



*Building vibrant and
inclusive communities*



Provider Partners

April 2021

2020 RESIDENTIAL OUTCOME PAYMENTS WRAP-UP

The year 2020 brought many challenges for our providers due to the COVID-19 pandemic. Even with those challenges we saw positive experiences and broad provider participation within the Residential Outcome Payment Projects. We thank all the residential providers who participated in one or more of the Outcome Payment opportunities and shared their experiences with us! We are pleased to share an overview of the project results and showcase some of two provider projects that had a significant impact in members' lives.

See pages 2 and 3 for the 2020 Project Overview and Showcase.

INCLUSA SERVING GSRs 9 & 10 AS OF 4/1

With confirmation that Includa has met the certification requirements for expansion of Family Care into Geographic Service Regions (GSRs) 9 and 10, Includa will officially be offered as an MCO option for eligible individuals seeking Family Care services and supports in these GSRs as of April 1, 2021. We are excited to be adding Calumet, Fond du Lac, Manitowoc, Outagamie, Waupaca, and Winnebago counties, bringing our geographic coverage to 68 of Wisconsin's 72 counties ([see locations map](#)).

2020 Q4 PROPs Awards

For several years Includa has been recognizing providers on a quarterly basis as a result of feedback from Includa colleagues. Provider Recognition – Outstanding Performance (PROPs) nominations are reviewed by a cross-departmental group of Includa colleagues. The PROPs program has been very successful and well-received by our providers. All nominated providers receive a certificate of appreciation. Providers chosen for recognition receive a small monetary award, a certificate of appreciation, and are featured in an article in the *Provider Partners* newsletter.

During the COVID-19 pandemic, we heard many amazing stories of providers going above and beyond their normal work. It is wonderfully inspiring to hear such stories, and Includa is making every effort to recognize providers' hard work. As a result, we have decided to expand the PROPs program through this time.

We would like to recognize the following providers for the fourth quarter of 2020 (Q4) as PROPs award recipients. Each provider had a special story of wonderful service or care that was provided for our members during Q4. We would like to congratulate all of the providers listed below and thank them for their continued support of our members.

- A&J Family Homes and Services
- Aspirus At Home-Home Medical
- Caring Hearts Transportation
- CRP 1 LLC (AFH)
- Deer Path Integrated Living
- Dennis Holland (AFH)
- Dose Health (DME/DMS)
- Home Safety Innovations
- Jane Worman (AFH)
- Lori Knapp Cares
- Nancy Henseler-Bieze (AFH)
- New Day AFH
- North Star Services
- Pastorino Family Care Agency
- Riverview Home Health Care
- Upland Point Corporation

Thank you to all the providers that were nominated for your continued support of our members and the amazing partnerships that have been developed.



2020 Residential Outcome Payments – Project Overview

We are pleased to report that in 2020, residential providers once again went above and beyond standard expectations and found creative ways to participate in the Residential Outcome Payment opportunities. Below is an overview of the 2020 Residential Outcome Payment project results.

Quality Improvement: Participating providers identified detailed project plans related to quality of life for specific members, or quality of service for specific facility locations. Through the two progress reports, each provider shared the impact their projects had on Includa members and the staff that support them. One provider reported, “This was a great project, and it definitely helped us during these difficult times to branch out of the box in order to help our residents and staff. It has boosted morale all through the facility. Staff have taken the initiative always to be looking for the next activity to try.”

Results: 84 facilities completed projects to improve the lives of approximately 290 members; of these projects 19 were member-specific focusing on quality of life, and 65 were facility-specific focusing on quality of service, each receiving a payment of \$300 per facility.

Community Living: Participating providers collaborated with members to further develop their skills and maximize independence in a manner that is most important to that member. Through Community Living, providers supported members to live as independently as possible and actively participate in their communities.

Results: 15 facilities completed projects to support the lives of 18 members, receiving a payment of \$400 per member.

Competitive Integrated Employment (CIE): Participating providers supported individual members in exploring their gifts, capacities, and interests, and helped them to envision the value of offering their contributions within the workforce. Providers focused on supporting members in Job Keeping and Job Finding.

