



*Building vibrant and
inclusive communities*



Provider Partners

August 2021

Vaccination Successes

As Wisconsin experiences an uptick in COVID-19 positive cases and the presence of the Delta variant, vaccination to protect against COVID-19 is imperative. As of August 18, 2021, there were 11,466 Inclusa members (73.4% of our membership) who have completed the vaccine series, and 416 Inclusa members (2.7% of our membership) who have received at least one dose of the COVID-19 vaccine. This level of vaccination is a testament to the shared efforts of community members and Inclusa providers, members, and colleagues—working together to support the health and safety of individuals who are part of Wisconsin's vulnerable and high-risk population.

Inclusa encourages others to consider getting vaccinated if they have not already done so. The Centers for Disease Control and Prevention (CDC) offers information about [Preparing for Your COVID-19 Vaccination](#). Getting vaccinated is still the best thing we can do to prevent the spread of COVID-19, including the Delta variant.

See page 3 for more Inclusa COVID-19 Updates.

August is National Immunization Awareness Month

The annual **National Immunization Awareness Month** (NIAM) observance highlights the importance of getting recommended vaccines throughout your life. You have the power to take action to help protect yourself and the people you support against serious diseases like tetanus, influenza, and pneumonia through on-time vaccination.

During NIAM, Inclusa encourages everyone to talk with their healthcare provider or other healthcare professional to ensure they are up to date on recommended vaccines. Inclusa also urges you to encourage the members you support to talk with their healthcare provider or Inclusa Health & Wellness Coordinator (HWC) about recommended vaccines.

Vaccines are important to help you stay healthy, and August is a key time to confirm your vaccination status. Use the Centers for Disease Control and Prevention's (CDC) [adult vaccine assessment tool](#) to explore which vaccines might be right for you.



Vaccine Hesitancy and Health Misinformation

The Wisconsin Department of Health Services (DHS) recently addressed vaccine hesitancy and health misinformation in the August 2, 2021 **DHS Weekly COVID-19 Response and Vaccination Newsletter**. The U.S. Surgeon General's **Confronting Health Misinformation** advisory contains more detail about health misinformation as well as action suggestions for a variety of professions and organizations to help build a healthier information environment. Please see the newsletter and advisory for more information.

EVV Hard Launch Date is January 1, 2022

The Wisconsin Department of Health Services (DHS) has announced **January 1, 2022**, as the **hard launch for Electronic Visit Verification (EVV)**. For dates of service on and after January 1, 2022, DHS will begin imposing consequences when EVV data is not captured for required services. The beginning of these consequences is known as 'hard launch,' and is required by the federal Centers for Medicare & Medicaid Services.

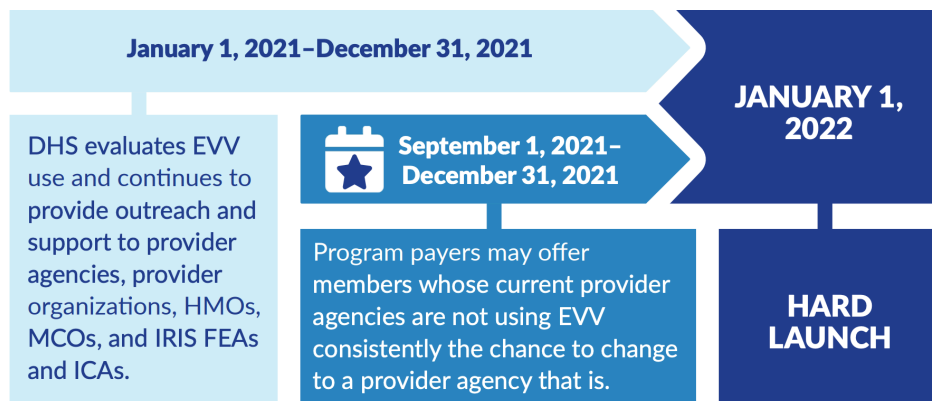
Required services include those covered by the following service codes:

- T1019 (Personal care services, per 15 minutes, not for an inpatient or resident of a hospital, nursing facility, ICF/MR or IMD, part of the individualized plan of treatment)
- T1020 (Personal care services, per diem, not for an inpatient or resident of a hospital, nursing facility, ICF/MR or IMD, part of the individualized plan of treatment)
- S5125 (Attendant care services; per 15 minutes)
- S5126 (Attendant care services; per diem)

Consequences for not using EVV include claim denial, exclusion from future capitation rate setting development, and possible IRIS (Include, Respect, I Self-Direct) participant disenrollment.

