



*Building vibrant and  
inclusive communities*



## Provider Partners

December 2020

### New Counties Bring New Opportunities for Provider Partnership

Inclusa is expanding! The Wisconsin Department of Health Services, Division of Medicaid Services has announced that as of April 1, 2021, pending certification, Inclusa will be offered as an additional option for Family Care in Calumet, Fond du Lac, Manitowoc, Outagamie, Waupaca, and Winnebago counties.

Our intent is to provide exceptional customer service to the potential members residing in these counties. To do so, we want to partner with providers and community resources that share those same ideals. If you have service locations in any of these areas and would like to join our network or add new locations to your existing contract, or have any questions regarding expansion, please contact Inclusa Community Resources/Provider Relations at 877-622-6700 (select Option 2, then Option 3) or [ProviderRelations@inclusa.org](mailto:ProviderRelations@inclusa.org).

We are very excited about the opportunity to provide Family Care in these counties and look forward to serving these communities alongside an outstanding group of provider partners. Stay tuned for more information in the next *Provider Partners* newsletter.

### 2020: The Year in Review

Our collective purpose to ensure the health, safety, and well-being of the people we support came with new challenges this year. The events of 2020, and most specifically the worldwide pandemic, required ongoing collaboration with all our provider partners.

Together we continue to address workforce challenges, Electronic Visit Verification (EVV) implementation, and access to state and federal COVID-19 funding. The collaboration has been an outstanding effort on the part of providers and Inclusa colleagues, and we are incredibly thankful for the partnerships we have.

In 2020, Inclusa began exploring new opportunities for technology to promote independence, partnering with technology vendors and expanding options for members. Additional highlights include working to increase supported employment partnerships and continually improving our collaboration with, and recognition of, our provider network. We also updated internal processes to streamline provider communications and increase internal awareness of communications being sent, to foster a shared understanding and enhance colleagues' ability to support providers and members.

In 2021, we will continue to enhance the member experience, including expanding opportunities for self-direction, increasing independence and community access, and leveraging technology to support people in meeting their desired outcomes.

We enter the new year with a continuing commitment to be the best partner we can be and maintain the collaboration that will serve as a key component of the focus areas above. We know that, together, we are stronger.

Finally, we wanted to end by saying, "Thank You." We know this year has been tough—but our provider network has been tougher! Please click the image below to view a short video created by Inclusa colleagues to express our appreciation. You will hear the voices of a few, but know they represent all Inclusa colleagues.



## Provider Billing Reference for Electronic Visit Verification (EVV)

In collaboration with WPS, we have developed a billing reference to assist personal care and supportive home care providers when submitting claims for services that require Electronic Visit Verification (EVV). We hope you will find this reference tool helpful as you navigate through the new EVV billing requirements for both the soft and hard launches.

Available in the [Inclusa Provider Portal](#) and on our website [Providers/Claims & Billing](#) page, the Provider Billing Reference for EVV includes the following items:

- EVV codes
- EVV units
- Dates of service
- EVV codes with modifiers that bypass EVV editing
- Multiple caregivers providing services on the same date

- WPS EVV denial reason codes for soft launch (claims will NOT be denied)
- WPS EVV denial reason codes for hard launch, date to be determined (claims WILL be denied)
- Contact information if you need assistance

### Assistance and More Information

For assistance with **EVV technical and program-related questions** contact the Wisconsin Department of Health Services (DHS) Electronic Visit Verification (EVV) Customer Care.

Hours: Monday–Friday, 8:00 a.m. – 5:00 p.m.

Email: [VDXC.ContactEVV@Wisconsin.gov](mailto:VDXC.ContactEVV@Wisconsin.gov)

Phone: 833-931-2035

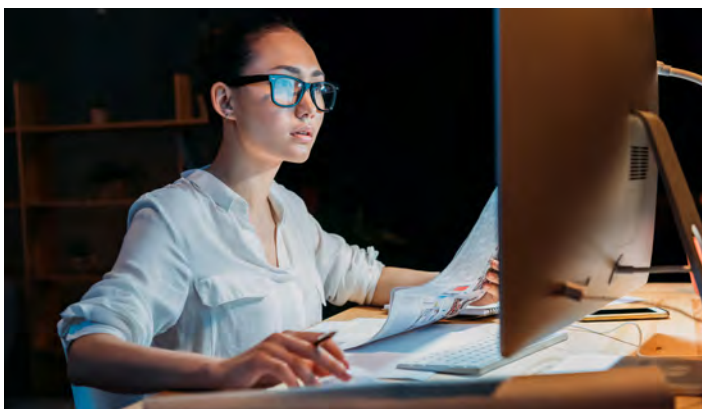
For assistance with **EVV Inclusa claim and authorization support** contact the SHC/SDS/Home Health Authorization and Claim Support team.

