



Provider Partners

October 2020

DIVERSITY, INCLUSION & SOCIAL JUSTICE

Inclusa's mission statement contains the phrase, "...Inclusa proactively partners with others to build vibrant and inclusive communities that offer people dignity, choice, and connections." The tagline for our **Commonunity**® philosophy reads "fostering unity in the common good for all." We've long recognized that our communities are better, more vibrant places if we focus on inclusivity, being grateful for the gifts that every person has to offer, and unifying around those things that support the common good for all people. It's a good reminder to all of us just how important our work is in collaborating to support caring, welcoming, and inclusive communities. Our work is more important today than it has ever been.

Many times in life, we listen to and observe the world around us without sharing our voices. There are times, like those we are facing today, that push us to speak up for those colleagues, members, and others we partner with, whose voices are not generally heard or valued. As a society, we must do better. As an organization, we can and will continue to advocate for inclusion, equity, tolerance, and social justice. It is the only way forward.

– Mark Hilliker, CEO



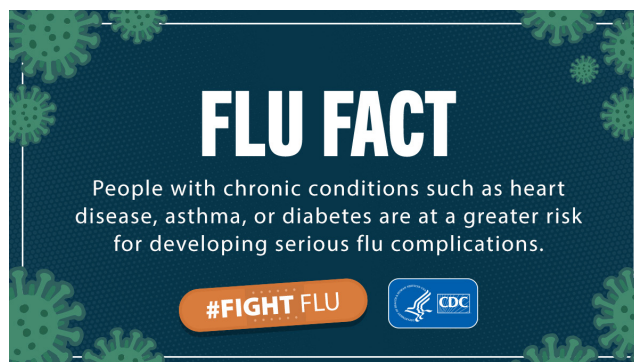
2020-2021 Flu Season: What You Need to Know

Influenza (flu) and COVID-19 are both contagious respiratory illnesses, but they are caused by different viruses. Because of the COVID-19 pandemic, reducing the spread of respiratory illnesses like flu this fall and winter is more important than ever. Extra flu vaccines will be available, and manufacturers will continue to distribute them throughout the season. The Centers for Disease Control and Prevention (CDC) recommends getting a flu vaccination in September or October, but getting vaccinated anytime during the flu season can help protect you. See the CDC [Influenza Symptoms](#) webpage to learn more about the differences between influenza and COVID-19.

Getting a flu vaccine every year is the best way to protect yourself, your employees, and everyone around you – especially the people you serve – from influenza and its potentially serious complications.

Think about how you can create opportunities for the people you serve to get the flu vaccine as well. Residential facilities are expected to provide options for how members can receive immunizations. One option is to **host a flu shot clinic**. Providers who administer the vaccinations are encouraged to document this information with the **Wisconsin Immunization Registry** (WIR). Providers who do not give immunizations are asked to encourage the vaccine administrator to document immunization information with WIR. The ability of Inclusa colleagues to access immunization information from WIR will reduce the likelihood of multiple calls to residential facilities by Inclusa care teams who are trying to obtain vaccine information about our members.

Visit the CDC website at www.cdc.gov/Flu to learn more about preparing for the 2020-2021 flu season.





DEMENTIA Did You Know?

Be a Dementia Friend

A campaign to tackle the stigma and lack of understanding around dementia is under way in Wisconsin! Inclusa is a proud supporter and can help the people in your organization become **Dementia Friends!**

What is Dementia Friends? It is a global movement seeking to change the way people think, act, and talk about dementia, led in Wisconsin by the **Wisconsin Alzheimer's Institute** (WAI). It is for anyone interested in making a difference in the lives of people with dementia. By learning key information, including what it's like to live with dementia, individuals who become Dementia Friends can turn that understanding into action. Your action can be big or small – every action counts!



How can I become a Dementia Friend? It's easy – you participate in a one-hour Dementia Friends Information Session presented by a Dementia Friends Champion. These sessions are currently presented virtually by Inclusa.