Results: Two facilities completed the CIE – Job Finding project, supporting a total of two members to find employment in the community, each receiving a payment of \$1,200 per member. Nine facilities completed the CIE – Job Keeping project, supporting a total of 11 members to keep their current employment in the community, each receiving a payment of \$400 per member.

Please check out the “Project Showcase” on page 3 for examples of 2020 provider projects!

What are Residential Outcome Payments?

Residential Outcome Payments are part of Includa’s Residential Rate Methodology (RRM), which is the process used for setting Residential Care and Supervision rates. These outcome opportunities allow residential providers to receive an additional payment when meeting certain criteria designed to promote member success. Payments are based on offering an additional level of care not captured within other areas of Includa’s RRM.

To learn more about Includa’s RRM, visit our website at includa.org/providers/resources.

DHS Electronic Visit Verification Newsletter & Other Resources

The February issue of the Wisconsin Department of Health Services (DHS) **Your Key to EVV newsletter** addresses the most common reason electronic visit verification (EVV) visits are not verified: **unknown client error**, and how to fix it.

To learn more about EVV, visit the DHS **EVV Resources** page, where you can access previous newsletters from **2020** and **2021**, and **Unlocking EVV** podcasts. Both the newsletters and podcast transcripts are available in English, Hmong, and Spanish.

If you have questions or comments about EVV, please contact Wisconsin EVV Customer Care at **VDXC.ContactEVV@wisconsin.gov** or 833-931-2035. Customer Care hours are Monday through Friday, 7 a.m. to 6 p.m. CT.



2020 Residential Outcome Payments – Project Showcase

We thank all the residential providers who participated in the 2020 Residential Outcome Payment opportunities and are excited to shine the spotlight on a few examples of the incredible work that was done this year.

QUALITY IMPROVEMENT OUTCOME:

(Anonymous Provider)

This provider developed a “Quality of Life” project plan with individual residents. Together they created a goal to be more involved in the community by finding opportunities for purposeful work. Due to COVID-19, the activities changed to be purposeful work in the facility in support of the community, such as: making tie blankets for the children's hospital, writing to hospitalized patients, letters to nursing homes, and care packages for the military. The initial members were very involved in the project, and the project grew to incorporate other residents inside the facility. The provider reported that these days became the ones that the residents looked forward to all week. In addition, “Everyone seemed happier, in better spirits including staff. The activities seemed to give everyone purpose and improve their mood during difficult times.”

COMMUNITY LIVING OUTCOME:

DAHL ADULT FAMILY HOME

The Dahl Adult Family Home supported an Inclusa member to gain further independence by focusing on the areas of



Community Connecting, Housekeeping & Home Management, Personal Hygiene and Wellness, Shopping, and Building a Support System. While only three areas were needed to complete the outcome expectations, this project went beyond that requirement, focusing on all areas of interest to the individual member. It was reported, “The member has more self-confidence in doing things on his own but still requires a lot of help; he seems very happy when he does complete a task on his own like going up and down the stairs.”

Inclusa 2021 Incentives for Assisted Living Communities

The Wisconsin Department of Health Services (DHS) has once again offered Managed Care Organizations (MCOs) the opportunity to participate in an incentive for provider quality related to Assisted Living Communities (ALCs) for 2021. ALCs include the following facility types:

- Adult Family Homes
- Certified Residential Care Apartment Complexes
- Community-Based Residential Facilities

Providers are required to meet certain criteria to qualify for the incentive program, with maintaining membership in good standing with the **Wisconsin Coalition for Collaborative Excellence in Assisted Living** (WCCEAL) being one of those criteria.

Inclusa is partnering with WCCEAL to encourage providers to join one of the assisted living associations that support excellence in provider quality. Membership in the following associations provides access to their quality improvement program (shown after association name) as well as full WCCEAL access:

- **Disability Service Provider Network** (DSPN)
– *Star Accreditation Program*
- **LeadingAge Wisconsin**
– *Echelon Program*
- **Wisconsin Assisted Living Association** (WALA)
– *Diamond Accreditation Program*
- **WI Health Care Association/WI Center for Assisted Living** (WHCA/WICAL)
– *PEAL Program*

Have a question about the incentive opportunities? Email us at providerrelations@inclusa.org or call 877-622-6700 (select Option 2, then Option 3) and ask to speak with either of the Inclusa leads identified below. For questions about WCCEAL and assistance with WCCEAL programs, contact the WCCEAL Help Desk at wcceal@qid.wisc.edu.