Hours: Monday–Friday, 8:00 a.m. – 4:30 p.m.

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

Phone: 888-544-9353, Option 7

For more information and resources for the EVV launch in Wisconsin, see the DHS website: [Electronic Visit Verification \(EVV\): Information for Provider Agencies and Workers](#).



## Requesting Authorizations for Member Services

For authorization needs such as new authorizations, additional units, or missing authorizations:

- During Inclusa business hours (Monday – Friday, 8:00 a.m. to 4:30 p.m.) please contact the member's Inclusa care team (Community Resource Coordinator or Health and Wellness Coordinator).
- If your authorization request is an emergent need impacting the member's health and safety and you cannot reach the Inclusa team:
  - During Inclusa business hours – call 877-622-6700 and press 0 for assistance.
  - After Inclusa business hours (including holidays) – call 877-622-6700 and press 9 to be connected to our after-hours support.

The [Inclusa Provider Portal](#) is the place to find information about your authorizations. As a reminder, you must use the portal to acknowledge all new authorizations. For assistance with the Inclusa Provider Portal, please contact your Authorization and Claims Support Team. (See page 8 for contact details.)

## 2021 Residential Rate Methodology: Updates and Improvements

Several years ago, through our dedication to ongoing collaboration, Inclusa partnered with residential providers to create a residential rate methodology (RRM). The RRM incorporates three key components: Member Acuity, Setting Type (Category), and Outcome Payments.

Since its initial development, we continue to evaluate the RRM through provider engagement and sustainability analysis. In response to provider feedback, we are excited to share RRM improvements and updates for 2021. Providers will receive several communications as part of the 2021 implementation:

### Provider Letter with Appendix E and Rate Summary

Letters were sent to residential provider contract contacts in October (for providers serving members as of 10/23/2020) and November (for providers not serving members), with information regarding:

- Expansion of Rate Table Used in Rate Setting
- Updated Residential Provider Category Descriptions
- Implementation of Single Residential Rate
- New Authorizations Effective January 1, 2021
- Updated Contract *Appendix D: Residential Rate Methodology*
- Updated Contract *Appendix E: Room and Board Rates*
- Continued Provider Engagement

The letter included a copy of the updated *Appendix E: Room and Board Rates*. Providers with active authorizations as of 10/23/2020 also received a rate summary sheet for member rates effective 01/01/2021.

### Appendix D: Residential Rate Methodology

The updated contract *Appendix D: Residential Rate Methodology* was also sent to all residential provider contract contacts in November. This document requires provider signature and was sent via Adobe Sign email (or postal mail as needed).

### Provider Agreement for Residential Rates Effective 01/01/2021

In order to better partner with providers and ease the transition to a single residential rate, **Inclusa will send the 2021 residential rate details for all applicable members served by the provider's organization in one rate sheet for signature, rather than sending an individual rate agreement for each member.** The rate sheet will be sent to providers with active authorizations in late December via Adobe Sign, and provider signature is required for authorizations to be updated with the new single rate effective 01/01/2021.

For copies of these communications and additional resources, please see the Residential Rate Methodology Resources page on the **Inclusa Provider Learning Management System (LMS)**. The page can be accessed via the Helpful Links section on the home page of the LMS. **Note:** You will need to create a login on your first visit to the LMS. See the **LMS User Guide** for more about how to sign up. If you need assistance, contact Tracy Clements at [tracy.clements@inclusa.org](mailto:tracy.clements@inclusa.org) or (608) 785-3651.

## Wisconsin Assisted Living Forums: Regulatory Response to COVID-19

At the Assisted Living Forum, providers and stakeholders gather in a collaborative spirit to discuss current issues in the assisted living environment. Facilitated by the Wisconsin Department of Health Services (DHS), Division of Quality Assurance (DQA), Bureau of Assisted Living (BAL), forum topics may include interpretation of regulations, public funding issues, best practices, quality improvement, workforce issues, statistics and trends, local and national issues, and public policy.

During this time, BAL is holding the Assisted Living Forum on a biweekly schedule and will continue to answer questions related to COVID-19 and assisted living facilities. Additional topics discussed include information regarding infection prevention and control efforts and COVID-19 testing in assisted living facilities, as well as sharing relevant resources.

