



## Provider Partners

February 2021

### What is Health Literacy?

Health literacy involves the information that people need in order to access services and make decisions which support and improve their health. Health systems and health information are often complicated and confusing. Understanding even basic health information can often be a challenge, including for many of the people we serve.

**Personal health literacy** is about how well a person can find and understand the health information and services that they need. It is also about using the information and services to make good health decisions.

**Organizational health literacy** is about how well organizations help people find the health information and services that they need. It also includes helping them use that information to make good health decisions.

Inclusa is committed to promoting health literacy, both within and outside our organization. In this issue we share some COVID-19 health resources that are easy to understand and in accessible formats (right), as well as information about a workshop series on improving Alzheimer's disease and other dementia care through health literacy (page 4). Stay tuned for more information on health literacy in future issues of *Provider Partners*.

### Supporting Health Literacy

## COVID-19 Materials in Plain Language and Accessible Formats

As a partner in helping support our members to live full lives in the community, we would like to share these COVID-19 health resources that are easy to understand and in accessible formats.

**Plain Language Vaccine Resources** created by the Wisconsin Board for People with Developmental Disabilities (BPDD) Living Well Project include **Vaccine information for Family Care participants** and their caregivers and a **COVID-19 vaccine guide**.

**Plain Language COVID-19 Vaccine Hesitancy Videos** for adults with low reading skills and those whose native language is not English are being developed by the **Adult Literacy Research Center** at Georgia State University. Currently available in Arabic, English, French, Nepali, Spanish, Swahili, and Vietnamese, and with more languages to come, these 60-second plain-language videos explain why it is important to get a COVID-19 vaccine.

**ASL (American Sign Language) videos** on a variety of COVID-19 topics are available on the Centers for Disease Control and Prevention (CDC) **YouTube channel**. Check back periodically for new additions.

**Easy-to-Read COVID-19 Safety resources** are available on the CDC website thanks to the COVID-19

Accessible Materials and Culturally Relevant Messages for Individuals with Disabilities Project, led by Georgia Tech's **Center for Inclusive Design and Innovation** (CIDI). Visit the project website to view COVID-19 resources available in **Braille** and **other alternative formats**.

**Illustrated "flashcard" mini-courses** about the COVID-19 virus are offered in several languages at the Lifeology Coronavirus Center. **Lifeology** is a platform and a community space that brings together scientists, health experts, artists, writers, and broader audiences in the creation of mobile-friendly Lifeology mini-courses that can reach anyone.



## Inclusa's Continued Response to COVID-19

As we all navigate the challenges and uncertainties of the COVID-19 pandemic, Inclusa's commitment to members, providers, colleagues, and community partners remains the same. We continue to monitor and respond to the evolving situation and are dedicated to helping you stay updated. Below are some reminders about our current operations, as well as available resources we encourage you to explore.

- We continue to update our **COVID-19 Home** page with news and access to resources, including a new **COVID-19 Vaccine** section. Also see the sections with specific information for **Providers** and **Members & Families**.
- Inclusa is actively involved in activities related to the COVID-19 vaccine, and we want to ensure that all Inclusa members and providers, if they desire, can receive a COVID-19 vaccine. This includes special outreach when needed to supplement information from the Wisconsin Department of Health Services (DHS) about the DHS Vaccine Plan, such as our communication in January to non-licensed providers with information on working with local health departments and tribal health centers to receive vaccinations.
- Our office locations across Wisconsin continue to be open by appointment only and will remain this way until further notice. Inclusa colleagues continue to work remotely where possible, to support the social/physical distancing practices necessary to limit the spread of COVID-19.

- **Essential** in-person visits and meetings will continue in 2021. Prioritized member visits and appropriate provider meetings are considered essential. Alternative communication and meeting methods (such as Zoom videoconferencing) will continue to be utilized as appropriate to support non-prioritized interaction, in alignment with recommendations set forth by DHS.
- All **nonessential** Inclusa-related, in-person visits and meetings remain suspended until further notice.
- **Inclusa continues to require the use of cloth face coverings for all colleagues** when interacting in person on behalf of Inclusa with members, colleagues, providers, and community members or when visiting an Inclusa office, **and for all visitors** to Inclusa offices.

Our hearts and thoughts go out to the people who have been affected by the COVID-19 pandemic. We are ever grateful for the continued partnerships that have been an essential part of reducing risk and supporting the health and safety of members, providers, colleagues, and others with whom we work collaboratively. We have been, are, and will continue to be all in this together!



## New! Fax Paper Claims and Corrected Claim Forms to WPS

To assist providers who submit **paper claims** and the **Corrected Claim Form** to WPS, providers can now submit **via fax to (608) 327-6332** instead of mailing.