What is a Dementia Friends Information Session? This is a one-hour Information Session, not a formal training. The session covers five key messages everyone should know about dementia:

- Dementia is not a normal part of aging.
- Dementia is caused by diseases of the brain.
- Dementia is not just about having memory problems.
- It is possible to have a good quality of life with dementia.
- There is more to the person than the dementia.

Everyone who attends is asked to do a dementia-friendly action as part of becoming a Dementia Friend, but the action chosen is up to you!

Want to bring a Virtual Dementia Friends Session to your organization? Inclusa can help! Several Inclusa staff are trained as Dementia Friends Champions and can provide this session virtually using Zoom or other technology.

If you would like to bring a virtual Dementia Friends information session to your organization, please contact Carla Lundeen at Carla.Lundeen@inclusa.org or (608) 785-6271.

Provider Claim Refunds and Offset Process Implementation

When Inclusa discovers that a claim has been overpaid, we request a refund from the provider in order to recoup the overpaid amount. In coordination with WPS, we are implementing a new offset process to streamline this recoupment of funds.

Going forward, when an overpayment is discovered the provider will receive one notification from WPS that they have 60 days to refund the money due, prior to WPS offsetting future claims. Providers will not receive additional notices after the initial notification. If an offset occurs, the Provider Remittance Advice (PRA) will include a note section at the bottom which will state

that the funds were offset due to an overpayment and will include the claim number(s) for the overpaid claims.

Existing Refund Requests

As part of the implementation, any open, existing requests for refunds from providers for overpaid claims will be transitioned to the offset process. At that time, the provider will receive notification from WPS that they have 60 days to refund the money due or future claims will be subject to offset.

Contact information is included in the notifications from WPS should a provider choose to contest the refund request.

Strength-Based Care Planning and Changing Authorizations During COVID-19

Inclusa's general practice since the onset of the COVID-19 pandemic has been to not close or change authorizations, based on temporary changes due to COVID-19. As the pandemic continues, we recognize that some of these changes may be ongoing rather than temporary. Going forward, when care teams review member care plans, authorizations that were originally temporary due to COVID-19 may be updated to reflect a change and may now be ongoing.

Inclusa uses a member-centered, strength-based approach to care planning:

- The member and all affected stakeholders will be part of a discussion regarding the member's needs and possible authorization changes before such changes are made.
- When an authorization is changed or ended, our standard practice includes updating the Member-Centered Plan to clearly indicate how the member's long-term care outcomes will continue to be met. Follow-up will occur to assure the change is effective.
- In alignment with our **Vision, Mission, and Values** and the principles of **Commonunity®**, we continue to work with members to discover new outcomes that support living a life of their choosing.



Inclusa is committed to proactive collaboration with providers as partners in the mission to serve members. This includes a discussion of issues identified with processes, assistance with implementing improvements, and reviewing the impact of changes. Please reach out to Inclusa care teams regarding individual members and contact your Community Resources and Provider Relations Program Manager with general questions.

Referral and Authorization Process Changes for Medicare-Covered Items & Services

Inclusa is happy to announce a process change for providers certified to provide services covered by Medicare Part A and Part B. What does this mean for you, our providers? Your claims will automatically cross over to WPS after Medicare processes your claims as primary payer, and you will no longer be required to submit these secondary claims to Inclusa on paper. This new process will result in more efficient handling of your Medicare Part A and Part B crossover claims.

Beginning October 1, 2020, Inclusa's third-party claim administrator, Wisconsin Physicians Service (WPS), is implementing a process change established by the Centers for Medicare & Medicaid Services (CMS). This change will result in WPS automatically processing Medicare Part A and Part B crossover claims for Inclusa claim submissions if Medicare is the primary payer of those services.

What has changed?

- **If Medicare covers** the item or service, **Inclusa will not provide an authorization.**
- **If Medicare does not cover** the item or service, **providers will need a prior authorization.**

Please note: **This change is only in effect for Medicare Part A and Part B at this time.** Medicare Part C (Medicare Advantage Plans) and private insurance crossover claims will not be paid automatically and will require submission of an Explanation of Benefits (EOB) and paper claim for payment.