The sessions are every other Tuesday from 10:00 – 11:30 a.m. until further notice. Join the webinar online at <https://dhswi.zoom.us/j/723961504>, or call (312) 626-6799 and use webinar ID 723 961 504.



For more information, to subscribe to email updates, and to view recordings of past Assisted Living Forums, visit the **Assisted Living Forum** webpage.


If you have a question about the Assisted Living Forum, email [DHSDQABALCentral@dhs.wisconsin.gov](mailto:DHSDQABALCentral@dhs.wisconsin.gov).

## 12 Days of Holiday Activities for People with Alzheimer's & Other Dementias

Below are some ideas to help those affected by dementia enjoy the holidays. These are meant as suggestions for inspiration. With any activity, it is always best to first learn about the individual to better support traditions they may remember. From there you can have fun together, recreating happy memories!



<b>1</b> Enjoy looking at seasonal decorations with a walk around your neighborhood or care facility. Take a drive to look at holiday lights.	<b>2</b> Read out loud – holiday classics tied to the individual's culture or childhood.	<b>3</b> Do holiday crafts. String red, green, and white ring-shaped hard candies and hang as garland.
<b>4</b> Make sugar cookie dough balls and roll them in a bowl of colored sugar. Bake and eat!	<b>5</b> Listen to favorite songs or hymns. Music can elicit a response from even those in the late stages of dementia.	<b>6</b> Have the person put bows onto presents that you wrap, even if they are just empty decorative boxes.
<b>7</b> Enjoy the different tastes of the holidays like ginger, peppermint, cinnamon, and eggnog. Cut brownies into triangles and decorate like trees to make an easy holiday treat.	<b>8</b> Put jingle bells in an organza bag along with other holiday decorations, like bits of ribbon, small gift wrap bows, and pinecones. Display the bag as a decoration and/or shake to hear the ringing sound.	<b>9</b> Play a simple game that young and old can enjoy together, like tossing a bean bag into a decorated basket or Christmas tree stand. Or finish the lyrics of holiday songs.
<b>10</b> Look at photos from holidays past. Start a memory album with holiday pictures. Look at holiday issues of <i>Reminisce</i> or other nostalgia-related magazines.	<b>11</b> Watch all or part of a seasonal movie or other movie that brings joy to the person with dementia.	<b>12</b> Have some hot chocolate with marshmallows while you sit with blankets over your laps and just enjoy being together.







## DEMENTIA: DID YOU KNOW? COVID-19 & Dementia



COVID-19 is typically signaled by three symptoms: fever, cough, and shortness of breath. But older adults, including older adults with dementia, may have “atypical” symptoms or none at all. Why? One reason is a difference in how their bodies respond to illness. The Centers for Disease Control and Prevention (CDC) says when people with dementia do have symptoms of COVID-19, the symptoms may include:

- Increased agitation
- Increased confusion
- Sudden sadness
- Coughing
- Difficulty breathing
- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Other differences in COVID-19 symptoms for older adults and older adults with dementia may include:

- **Fever symptoms:** Temperatures can be lower in adults age 65 and older. According to the CDC, a “single reading higher than 100°F (37.8°C), multiple readings above 99°F (37.2°C), or a rise in temperature greater than 2°F (1.1°C) above the patient’s normal...temperature may be a sign of infection.”
- **Changes in behavior or worsening symptoms of dementia:** They just seem “not themselves.”

One Chippewa County, Wisconsin, facility **observed** one or more of the following in residents with dementia who first tested negative for COVID-19 but, days later, tested positive:

- Slower-than-usual walking
- Increased weakness and falls
- Slight fever
- Lack of appetite
- Sore throat
- Easily upset by things that otherwise would not have upset them
- Restlessness

“Someone may be just having a bad day. But if they’re not themselves for a couple of days...see if they meet the threshold for [coronavirus] testing,” advises Dr. Camille Vaughan, section chief of geriatrics and gerontology at Emory University. “Be persistent. If you get a ‘no’ the first time and things aren’t improving... ask again.”

### Sources/Learn More

- [CDC COVID-19 – People at Increased Risk: Older Adults](#)
- [CDC – Additional COVID-19 Guidance for Caregivers of People Living with Dementia in Community Settings](#)
- [Seniors With COVID-19 Show Unusual Symptoms, Doctors Say](#)

## Falling: Another Side Effect of the COVID-19 Pandemic

The COVID-19 pandemic has created challenges beyond stopping the virus. Things we do to keep ourselves and others safe may have unintended consequences.

