



## Provider Partners

June 2021

## Welcoming New Providers in GSRs 9 & 10

We would like to thank our new providers in Family Care Geographic Service Regions (GSRs) 9 and 10 for working with us to get contracts in place to support our expansion into these regions on April 1. Our efforts to build a solid network of support for Inclusa members in GSRs 9 and 10 were made possible by an incredible group of dedicated service providers within these areas. Welcome to Inclusa!

As a result of this expansion, new Inclusa offices in Menasha and Sheboygan are open (by appointment only) to provide regional support. The offices are located at 1486 Kenwood Drive, Suite 102 in Menasha and 2109 Erie Avenue, Suite 102 in Sheboygan. For full location and contact information see our website [Locations](#) page.

We will continue to grow our network within Calumet, Fond du Lac, Manitowoc, Outagamie, Waupaca, and Winnebago counties so that we can offer a variety of local long-term care supports and services to help Inclusa members create the life of their choosing.

## Coulee Region Taxi Recognized with Q1 PROPs Award

We are pleased to announce that our cross-departmental review committee has chosen **Coulee Region Taxi** (La Crosse, Wis.) for the 2021 Q1 Inclusa PROPs award. The Inclusa Provider Recognition - Outstanding Performance (PROPs) program recognizes providers for outstanding performance. For the first quarter of 2021 (Q1), we received nine provider nominations from Inclusa care teams throughout the state.

The winning nomination was submitted by Health and Wellness Coordinator (HWC) Nikki Miller (La Crosse). Miller described how Coulee Region Taxi employees went above and beyond to assist a member in getting to an appointment and made sure that she was okay by escorting the member to the cab and then into the medical facility.



**#taxi** COULEE REGION

The other providers nominated for 2021 Q1 were A&J Family Homes and Services, Aptiv, Bethany St. Joseph, Monroe Hometown Pharmacy West, Schaumburg AFH, Essential Habits for Wellness, Upland Point (Springhouse), and Victoria Potaracke AFH.

Congratulations and thank you to Coulee Region Taxi and all the providers that were nominated for your continued support of our members and the wonderful partnerships that have been developed.

## What's New for Inclusa Residential Outcomes in 2021

Inclusa empowers people to explore and achieve life's possibilities. As part of our vision, there will be a continued focus on Community Living and Employment within the 2021 Residential Outcome Payment opportunities. New for this year, you will see expanded options for participation, additional support resources, and two new payment opportunities focusing on Transition and Diversion.

To learn more about the 2021 Residential Outcome Payment opportunities, please see the announcement on [page 3](#).

## Safer Visits: Inclusa Guidance for In-Person Visits

Throughout 2020 and into 2021, like many of you, Family Care and Family Care Partnership Managed Care Organizations (MCOs) have been focused on our response to COVID-19 and ensuring health and safety for all. Beginning May 15, 2021, the Wisconsin Department of Health Services (DHS) has directed all Family Care and Family Care Partnership MCOs to resume regular, contract-required in-person visits with all members.

In accordance with Centers for Medicare & Medicaid Services (CMS) guidance, MCO staff are considered essential workers, and as such, are to be permitted to enter facilities if they are not subject to a work exclusion due to an exposure to COVID-19 or are not showing signs or symptoms of COVID-19 after being screened.

- This means telephonic and/or video visits no longer meet the face-to-face contract requirement. MCOs are again required to see members in person to meet this standard.
- To shorten the length of visits, care teams may obtain some of the required information telephonically prior to the visit.
- DHS has an expectation that providers contracted to serve people enrolled in Family Care, Partnership, and PACE will allow care teams to enter facilities to conduct face-to-face meetings.

Inclusa takes an approach to conducting member visits which focuses on assuring health and safety and reducing community spread. The guidance at right is provided to Inclusa colleagues and includes expectations prior to completing any in-person member visits. We hope this provides reassurance that Inclusa colleagues are as safe and healthy as possible when they come into your facilities.

