or directly at **[providerlearning.inclusa.org](http://providerlearning.inclusa.org)**. This is an alternative to the current option to view the **PDF version of the training**, also located on our Providers/Resources page.

The Provider Incident Report Training course is located under the Contract Compliance category in the Provider Learning Management System (LMS). You will need to create a login if this is your first visit to the LMS. See the **LMS User Guide** (also on our Providers/Resources page) for more about how to sign up and navigate the system. If you need assistance, contact Tracy Clements at **[tracy.clements@inclusa.org](mailto:tracy.clements@inclusa.org)** or 608-785-3651.



# Coordination of Benefits Agreement (COBA) Process Implementation

## For our Medicare-Certified Providers

Effective October 1, 2020, Inclusa will no longer issue or require a prior authorization for secondary coverage when Medicare or other commercial insurance is providing primary coverage, consistent with Wisconsin Administrative Code. Please note, if Medicare or other primary insurance does not cover a service for which you are seeking primary coverage from Inclusa, all prior authorization requirements will still apply. Inclusa will provide updated language in the subcontract agreements of affected providers at the time of contract renewal.

Please stay tuned for more details, as the Wisconsin Department of Health Services (DHS) and WPS will be sending additional information to impacted providers. Additionally, Inclusa will begin targeted communications to affected providers in the near future.

If you have any questions regarding this change, please reach out to the Authorization & Claims Support Team for your service type. For support team details, see *Inclusa Provider Customer Service Claims & Billing* page.

## Contact Information

### Inclusa General

#### Member-Related Questions, Authorizations

Phone: 877-622-6700

Email: [info@inclusa.org](mailto:info@inclusa.org)

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

### Inclusa Provider Relations

#### Contracting, Scopes of Service

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

Email: [ProviderRelations@inclusa.org](mailto:ProviderRelations@inclusa.org)

Web: [www.inclusa.org/providers/contracting](http://www.inclusa.org/providers/contracting)

### Inclusa Provider Customer Service

#### Inclusa Portal and Authorization & Claims Support

Web: [www.inclusa.org/providers/provider-portal](http://www.inclusa.org/providers/provider-portal)

[www.inclusa.org/providers/claims-billing](http://www.inclusa.org/providers/claims-billing)

#### Transportation-Employment Support Team

Email: [ACS-Transportation-Employment@inclusa.org](mailto:ACS-Transportation-Employment@inclusa.org)

Phone: 1-888-544-9353, ext. 4

#### DME-DMS-OTC Support Team

Email: [ACS-DME-DMS-OTC@inclusa.org](mailto: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](mailto: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](mailto:ACS-SHC-SDS-HomeHealth@inclusa.org)

Phone: 1-888-544-9353, ext. 7

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