At Inclusive, we noticed more fall incidents in 2020 between August 1 and October 31 compared to 2019, and falls in 2020 were more serious. COVID-19 related illness played a role, but other factors contributed to more falls including:

- Weakness
- Confusion
- Deconditioning
- Changes in routine
- Social isolation

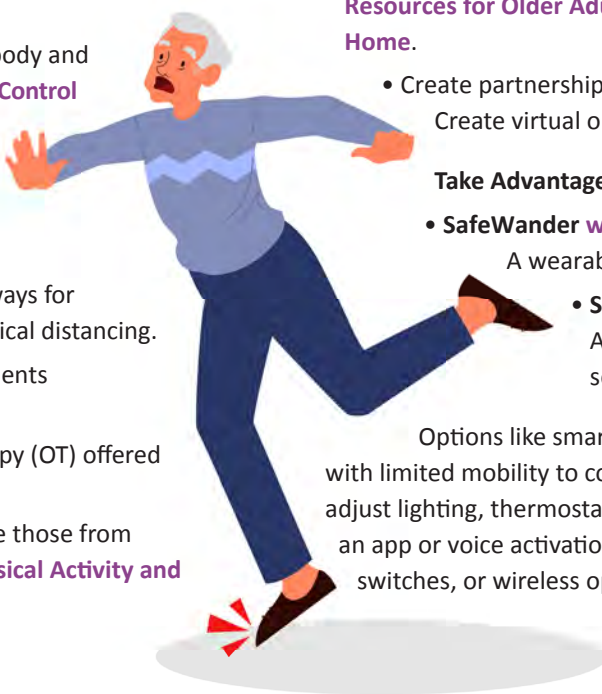
### What can we do?

#### STAY ACTIVE

Regular physical activity benefits the body and mind. Aim for the **Centers for Disease Control and Prevention (CDC) recommended activity level**, but be as active as you are able.

##### Activity Ideas

- Consult physical therapy (PT). Find ways for smaller activity groups to allow physical distancing.
- Create hallway activities where residents participate in their doorways.
- Consider PT and Occupational Therapy (OT) offered via Telehealth.
- Explore virtual wellness activities like those from **The National Center on Health, Physical Activity and Disability (NCHPAD)** and **Spiro100**.



#### STAY ENGAGED

Loneliness and social isolation for older adults can lead to mental decline, depression, and anxiety. These factors lead to a greater risk of falling.

##### Engagement Ideas

- Join virtual groups like **Lifetime Connections Without Walls**, or **The Institute on Aging Friendship Line**.
- See the **Addressing Social Isolation for Older Adults During the COVID-19 Crisis** resource from **ADvancing States**.
- Explore **ways to prevent loneliness and isolation** from the Wisconsin Department of Health Services.
- Check out ideas from Age Central of Texas: **Activities and Resources for Older Adults and Caregivers to Experience at Home**.
- Create partnerships with schools and daycare centers. Create virtual opportunities to have friends meet!

##### Take Advantage of Technology

- **SafeWander** [www.safewander.com](http://www.safewander.com)  
A wearable bed alarm for falls prevention.
- **See-It Tape** [www.seeittape.com](http://www.seeittape.com)  
A pattern that glows in the dark to help see risky areas.

Options like smart home technology allow individuals with limited mobility to control their environment. They can adjust lighting, thermostats, doors, security systems, etc., with an app or voice activation via personal home assistants, by switches, or wireless options.

These items can be purchased from a variety of locations. A few examples to consider are **Amazon Echo Show**, **Phillips Hue**, **Kasa Smart Wi-Fi plug-ins**, and **WeMo Smart Plug**.

## Health Literacy Provider Learning Opportunity in 2021!

Inclusive is partnering with **Wisconsin Health Literacy** to present the **Improving Alzheimer's Disease and Other Dementia Care Through Health Literacy** program in early 2021. The program will be held virtually and will be approximately 60-90 minutes.

More information will be coming in the February 2021 *Provider Partners* newsletter. If your organization is interested in attending this program, please [click here](#) to complete the interest survey (or go to <https://bit.ly/ADCHHealthLitSurvey>), and Inclusive will email you the details of the program as soon as they are available.

## End-of-Year Billing

### Claims Cannot Span Years

To prevent a delay with your claim payments, please note that dates of **service spanning 2020 into 2021 must be submitted on two separate claim lines**. WPS will not process any claims that span across calendar years, with the exception of automatic COBA Medicare crossovers. These claims will be sent back to the provider to split and submit again. For example, instead of billing 12/27/2020 through 01/02/2021 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 12/27/2020 through 12/31/2020, and a separate claim for 01/01/2021 through 01/02/2021.