### DHS Safer Visitation Guidance for Assisted Living Facilities

The Centers for Disease Control and Prevention (CDC) recently released **new visitation guidance** that promotes in-person and extended visitation for persons living in long-term care settings. This new information has been incorporated into DHS guidance to provide a balance between maintaining safety and supporting residents, family members, and staff. We encourage you to explore the **Safer Visits in Wisconsin Assisted-Living – A Person-Centered Approach** section of the **DHS COVID-19: Assisted Living** page for more information about safer visiting criteria, including “Revised Safer Visitation Guidance in Assisted Living Facilities: Guiding Principles.”

### Colleague Vaccination and Sharing Vaccination Status.

Inclusa does not require, but strongly encourages, colleagues to be vaccinated. Vaccination status is protected health care information (PHI). If asked, many Inclusa colleagues are comfortable sharing their vaccination status with you, **but we cannot require them to do so** as the colleague has the choice in whether to receive the vaccine.

**Precautions for Visits.** We take precautions driven by Centers for Disease Control and Prevention (CDC) and DHS guidance when visiting. Prior to scheduling a visit or entering a facility, Inclusa colleagues:

- Must complete a COVID-19 screening for themselves and those they plan to see that day; if an Inclusa colleague does not pass the COVID screening, they **do not** complete in-person visits
- Maintain at least six feet of physical distance between ourselves and others as a standard
- Must **always wear a mask**, *regardless of vaccination status*
- Perform hand hygiene before and after each visit

**Personal Protective Equipment (PPE).** Inclusa requires and provides PPE for each Inclusa colleague, as well as supplies for good hand hygiene.

**Adjusting for Local Conditions.** Inclusa monitors community spread and adjusts priorities based on this monitoring. If there are multiple positive cases (producing an outbreak status) in a facility, Inclusa colleagues will not complete in-person visits during the outbreak except in rare circumstances.

We recognize direction will continue to change based on the guidance from CMS and DHS. Please check Inclusa's **COVID-19 Recent News** page for the latest updates. We will also provide direct communication about any significant changes to protocols or practices.



## 2021 Residential Outcomes Announcement

Inclusa is excited to announce the available opportunities surrounding the 2021 residential outcome-based payments, which providers are able to receive as part of our current Residential Rate Methodology (RRM). These opportunities are available only to those contracted residential providers utilizing Inclusa's RRM, unless otherwise stated within the outcome details. (See [page 4](#) to learn more about the RRM.) All outcome projects require an application stating the provider's intent to participate, and completion of the required action steps as outlined within the eligibility process. The opportunities for 2021 are:

### COMPETITIVE INTEGRATED EMPLOYMENT

Inclusa has made a commitment to support working-age members to consider all that employment has to offer. Providers are once again encouraged to support members to explore the possibilities of employment by focusing on obtaining and/or maintaining employment.

- Application Deadline: **Due anytime throughout the year before December 1, 2021**

### COMMUNITY LIVING

Inclusa is dedicated to supporting members to live as independently as possible and actively participate in their communities.

- Application Deadline (for each of the three payment opportunities): **Due anytime throughout the year before December 1, 2021**
- **General Outcome:** Within this outcome we will be inviting providers to collaborate with members to further develop their skills and maximize their independence in a manner that is most important to that individual.
- **Residential Transition:** By utilizing the resources found in the Community Living Outcome, residential providers support *a member they currently serve* to explore, select and obtain a community living situation.
- **Residential Diversion:** By utilizing the resources found in the Community Living Outcome, residential providers successfully support a member for whom they receive a referral for residential placement (*a member they do not currently serve*), to explore, select and obtain a community living situation.

### QUALITY IMPROVEMENT

Inclusa will partner with providers to focus their efforts on projects that strive to improve either the quality of life for a specific member, or enhance services currently offered within their facilities.