DHS has set milestones leading up to hard launch to ensure that members and participants experience minimal disruptions in care and that provider agencies, workers, participants, and members are well prepared for the transition. Please see **ForwardHealth Update 2021-23, Electronic Visit Verification Policy and Hard Launch Timeline** for more information.

For EVV information and resources including policy updates, newsletters, podcasts, handouts, and forum recordings, see the **DHS EVV Home Page**. **If you have questions or comments about EVV, please contact Wisconsin EVV Customer Care at VDC.ContactEVV@wisconsin.gov or 833-931-2035.** Customer Care hours are Monday through Friday, 7 a.m. to 6 p.m. CT.



CPSC Warning: Stop Use of Three Models of Adult Portable Bed Rails

The U.S. Consumer Product Safety Commission (CPSC) is **warning consumers** to immediately stop using three models of adult portable bed rails manufactured by **Bed Handles, Inc.** These models (**AJ1, BA10W, and BA11W**) can create an entrapment hazard and pose a risk of asphyxia to users.

Because the manufacturer of these bed rails is no longer in business, the company cannot offer a remedy. Consumers are urged to immediately stop use of the products and dispose of them. These bed rails have been sold by a variety of online retailers and have also been found for sale on secondary sites, such as eBay.com. If you think you may have one of these bed rails, the model number can be found on a white label located on the bottom of the handle.

The CPSC urges consumers to stop using these bed rails and report any related incidents to the agency at **www.saferproducts.gov**, or by calling the CPSC Hotline at 800-638-2772 (Monday-Friday, 8:00 a.m. to 5:30 p.m. ET).

Bed Rail Guidance Resource

The Wisconsin Department of Health Services (DHS) **Assisted Living: Standards of Practice Resources** page includes this link to more information about the use of bed rails: **[Clinical Guidance for the Assessment and Implementation of Bed Rails in Hospitals, Long Term Care Facilities, and Home Care Settings \(fda.gov\)](#)**.

Inclusa's Continued Response to COVID-19

As we move into autumn 2021, Inclusa's focus on our response to COVID-19, and ensuring health and safety for all, continues. Our current operations include regular, contract-required in-person visits with all members, and the focus on assuring health and safety and reducing community spread remains a high priority. When visiting members and providers, we take precautions driven by guidance from the Centers for Disease Control and Prevention (CDC) and Wisconsin Department of Health Services (DHS). Prior to making a scheduled visit or entering a facility, Inclusa colleagues must:

- Complete a COVID-19 screening for themselves and those they plan to see that day; if the Inclusa colleague or any individual(s) they plan to see do not pass the COVID-19 screening, the in-person visit **will not** occur
- Maintain at least six feet of physical distance between themselves and others
- **Always wear a mask**
- Perform hand hygiene before and after each visit

If a facility is in outbreak status, Inclusa colleagues will not complete in-person visits during the outbreak except in rare circumstances.

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

COVID-19 VARIANTS

Why Scientists Are Worried About Variants

- The Delta variant is a **variant of concern** according to the Centers for Disease Control and Prevention (CDC).
- Variants of concern may spread more quickly and cause more severe disease. In addition, current treatments and vaccines may not work as well with variants of concern as they do for the original coronavirus strain (SARS-CoV-2).
- Viruses change or "mutate" all the time, creating variants like the Delta variant. This is something scientists expect, especially when the original virus is allowed to spread to many people.

Fighting COVID-19 Variants

- Getting vaccinated is still the best thing we can do to prevent the spread of COVID-19, including variants.
- To find a vaccine near you go to www.vaccines.gov

Recruiting Direct Support Professionals – Tools for Employers

Community providers that support individuals with intellectual and developmental disabilities know just how critical it is to attract, recruit, and retain well-qualified Direct Support Professionals (DSPs). With the right DSP in the role, individuals receive the support they need to be included and empowered in the community. At the same time, community providers know just how difficult it is to sustain a direct support workforce.

The **DSP Toolkit** is an online resource for employers of DSPs and individuals considering a career as a DSP, created by the American Network of Community Options and Resources (ANCOR) in partnership with the **Institute on Community Integration** at the University of Minnesota (UMN).