We are excited about this upcoming change, as it will reduce the steps needed for providers to receive reimbursement for services provided to our members.

If you have questions or concerns about this change or would simply like to discuss it further, please contact Melanie Godleske, Inclusa Authorization, Claims and Analytics Support Senior Manager, at melanie.godleske@inclusa.org or (715) 623-1015.

Clinical Practice Guidelines Have Moved

Looking for Clinical Practice Guidelines (CPGs)? Until recently, Inclusa Clinical Practice Guidelines have been housed in the **Providers/Resources** section of the Inclusa website. You will now find all CPGs located in the **Provider Learning Management System (LMS)**. You will continue to see the CPGs on the Inclusa website for a period of time, but please be aware that they will be removed from the Inclusa website by the end of the year and only available in the Provider LMS going forward. CPGs are currently available for a variety of topics, including:

- Falls
- Alcohol Dependence & Misuse
- Depression Screening
- Cognitive Assessment
- Caregiver Strain
- Immunization
- Diabetes
- Congestive Heart Failure
- Opioid Management
- Mental Health - *New*
- Pain - *New*
- Dementia - *New*

We hope you have a chance to review the many Clinical Practice Guidelines available, as well as the resources that accompany them! If you have any questions about CPGs, please reach out to qualityinnovation@inclusa.org.

Thank you for all you do for our members!

Note: You will need to create a login on your first visit to the LMS page. See the **LMS User Guide** for more about how to sign up and navigate the system. If you need assistance, contact Tracy Clements at tracy.clements@inclusa.org or (608) 785-3651.



Inclusa Provider Relations Customer Assistance – Phone Lines

Inclusa recently transitioned to a new call routing system. As many of you experienced, there were some glitches in the new process when calls were rotated within our provider support lines. This resulted in dropped calls and the inability to answer calls to our Provider Relations and Authorization & Claims Support (ACS) lines. We want your experience with Inclusa to be seamless and sincerely apologize for the inconvenience during this transition. While we believe that the phone issues have been resolved, we are sharing the call routing script to assist you in selecting the prompts that will direct your call to the appropriate support. At times callers have not listened far enough into the script to make the correct selection. The script on the following page shows the options you will hear when calling in to the Inclusa main phone line at 877-622-6700.



Script for Inclusa Main Phone Line (877-622-6700)

Thank you for calling Inclusa. We are here to assist you. Please listen carefully to our menu options.

OPTION / PROMPT	GOES TO
If you are a member OR you wish to speak to a member's care team regarding a member service, eligibility, or another matter, press 1 .	Reception
Providers should also "press 1" for any call regarding service matters related to a member that require approval, involve rate agreement discrepancies, or member care needs. Provider will then be directed to the member's team by the receptionist.	
If you are a Provider, please press 2 .	Prompt to choose between ACS or Provider Relations
For questions regarding claims, authorizations, or the provider portal, press 2 .	Authorization & Claims Support (ACS)*
For questions regarding your contract, services, or to speak to someone in Provider Relations, press 3 .	Provider Relations
For all other calls, please press 0 for assistance.	Reception

*As a reminder, you can contact your ACS team directly by calling 888-544-9353. See below for team extensions and other details, or visit our website [Claims & Billing](#) page.

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 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

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: 888-544-9353, ext. 4

DME-DMS-OTC Support Team

Email: ACS-DME-DMS-OTC@inclusa.org

Phone: 888-544-9353, ext. 5

Residential-CSL-NH-Therapy Support Team

Email: ACS-Residential-CSL-NH-Therapy@inclusa.org

Phone: 888-544-9353, ext. 6

SHC-SDS-Home Health Support Team

Email: ACS-SHC-SDS-HomeHealth@inclusa.org

Phone: 888-544-9353, ext. 7

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