It is **VERY IMPORTANT** that you follow these instructions to ensure proper fax handling:

- For **new claims**, do **NOT** include a fax coversheet. Simply fax the claim form.
- For **Corrected Claim Forms**, do **NOT** include a fax coversheet. Simply fax the Corrected Claim Form and normal supporting documents (e.g., Provider Remittance Advice).

You should only fax what you would typically place in an envelope if you were sending something to WPS in the mail.

Please direct any questions regarding faxing claims to WPS to the WPS Family Care Contact Center at 800-223-6016 (8:00 a.m. – 4:30 p.m., M-F).





# caregivers



PREVENT  PROTECT  PROMOTE  
*abuse/neglect clients dignity*

**UWO** OSHKOSH  
UNIVERSITY OF WISCONSIN  
Center for Community Development,  
Engagement and Training (CCDET)

## Registration is Open for 2021 Caregiver Project Virtual Workshops

The University of Wisconsin (UW) **Oshkosh Center for Community Development, Engagement, and Training** (CCDET), and the Wisconsin Department of Health Services, **Division of Quality Assurance** (DQA), are pleased to offer virtual sessions of the Caregiver Training Project in 2021. These workshops are partially subsidized by DQA. For more information or to register, visit [wss.ccdet.uwosh.edu/stc/CAREGIVER/\\_WebRedesign/registration.htm](https://wss.ccdet.uwosh.edu/stc/CAREGIVER/_WebRedesign/registration.htm).

### Continuing Education for Caregivers: Training for Trainers

This virtual training has been split into two 2-hour sessions that introduce participants to over 30 hours of Caregiver Project training. The materials are designed to prevent abuse and neglect, improve professional caregiving skills, increase quality of resident care, and meet continuing education requirements for caregivers in long-term care (including entities regulated by DQA). Upon completion of the workshop, participants will be able to train direct caregivers and other staff in their own facility.

#### Virtual Workshop Dates (for both sessions)

**February 18 • March 16 • April 22 • May 25**

#### Session 1

**9:00 to 11:00 a.m.**

- Experiential Video – Responding to Misappropriation
- Honoring Resident Rights
- Compassionate Care & Communication Techniques

#### Session 2

**1:00 to 3:00 p.m.**

- Observing Professional Boundaries
- Providing Effective Feedback
- Responding to Challenging Situations
- Stress Reduction & Relaxation Techniques

These sessions do not need to be taken on the same day – choose a date and time that works best for your schedule. The cost per participant is \$120 for two 2-hour sessions or \$75 for one session.

[Click here to Register.](#)

### Investigating and Reporting Allegations of Misconduct (in Nursing Homes and Non-Nursing Homes)

This 3-hour virtual workshop will help participants identify the key components of conducting internal investigations into allegations of abuse, neglect, and misappropriation, and go over reporting requirements that meet DQA regulations.

Participants will develop an investigation protocol while learning about:

- Conducting an investigation
- Interviewing skills
- Caregiver misconduct definitions
- Reporting requirements for non-nursing homes and nursing homes

#### Virtual Workshop Dates

**March 23 • April 20 • May 13**

**Time: 9:00 a.m. to 12:00 p.m.**

The cost per participant for the 3-hour workshop is \$130.00.

[Click here to register.](#)



## DEMENTIA DID YOU KNOW? Health Literacy – New Workshop Series



Inclusa is excited to partner with **Wisconsin Health Literacy** (WHL) to present a new Virtual Workshop Series to Improve Alzheimer's Disease and other Dementia Care through Health Literacy.

**Improving Alzheimer's Disease and other Dementia Care through Health Literacy** is a free 60-minute workshop developed to help participants use health literacy principles designed to enhance the health, health care, and caregiving for those with early Alzheimer's and/or other dementias.

Topics include:

- Easy-to-learn techniques you can begin using at once to help those with early Alzheimer's or other dementias
- Why those with Alzheimer's or other dementias are at greater risk for low health literacy
- The impact low health literacy has on the health of those with Alzheimer's or other dementias
- The benefits of improved health literacy, including medication management safety—a concern for all, but especially for those with Alzheimer's or other dementias
- How better health literacy can help improve communication with those with Alzheimer's or other dementias
- Special health literacy considerations for immigrants and refugees with Alzheimer's or other dementias

Health care workers, health educators, case workers, personal care representatives, and others who provide care to individuals with early Alzheimer's or other dementias should attend. Caregivers and family members will also benefit from this workshop. Participants will be given a toolkit with resources and other information.