The **Tools for Employers** section of the toolkit shares free and customizable DSP recruitment tools, such as:

- **Recruitment Public Service Announcement (PSA) Videos** to raise awareness about DSP careers
- **Behavioral Interview Guide and Other Interview Resources**
- **Customizable Recruitment Flyers**
- **DSP Turnover Calculator** to assist with assessing recruitment outcomes

One item on the site that is not free is the **Direct Support: A Realistic Job Preview** video, which requires a fee to purchase perpetual rights. A free alternative is this older and longer version, **Realistic Job Preview**, a UMN-produced video that can be used for no cost. Studies have shown that the use of realistic job previews can improve retention rates by 9%-17%.

Some of the images in these recruitment resources may not apply to all of your diverse service areas, so feel free to use what you can.





DEMENTIA DID YOU KNOW? Focus on Alzheimer's Disease



Have you had the opportunity to participate in a **Walk to End Alzheimer's** event? Most walks in Wisconsin are held in September. Maybe we will see you at one of the walks! In the meantime, please join us in learning more about Alzheimer's disease by exploring the following information and resources.

Alzheimer's Disease

- Early signs include forgetting recent events or conversations, followed by severe memory impairment and inability to carry out everyday tasks.*
- Medications may temporarily improve or slow progression of symptoms and help the person to maximize function and maintain independence.
- Programs and services can help support people with Alzheimer's disease, their loved ones, and caregivers.

*Differences between Alzheimer's disease and typical age-related changes can be found at www.alz.org.

Additional Resources

- **Alzheimer's Association:** Explore the association's website at www.alz.org for information on support groups, education, research, local resources, and more
- **For Visual Learners:** **Alzheimer's Association 2021 Alzheimer's Disease Facts and Figures** (YouTube video)
- **For Auditory Learners:** **Dementia Matters Podcast** – University of Wisconsin-Madison, School of Public Health
- **Become a Dementia Friend or Dementia Champion:** **Dementia Friends** are changing the way people think, talk, and act about dementia. For a free 60-minute informational session, contact Carla Lundeen at Carla.Lundeen@inclusa.org or 608-785-6271.



Inclusa Provider Customer Support – We Want Your Feedback!



Our goal is to provide exceptional customer service and quality solutions to our providers. You can find the link to the **Inclusa Provider Customer Support – Satisfaction Survey** on the Inclusa website **Claims & Billing** page, the **Inclusa Provider Portal** Resources page, and the Contacts section on the last page of the **Provider Partners** newsletter. If you would like to provide feedback on your experience with our customer service department, please take a moment to complete this provider satisfaction survey. We review all feedback to address any opportunities our stakeholders have identified to improve outcomes or recognize outstanding work by our customer support team members.

Residential Outcome Payments Reminder

Residential Outcome Payment opportunities for 2021 continue to be available to all AFH, CBRF, and RCAC providers! Outcome Payments are part of Inclusa's Residential Rate Methodology and allow these providers to receive an additional payment when meeting certain criteria designed to promote Inclusa member success. Below is a brief breakdown of the opportunities currently available. For more information on Residential Outcome Payments please visit: www.inclusa.org/providers/resources/residential-outcome-payments.

COMMUNITY LIVING

Providers will partner with a member to further develop skills and maximize independence in a manner most important to that member. Our hope with this outcome is to support the growth and development of members who wish to gain further independence, thus freeing up staff time to be able to assist other individuals with more complex needs.

- **GENERAL OUTCOME:** Together, the provider and the member will use a series of resources designed to support the member in being more comfortable and confident in taking the next steps toward growing independence.

Restrictive Measures Utilization – Data Collection and Reporting

The Wisconsin Department of Health Services (DHS) can now record restrictive measure (RM) utilization data in their restrictive measures database. Per the DHS Family Care Contract, managed care organizations (MCOs) are required to work with providers to collect monthly RM utilization data as of July 1, 2021. Beginning August 2021 and going forward, affected providers are required to submit the prior month's utilization data to MCOs. (Inclusa will request that data be sent by the 15th of each month.) MCOs will then submit the data to DHS on a quarterly basis.

This requirement will impact Inclusa staff as well as providers who currently work with an Inclusa member who has an approved restrictive measure. Inclusa has supplied general information, a data submission tool, and a Frequently Asked Questions (FAQ) document to these providers. These resources are also available on the **Inclusa Learning Management System (LMS)**. For assistance or more information, please reach out to the Inclusa Behavioral Health Team at behavioralhealth@inclusa.org.

- **RESIDENTIAL TRANSITION:** Using Community Living resources, providers are able to assist members currently living in their residential facility to transition to living in the community with expected achievement within 12 months.
- **RESIDENTIAL DIVERSION:** Using Community Living resources, providers are able to assist members not currently living in their residential facility with the goal of diversion from residing in a facility to living in the community with expected achievement within 12 months.