- Application Deadline: **June 30, 2021**



### Residential Outcomes: Important Items to Note

- **Residential Provider Eligibility:** The 2021 Residential Outcome Payment opportunities are available to only those contracted residential providers utilizing Inclusa's Residential Rate Methodology, and have an authorization within the project year; however, some exceptions will be made regarding the Competitive Integrated Employment Outcome. All eligible providers must remain in good standing with Inclusa throughout the project year.
- **Online Platforms:** We will utilize a variety of online platforms to support the Residential Outcome Payments. To ensure you don't miss out on this opportunity or any project-specific information, please monitor your email spam/junk folders for related communications. Questions regarding the 2021 Outcome Payment opportunities may be sent to [innovation@inclusa.org](mailto:innovation@inclusa.org).
- **Payment:** The outcome payment amounts vary among the different opportunities and are identified within the specific outcome details. Payments will be distributed to eligible providers in the first quarter of 2022, with the exception of the Residential Transition and Diversion opportunities.



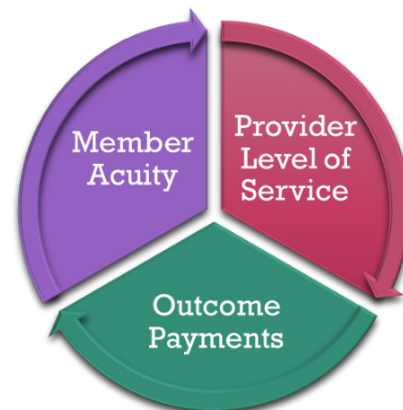
To learn more about the 2021 Residential Outcome Payment opportunities, the eligibility process to meet each outcome, and to access project-related materials, please visit [www.inclusa.org/providers/resources/residential-outcome-payments](http://www.inclusa.org/providers/resources/residential-outcome-payments).



## Inclusa's Residential Rate Methodology

Inclusa's Residential Rate Methodology is the process used for setting Residential Care and Supervision rates. Its calculation method is based on the Wisconsin Department of Health Services' regression model, which ensures providers are paid in the same manner in which Inclusa is paid by the state, and accurately reflects member-specific needs based on the Long-Term Care Functional Screen (LTCFS). This methodology is comprised of three components:

1. Member Acuity – gives a holistic picture of the member based on target group, areas of the LTCFS, and determined cost drivers developed by the state
2. Provider Level of Service – gives the ability to identify services offered, building in factors that are above and beyond standard licensing or certification, and not captured within the acuity of the member
3. Outcome Payments – gives an additional payment opportunity for providers who meet established outcomes



To learn more about Inclusa's Residential Rate Methodology, visit our website at [www.inclusa.org/providers/resources](http://www.inclusa.org/providers/resources).

## MCP Signature Required for “Essential Service” Providers as of June 1

Effective June 1, 2021, Inclusa implemented a new Wisconsin Department of Health Services (DHS) contract requirement for Managed Care Organizations (MCOs) regarding provider signatures on the Member Centered Plan (MCP). As a result, providers of “essential” waiver services are now required to sign the MCP for each member they serve when the provider is first added to a member's MCP and at the annual plan review.

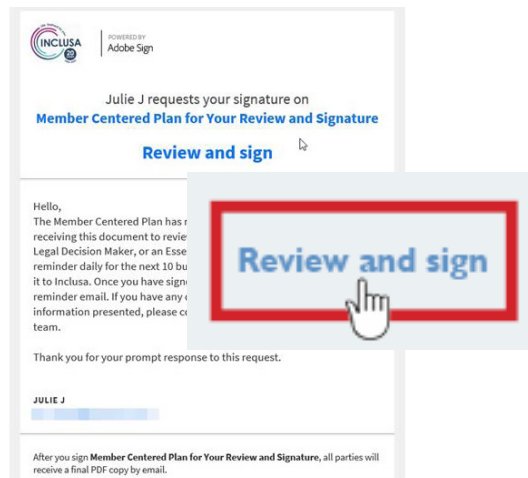
Medicaid waivers allow states to provide services that are not usually covered by Medicaid. Per the DHS Family Care contract, “essential” waiver services include the following:

- Adult Day Services
- Day Habilitation Services
- Daily Living Skills Training
- Prevocational Services
- Adult residential care, including Adult Family Home (AFH), Community-Based Residential Facility (CBRF), and Residential Care Apartment Complex (RCAC)
- Respite Services
- Skilled Nursing Services (RN/LPN)
- Supported Employment (individual and small group)
- Supportive Home Care (excluding routine chore services)

As indicated in a May 13 communication to impacted providers, Inclusa is using **Adobe Sign** to obtain electronic MCP signatures via email. This allows providers to simply click a link in the email and sign from an internet browser, on a computer or on any mobile device. No downloads or sign-ups are needed. (Alternative arrangements will be made for providers without email access.)

