



June 4, 2020

Greetings,

Inclusa is excited to announce the available opportunities surrounding the 2020 residential outcome-based payments, which eligible providers are able to receive as part of our current Residential Rate Methodology (RRM)*. These outcomes allow you to receive an additional payment when meeting certain criteria designed to promote member success. Payments are based on offering supports that go beyond the standard level of care that are not captured within other areas of the Rate Methodology. **The outcome payment amounts will be determined at the end of 2020, unless otherwise identified within the specific outcome details. Payments will then be distributed to eligible providers in the first quarter of 2021.**

If you do not feel you are the right person to receive this message, please forward this communication to the appropriate recipient.

*Please Note: The 2020 Residential Outcome Payment opportunities are available to only those contracted residential providers utilizing Inclusa's RRM; some exceptions will be made regarding the Competitive Integrated Employment (CIE) Outcome opportunity (please see information below for details). All eligible providers must remain in good standing with Inclusa throughout the project year, and any payments may be offset to providers who have an outstanding balance.

2020 Residential Outcome Payment Opportunities

Quality Improvement

Description: Inclusa will offer an additional payment to eligible providers with quality improvement projects that have a positive impact on current members. This outcome allows residential providers to identify a detailed project related to *quality of life* for one or more specific members, or *quality of service* for one or more specific facility locations.

To be Eligible to Receive the Quality Improvement Outcome Payment:

1. **Have at least one member residing in your facility** who currently has rates calculated through Inclusa's Residential Rate Methodology
2. **Utilize and complete project resources** to support the development of the quality improvement project application
 - a. Projects can be related to *quality of service* focusing on an entire facility or related to *quality of life* focusing on a specific member
3. **Submit application to participate** and agree to Terms and Conditions of outcome by the deadline of **June 30, 2020**
 - a. An Inclusa subgroup will review all applications and send approval/rejection notifications via email, from Innovation@inclusa.org, to providers by **July 30, 2020**
4. **Complete and submit two (2) progress reports** on your Quality Improvement project via online platform, by deadline dates of **October 1, 2020** and **December 1, 2020**

Quality Improvement Outcome Timeline:

- Application Deadline: **June 30, 2020**
- Progress Report Deadlines: **October 1, 2020** and **December 1, 2020**

Community Living

Description: 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 independence in a manner that is most important to that member.

To be Eligible to Receive the Community Living Outcome Payment:

1. **Have at least one member residing in your facility** who currently has rates calculated through Inclusa's Residential Rate Methodology and has an interest in developing their skills to maximize independence
2. **Review the Project Resources with the member** to support the development of a Community Living project plan
3. **Submit project application to participate** and agree to Terms and Conditions of outcome anytime throughout the year prior to the deadline of **December 1, 2020**
4. **Complete the following Community Living project resources** prior to the Deadline of **December 31, 2020** to allow for earlier review and opportunity for further support if needed:
 - a. **View at least one (1) Community Living Video with member** and answer related question(s)
 - b. **Complete the activities related to at least three (3) topic areas** of the member's choosing found within the *Member Training and Support Checklist* or *Workbook*
 - c. **Complete Community Living Project Upload** documenting your experiences of the three (3) activities and submit for approval

Community Living Outcome Timeline:

- Application Deadline: **December 1, 2020**
- Project Upload Deadline: **December 31, 2020**

Competitive Integrated Employment (CIE)*

Description: As part of this outcome, providers will work closely with members to complete various activities focused on supporting their interest in finding CIE and/or keeping their current or newly acquired CIE job. The following payments will be available to providers who completed the eligibility process per the terms and conditions of the CIE Outcome:

- Finding CIE – Full Payment: \$1,200/member
- Keeping CIE – Full Payment: \$400/member

*See the [Residential Outcome Payments webpage](#) for CIE Definition

To be Eligible to Receive Finding CIE Outcome Payment:

1. **Have at least one member residing in your facility between the ages of 18 and 45** who currently has rates calculated through Inclusa's Residential Rate Methodology and was identified in 2019 as "Interested and Decided" about wanting to participate in CIE
 - a. Some exceptions may be made for providers who support Supportive Home Care Days and Supportive Apartments; please contact Innovation@inclusa.org to learn more
2. **Submit application to participate** and agree to terms and conditions of outcome anytime throughout the year prior to the deadline of **December 1, 2020**

3. **Complete the following by December 31, 2020:**
 - a. **Complete the Inclusa Training Module Video, “Job Finding,”** which is specifically focused on developing the Job Finding Plan with the member and his/her Inclusa team, and assisting the member to find CIE consistent with the Job Finding Plan
 - b. **Complete the Inclusa Job Finding Plan Template** approved by the member and Inclusa team
 - c. **Assist the member to obtain CIE using the Job Finding Plan** and documenting these efforts
4. **Payment Note – Finding CIE:**
 - a. Claim 75% of the Residential Outcome Payment after the member successfully completes the first twenty (20) hours of work
 - b. Claim the remaining 25% of the Residential Outcome Payment if the member is still employed in CIE as of December 2020

To be Eligible to Receive Keeping CIE Outcome Payment:

1. **Have at least one member residing in your facility between the ages of 18 and 45** who currently has rates calculated through Inclusa’s Residential Rate Methodology and currently is employed in CIE
 - a. Some exceptions may be made for providers who support Supportive Home Care Days and Supportive Apartments; please contact innovation@inclusa.org to learn more
2. **Submit application to participate** and agree to terms and conditions of outcome anytime throughout the year prior to the deadline of **December 1, 2020**
 - a. An Inclusa subgroup will review all applications and send approval/rejection notifications via email, from [Innovation@inclusa.org](mailto:innovation@inclusa.org), to providers within two weeks of the submitted application
3. **Complete the following by December 31, 2020:**
 - a. **Complete the Inclusa Training Module Video, “Job Keeping,”** which is specifically focused on developing the Job Keeping Plan with the member and his/her Inclusa team, and assisting the member to keep his/her CIE through implementation of the Job Keeping Plan
 - b. **Complete the Inclusa Job Keeping Plan Template** approved by the member and Inclusa team
 - c. **Assist the member to keep his/her CIE by using the Job Keeping Plan** and documenting these efforts
4. **Payment Note – Keeping CIE:** Claim 100% of the Residential Outcome Payment if the member is still employed in CIE as of December 2020

CIE Outcome Timeline:

- Application Deadline: **December 1, 2020**
- All project activities are to be completed/submitted by **December 31, 2020**

Please note, we will be utilizing a variety of technology options to support the 2020 Residential Outcome Payments. To ensure you don’t miss out on this opportunity, please monitor your email spam/junk folders. All questions can be sent to innovation@inclusa.org.

To Learn More, Visit: www.inclusa.org/providers/resources/residential-outcome-payments

Thank you,

Community Resources/Provider Relations
 Inclusa, Inc.