### New Residential and CSL Authorizations and IDs Effective January 1, 2021

The following services will have new authorizations and authorization IDs effective 01/01/2021. These changes will occur on or around 12/15/2020.



### AFH/CBRF/RCAC

As previously communicated to providers, existing Room & Board and Care & Supervision authorizations for Adult Family Home (AFH), Community-Based Residential Facility (CBRF), and Residential Care Apartment Complex (RCAC) facilities will be end-dated effective 12/31/2020 and new Care & Supervision authorizations will be created effective 01/01/2021 with a **new, single rate**. Please see page 3, "2021 Residential Rate Methodology: Updates and Improvements," for more information.

### CSL

As part of Inclusa's routine process at the end of the calendar year, current Community Supported Living (CSL) authorizations will be end-dated 12/31/2020 and new authorizations created effective 01/01/2021–12/31/2021.

Please remember to **access your Inclusa Provider Portal account(s) to confirm the new authorizations and to obtain the new authorization IDs** for dates of service on and after 01/01/2021 **prior** to submitting claims for 2021 dates of service. Providers who do not have portal accounts will receive new paper authorizations in the mail.

Questions regarding 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](mailto:ACS-Residential-CSL-NH-Therapy@inclusa.org), or 888-544-9353, Option 6.

## Subscribe to DHS, DQA Email Updates to Stay Informed

Make sure you have the latest information on topics that are important to you by signing up for email alerts and updates from the Wisconsin Department of Health Services (DHS) and other Wisconsin agencies. Many departments, programs, and topic areas offer email lists, and you can also find archives of previous messages online. Here are a few to explore:

### Division of Quality Assurance (DQA) Email Subscription Service

The **DQA Email Subscription Service** provides email updates related to entities licensed and regulated by DQA: health and residential care facilities, programs that provide health care, mental health services and substance abuse services, as well as nurse aide training programs. Lists include DQA Notifications and Updates (including DQA numbered memos), and the DQA Assisted Living Forum. ([View the DQA Email \(Listserv\) Archives.](#))

### Wisconsin Department of Health Services (DHS) Email Updates

Visit the DHS [Join One of Our Lists](#) page to view the variety of lists that are available, including DHS News Releases and lists for specific topics, data releases, handbook updates, memo series, and partner communications.

Also look for list subscription opportunities on specific DHS program pages, such as:

- [Electronic Visit Verification \(EVV\)](#)
- [Assisted Living Forum](#)
- [COVID-19: CARES Act Provider Payments](#)
- [COVID-19: Health Alert Network](#)

## Technology for Independence

Technology offers opportunities for greater independence within an individual's home, work, and community life. In addition, technology can often relieve some of the pressures providers are experiencing as a result of workforce shortage issues. Utilization of technology can often allow providers to reallocate their resources to those with greater support needs and, in particular, respond to the more recent challenges related to COVID-19. In-clusa is committed to exploring what technology has to offer and how it can be used to enhance a person's life. With this in mind, we have taken these internal steps:

- Formed a Technology for Independence Committee to research what technology supports are available.
- Set up a Tech Squad to offer opportunities for In-clusa care teams to meet individually to identify what is most important to the member and whether technology can play a role within their life to meet desired outcomes.

- Created an internal technology resource page so information is easily accessible to care teams who wish to learn more about the available options.
- Started "Technology for Independence Learning Sessions," which is an open invitation to In-clusa care teams to join the committee monthly so we can highlight examples of how technology can be utilized and address any questions they may have.

We are also very interested in learning more from you, our providers. We welcome your ideas on how you have creatively utilized technology within the supports you provide to individuals. Please consider sharing those examples with us by sending email to [Innovation@inclusa.org](mailto:Innovation@inclusa.org). If you have an interest in meeting with us to explore how we might work together to pair the services you offer with technology options, please reach out to us by sending a message to [Innovation@inclusa.org](mailto:Innovation@inclusa.org).

## Contact Information

### In-clusa 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)

### In-clusa 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)

### In-clusa Provider Learning

#### Management System (LMS)

#### Resources and Training

Web: [providerlearning.inclusa.org](http://providerlearning.inclusa.org)

### In-clusa Provider Customer Service

#### In-clusa 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: 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: 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: 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: 888-544-9353, ext. 7

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