Cheryl Flick, Inclusa CR/PR Provider Quality Manager
Kris Willey, Inclusa CR/PR Regional Director



DEMENTIA DID YOU KNOW? Vascular and Other Types of Dementia



Did you know that being aware of *what type of dementia* someone has makes a big difference in how we care for them? Getting an accurate diagnosis helps us to find better approaches to care, what is typical for that kind of dementia, and how the disease might progress.

The most common type of dementia is Alzheimer's Disease. Another common type is Vascular Dementia.

There are several more kinds of dementia as well. Some people have more than one kind of dementia or "Mixed Dementia." People with Down Syndrome are now living longer, and many will develop Alzheimer's Disease, too.

Learn more about Vascular Dementia and other kinds of dementia by exploring these resources:

- **Vascular Dementia** (Mayo Clinic)
- **A Patient's Guide to Vascular Dementia** (US News & World Report)
- **Vascular Dementia** (WebMD)
- **Dementia Types | Symptoms, Diagnosis, Causes, Treatments** (Alzheimer's Association)

Do you have questions about how to better support an Includa member with dementia? Contact the Includa Community Resource Coordinator (CRC) or Health & Wellness Coordinator (HWC) for the member you help support!



Medicare Payment for One-Month Replacement Rental for Equipment Under Repair

Great news for Medicare-Certified Durable Medical Equipment Providers! In a February 22, 2021 release, the Centers for Medicare and Medicaid Services (CMS) announced that Medicare will pay one month's rental for the temporary replacement of a beneficiary-owned piece of equipment while it is being repaired, when the repair takes more than one day. When billing, the supplier should use **HCPSC code K0462**. Please read the full release for billing details: **Billing Update: K0462 (Temporary Replacement for Patient Owned Equipment Being Repaired)** (cgsmedicare.com).



Inclusa Provider Subcontract Updates

Each year Inclusa makes adjustments to the Inclusa Provider Subcontract based on new requirements implemented in the Family Care contract between the Wisconsin Department of Health Services (DHS) and each Family Care managed care organization. Inclusa uses an 'evergreen' contract with a 5-year renewal cycle. If you would like to have an updated subcontract agreement issued in advance of your renewal, please email providerrelations@inclusa.org or call 877-622-6700 (select Option 2, and then Option 3).

This year's update to the subcontract adds new language to Section VI. Service Authorizations: "F. Provider may not require members to receive a service via interactive telehealth or remotely if in-person service is an option." This change will be effective April 1, 2021.

In addition to the DHS subcontract, many of the scopes of service published on our website have recently been updated. Please take a few minutes to visit our [Providers/Contracting](#) page and review the scope of service for your service type.

The most notable change is in our *Physical and Occupational Therapy, Speech & Language Pathology, and Home Health* scopes, where the following Standards of Service language has been added:

Inclusa may not prohibit or otherwise restrict a provider acting within the lawful scope of practice from advising or advocating on behalf of a member who is his/her patient, including any of the following:

- For the member's health status, medical care, or treatment options, including any alternative treatment that may be self-administered.
- For any information the member needs in order to decide among all relevant treatment options.
- For the risks, benefits, and consequences of treatment or non-treatment.
- For the member's right to participate in decisions regarding his/her health care, including the right to refuse treatment and to express preference about future treatment decisions.

Inclusa Provider Support – Authorization & Claims Support (ACS) Teams

For the best support experience possible, we encourage you to directly contact the Inclusa Authorization & Claims Support (ACS) team that supports the type(s) of service you provide to our members. You will be connected with staff who are knowledgeable in those specific service areas, which will ensure your needs are met in a timely and efficient manner. We look forward to the opportunity to assist you.