The Adobe Sign/MCP email will be sent to the person in your organization identified as the Referral or Program/Facility (i.e., program manager) contact in our business system. This person will be able to forward the Adobe Sign message to someone else within your organization if a different person is more appropriate to sign the MCP.

Please note that the MCP signature requirement is time-sensitive, and we ask that you respond as soon as possible to any MCP Adobe Sign request you receive from Inclusa. If you have questions about this new requirement or need to update your contact information, please contact Inclusa Provider Relations at [ProviderRelations@inclusa.org](mailto:ProviderRelations@inclusa.org) or 877-622-6700 (select Option 2, then Option 3). For questions related to your responsibilities as indicated on the MCP, please reach out to the member's Inclusa care team.





## DEMENTIA DID YOU KNOW?

### Lewy Body Dementia

Did you know “dementia” is a word used to describe symptoms caused by disorders that affect the brain? It is not a specific diagnosis. To better know and understand dementia progression and what it does to someone, it is important to find out what disease is causing the dementia. This is critical information when supporting a person with dementia.

This is the second in a series of articles about different diseases with the symptom(s) of dementia. In the last article we talked about Vascular Dementia. Another type of dementia is *Lewy Body Dementia*.

Lewy Body Dementia (LBD) is the second most common type of dementia after Alzheimer’s Disease. People began to know Lewy Body Dementia after the actor Robin Williams was diagnosed with LBD.

Common Symptoms of LBD include:

- Changing cognition which can vary a lot from day to day
- Repeated visual hallucinations (usually not frightening to the person having them)
- Parkinson-like movement such as rigidity, shuffling when walking, and dropping things
- Sleep disturbances

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

- [Lewy Body Dementia Association](#)
- [Lewy Body Dementia – Johns Hopkins Medicine](#)
- [Lewy Body Dementia – Alzheimer’s Association](#)

Do you have questions about how to better support an Inclusa member with dementia? Contact the member’s Inclusa Community Resource Coordinator (CRC) or Health & Wellness Coordinator (HWC) for additional resources.



## DHS Informational Podcasts on Electronic Visit Verification

In response to provider feedback, the Wisconsin Department of Health Services (DHS) has created a series of interview-style podcasts to provide information supporting the Electronic Visit Verification (EVV) soft launch and help affected providers prepare for a future hard launch. The 10-minute **Unlocking EVV** episodes are designed to make learning about EVV quick and convenient, and include actual questions DHS has received with answers from experts.

The **April issue** of the DHS **Your Key to EVV newsletter** contains details about the podcast episodes as well as questions and answers about lock outs and password management in the Sandata EVV Portal.

To learn more about EVV (and to sign up for email updates), visit the DHS **EVV Resources page**, where you can access a variety of resources and FAQs, including previous newsletters and the **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.



## WHAT'S NEW?

### Provider Portal Administrators: New Quarterly Reminders to Update Access

Inclusa Provider Portal Administrators are responsible for maintaining user access to ensure employees who have been terminated or should no longer have access to the portal are removed as active users. To comply with HIPAA guidelines to safeguard member protected health information (PHI), Inclusa will begin sending quarterly reminders the first Monday of each quarter to all Inclusa Provider Portal Administrators. **The first automated reminder is scheduled for July 5, 2021.** Please follow the instructions in the automated email you will receive to make any necessary updates.