*Wisconsin Health Literacy developed this project, with support by a grant from Bader Philanthropies.*

### EVENT DATES AND REGISTRATION LINKS

**February 19, 2021 – 11:00 a.m. to 12:00 p.m.**

Register: <https://www.eventbrite.com/e/133229660501>

**March 3, 2021 – 2:00 p.m. to 3:00 p.m.**

Register: <https://www.eventbrite.com/e/131396068177>

**March 16, 2021 – 10:00 a.m. to 11:00 a.m.**

Register: <https://www.eventbrite.com/e/131396792343>



## Inclusa Mail Processing and General Mailing Address Update

Inclusa is proud to have a local presence in the communities we serve, with **37 offices** located throughout Wisconsin. As we adjusted to the COVID-19 pandemic with colleagues working from home wherever possible and offices closed except by appointment, we became aware of our reliance on individual offices for several critical functions, including the receipt of US Mail. Last spring a group of Inclusa colleagues got together to explore how we might reduce this reliance and improve our mail routing process at the same time. As a result, the decision was made to centralize the receipt of all US Mail to a single Inclusa location where it will be scanned and distributed accordingly.

Beginning January 1, 2021, we ask that you use the following address for all mail to Inclusa (unless otherwise directed by an Inclusa colleague):

3349 Church Street, Suite 1  
Stevens Point, WI 54481

At this time, all Inclusa offices remain closed to visitors except by appointment. Please visit our **Locations** page for local office information and updates. If you have questions, please call us at 877-622-6700.

**Note:** Until further notice, mailed appeals for claims rejected by WPS should continue to go to the La Crosse address, as indicated in the article on page 6.



WHAT'S  
NEW?

## Important Updates for DME and DMS Providers

### New Authorizations Due to 2021

#### Medicaid-Medicare Rate Updates

Wisconsin Forward Health and the Centers for Medicare & Medicaid Services have updated the Medicaid and Medicare fee schedules for Durable Medical Equipment (DME) and Disposable Medical Supplies (DMS), effective for dates of service on and after 1/1/2021. Due to these updates, **existing Inclusa authorizations affected by these updates were end-dated effective 12/31/2020 and new authorizations were created effective 1/1/2021.**

Please be sure to access the **Inclusa Provider Portal** to **confirm any new authorizations** for dates of service on and after 1/1/2021 prior to submitting your claims to WPS.

For questions, contact the DME/DMS Authorization and Claims Support team at **ACS-DME-DMS-OTC@inclusa.org** or 888-544-9353, option 5.

### DMEPOS Competitive Bidding Program (CBP)

This is a reminder that the Medicare Competitive Bidding Program (CBP) began anew January 1, 2021 and only includes two categories: Off-The-Shelf (OTS) Back Braces and OTS Knee Braces.

Previously included categories (including mail-order diabetic supplies) are not part of the CBP at this time and can be supplied by any vendor billing Medicare.

#### Resources:

**DMEPOS Competitive Bidding Program: Round 2021 Begins January 1**

**DMEPOS Competitive Bidding - Home | CMS**

**Round 2021 DMEPOS CBP Website**

## Provider Claim Appeal Process Reminder

Any claim submitted to WPS must be received by them **within 90 days of date of service** and accepted by WPS as a clean claim. WPS will reject all claims that do not include the elements of a clean claim or are not filed within the required timeline.

If you dispute this initial decision, you may appeal by submitting an Inclusa **Claim Appeal Submission Form** **within 60 calendar days of the initial denial or partial payment**. If you do not use the Inclusa Claim Appeal Submission Form and choose to use your own format, it must clearly be marked as **"Formal Appeal"** and contain the provider name, member name, service code (billing code), date of service, date of WPS rejection, reason(s) claim merits reconsideration, and any supporting documentation. Each member must be listed on their own appeal form.

Appeals to WPS rejected claims can be submitted to Inclusa using one of the following methods:

**Email:** [providerclaimappealandaudit@inclusa.org](mailto:providerclaimappealandaudit@inclusa.org)

**Fax:** (608) 785-5335

**Mail:** Inclusa, 2615 East Avenue South, Suite 103,  
La Crosse, WI 54601

If Inclusa fails to provide a written response within 45 calendar days of the date of receipt of the appeal or you are dissatisfied with Inclusa's response to your request for reconsideration, you may appeal to the Wisconsin Department of Health Services (DHS). This appeal must be submitted in writing **within 60 calendar days of Inclusa's final decision** using one of the following methods:

**Fax:** (608) 266-5629, Attention: Provider Appeals

**Mail:** Provider Appeals Investigator/  
Division of Medicaid Services  
1 West Wilson Street, Room 518  
PO Box 309  
Madison, WI 53701-0309

## 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 Learning

#### Management System (LMS)

#### Resources and Training

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

### 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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