The ACS contact information shown to the right can also be found on the [Inclusa Provider Portal](#) Contacts page, our website [Providers/Claims & Billing](#) page, and the last page of every [Provider Partners](#) newsletter.

Inclusa Authorization & Claims Support Teams

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

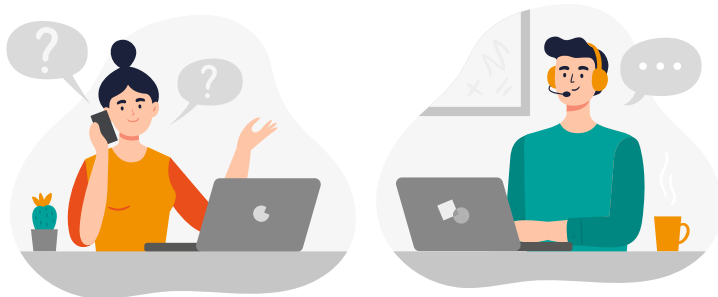
Email: ACS-Residential-CSL-NH-Therapy@inclusa.org

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



Remote Waiver Services and Interactive Telehealth: During the PHE and Going Forward

As we reported in the [December 2020 Provider Partners](#) newsletter, Includa is committed to exploring what technology has to offer and how it can be used to enhance individual member lives. We also encourage providers to explore the use of technology as appropriate to support the greater independence of members, including remote services and telehealth.

During the current Wisconsin Public Health Emergency (PHE) there have been expanded opportunities for the use of remote services and telehealth to help address the challenges related to COVID-19. We are pleased to report that the Wisconsin Department of Health Services (DHS) 2021 Wisconsin Family Care Contract allows for many waiver services to be offered remotely after the PHE for COVID-19 has ended.

We will provide more detail on the contract change and resulting new opportunities as we get closer to the end of the PHE. **At this time, providers should continue to follow temporary PHE guidance.**

See Wisconsin ForwardHealth [Telehealth Expansion and Related Resources for Providers](#) for more detail about telehealth during the PHE. As a reminder, please note that **modifier 95 must be included** when submitting claims to WPS for remote waiver services or interactive telehealth.

If you have an interest in exploring remote services or interactive telehealth, please email providerrelations@includa.org.



Reported Benefits of Remote (Virtual) Services

During the Wisconsin COVID-19 Public Health Emergency, some Day Habilitation and Vocational providers have offered services remotely to members, and providers and members alike have found many benefits to the offered virtual services. The Wisconsin Board for People with Developmental Disabilities (BPDD) recently conducted a survey to evaluate the experiences of not only those using virtual services, but also of those providing them. They assessed the services by posing several questions to various stakeholders. Several Includa providers were approached to weigh in on experiences with virtual services and contributed to the findings within the report.

A few of the reported benefits:

- Increased participant engagement and the development of peer partnerships and relationships
- Participants trying new things and acquiring new skills
- Participants maintaining and improving their health and wellness
- Improvement of skills related to the use of technology over time

Based on our own experiences and those found within BPDD's evaluation, we find that virtual services offer a valuable option to learn and remain engaged with others. If you are interested in hearing more from those that have experienced the benefits of remote (virtual) services, [click here](#) to see a BPDD YouTube video.

Register for the WPS Provider Portal

Please consider registering to access the WPS Provider Portal if you have not already done so. Providers that are registered for the WPS Provider Portal can view claim status, payment remittance advices (PRAs), and authorization details for their Tax ID, as well as enrollment status for their members. Simply log in to your account to take advantage of these features.

- For details on registration and features of the WPS Provider Portal, visit the Family Care Groups page at www.wpshealth.com/resources/provider-resources/family-care-groups.shtml
- To log in to the WPS Provider Portal go to www.wpshealth.com/providers/index.shtml

For assistance with registration or use of the new WPS Provider Portal features, please contact the WPS/Family Care Contact Center at 800-223-6016 (8:00 a.m. to 4:30 p.m., M-F).

Tip: Scroll down on the **Family Care Groups** page and click the arrow next to 'Inclusa' for a variety of claims filing resources and contact information specific to Inclusa providers.



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 Learning
Management System (LMS)
Resources and Training**
Web: providerlearning.inclusa.org

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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