### July 1 Brings Annual Nursing Home Authorization Rollovers

Each year on July 1st, new authorizations are created for our nursing home providers to coincide with the Wisconsin Department of Health Services fiscal year RUG rate schedule. To accomplish this rollover, nursing home authorizations will be end-dated 06/30/2021 and new authorizations created effective 07/01/2021 – 06/30/2022. Please remember, you will need to **confirm your new authorizations on the Inclusa Provider Portal prior to submitting claims for dates of service July 1, 2021 and after, as your authorization IDs will have changed.** If you have any questions, please contact your Inclusa Authorization and Claim Support team at [ACS-Residential-CSL-NH-Therapy@inclusa.org](mailto:ACS-Residential-CSL-NH-Therapy@inclusa.org) or 888-544-9353, Option 6.

### Residential Shared Room Rates Effective June 1

Effective June 1, 2021, Inclusa implemented shared room rates for situations where members reside in a shared bedroom in an Adult Family Home (AFH), Community-Based Residential Facility (CBRF), or Residential Care Apartment Complex (RCAC). As indicated in our April 15 communication to AFH, CBRF, and RCAC providers, Inclusa is required to adjust the room and board portion of the single care and supervision rate for members who reside in a shared room, due to 2021 changes in the Wisconsin Department of Health Services Family Care contract.

#### What is a shared room?

A room is considered “shared” if one or more of the following conditions apply:

- If the area where the member sleeps most of the time is shared with another individual
- If the member’s bedroom is designated by the facility as a shared room, even if the other bed is not currently occupied
- If there is not a door that separates the member’s sleeping area from another individual’s sleeping area; sleeping areas that are separated with a divider or a partial wall would be considered a shared room

**Note:** Because of member billing requirements related to room and board, it is imperative that providers **reach out to the member’s care team before a member moves** from their current private room to a shared room or vice versa to discuss the impact of such a change on the member’s room and board obligation as well as the residential single rate.

#### How does this change affect providers?

- Effective June 1, 2021, shared room rates will apply **for all new placements** sharing a room
- For **current placements** in shared rooms, provider rates will not change in 2021 as the single care and supervision rates have already been set; no change to provider billing is needed
- Effective January 1, 2022, the single care and supervision rate will reflect the shared room calculation for **all members** in shared rooms

#### How does this change affect members?

- As of June 1, 2021, the member’s room and board payment obligation will be adjusted for all members in shared rooms

The Inclusa provider subcontract *Appendix E: Room and Board Rates* has been updated to include information about shared room rates effective June 1. The updated appendix and additional resources are available on the **Residential Rate Methodology Resources** page of the **Inclusa Provider Learning Management System (LMS)**. (You will need to create a login on your first visit to the LMS. See the **LMS User Guide** for details.)

If you have any questions about the change related to shared rooms, please contact Inclusa Provider Relations at 877-622-6700 (Option 2, then Option 3) or [ProviderRelations@inclusa.org](mailto:ProviderRelations@inclusa.org).

## Technology First – Exploring Technology Together

Inclusa's commitment to explore technology for members is supported by our mission and vision. By committing to and adopting a Technology First approach, we move closer to accomplishing our vision for the future. We believe that as part of a person-centered assessment and planning process, technology should be considered and explored as a natural support to achieve life's possibilities. We also believe that technology not only supports individuals to achieve life's possibilities, but that there are benefits to a system that prioritizes the use of technology. By creating opportunities to decrease the need for services provided by direct support professionals, providing relief in the direct care workforce shortage, and utilizing technology, we are exercising good stewardship of funding resources that maximize independence while improving outcomes.

Inclusa is committed to discovering ways for all Inclusa colleagues to expand their knowledge and confidence in the use of technology as a natural support. We are also committed to partnering with



our technology vendors and providers to develop an aligned Technology First approach that transforms service delivery collectively across all services.

Inclusa is very interested in learning more from you, our providers. We welcome your ideas and would like to know how you have creatively used technology within the supports you provide. We also welcome opportunities to explore possibilities with you. Please consider sharing examples or reaching out to simply explore, by sending an email to: [innovation@inclusa.org](mailto:innovation@inclusa.org).

## 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: 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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