COMPETITIVE INTEGRATED EMPLOYMENT

Within this outcome, providers will work closely with members to develop a plan and complete various activities focused on finding a job in the community and/or keeping their job if they are already working.

QUALITY IMPROVEMENT

The application process is now closed for this outcome opportunity. For those providers that are participating within this outcome, please be sure to continue to update your current project plan using the templates provided. The updated templates can then be submitted as your first Progress Report, which is due by October 1, 2021.

Inclusa or WPS – Who and When to Contact?



We recognize it can be confusing at times knowing who to contact when you need authorization and claims support, so we are sharing the following information to help guide you to the right place for assistance. This information is also available on our website [Claims & Billing](#) page, the [Inclusa Provider Portal](#) – Contact page (“About” dropdown), and this [printable contact list](#).

INCLUSA

Authorization and Claims Support (ACS) Team

- Inclusa Provider Portal Assistance
- Provider Billing Information Updates
- Assistance with Overpayments/Underpayments and Corrected Claims
- Understanding Your Authorizations
- Assistance with Timely Filing Waivers
- Claim Questions that Cannot be Resolved with WPS

Our Authorization and Claims Support (ACS) teams are organized by service type to provide you with specialized support. If you need assistance, please contact the support team for your service type. Contact information with a full list of services supported by each team is available on the website and provider portal resources listed above. ACS team contact information is also on the back page of each *Provider Partners* newsletter.

WPS

Family Care Contact Center

800-223-6016 (8:00 a.m. – 4:30 p.m., Mon. – Fri.)

- General Claim Processing Questions (how to)
- Claim Payment Status
- Claim Denials (reason for denial, how to resubmit correctly)
- Corrected Claims (when needed, how to submit)
- Duplicate Denial Reprocessing Requests
- WPS Processing Errors (reprocessing is done through the Contact Center)
- WPS Refund Request Information
- Additional Copies of Remittance Advice
- WPS Provider Portal

Electronic Data Interchange (EDI) Help Desk

800-782-2680, Option 1

- Sign up to Submit Claims Electronically
- Sign up for Direct Deposit – Electronic Funds Transfer (EFT)
- Sign up to Receive Your Payment Information Electronically – Electronic Remittance Advice (ERA)
- Online Registration Issues, Password Resets, Login Assistance
- Update Account Information
- Claims Missing Following Submission Using PC-Ace
- Missing Files or Other Technical Concerns

Technology for Independence – Incorporating Technology to Complement Service Delivery

Efforts to expand the use of technology continue to be a primary focus of individuals on Inclusa’s Technology for Independence Committee. Committee members have been meeting with community living providers to discuss implementation of technology to complement the support services they offer and relieve some of the pressures related to the workforce shortage.

One way to increase the likelihood of success for a provider considering adding technology to their support services is to receive guidance and support from other providers that have implemented technology within their community living services. The committee is currently developing opportunities for providers to receive firsthand technical assistance. In addition, a technology support guide is being drafted to introduce providers to various forms of technology. The guide will assist them with understanding the key areas to consider to successfully utilize and implement technology within service delivery. Development of training modules for Inclusa colleagues on the use of

technology is also occurring. To the greatest extent possible, this will mirror the provider training, as many of the same elements need to be considered.

If you have an interest in discussing how technology might complement the services your organization offers, please contact us at innovation@inclusa.org to set up a time to discuss your interest!



Introducing Includa's Tribal Liaison & Outreach Efforts

Includa is proud to introduce our Tribal Liaison, Michelle Bella, who serves as a direct contact for all Wisconsin Tribal Nations. This role works to support partnership and connect resources, in hope of strengthening our communities.

Over the last month, we have been collaborating with Eve Klawitter, a Community Health Internship Program (CHIP) colleague who has assisted Includa with outreach efforts to all Wisconsin Tribal Nations while working to gain experience in public health. Our goal in these outreach conversations is to

become a better partner and resource to each community by listening and gathering additional information via our **Tribal Outreach Survey**. We hope to identify learning opportunities, understand specific strengths and barriers, receive general feedback, and fully commit ourselves to building trust. Please contact Michelle at michelle.bella@includa.org if you have any questions regarding these outreach efforts or if you would like to schedule some time to connect.

WPS Provider Portal – Reminder to Get Registered!

This is a reminder that WPS, Includa's third-party claims administrator, has a provider portal for Family Care providers. When you register for the WPS Provider Portal, you will have access to Includa member information, authorizations, claims, and secure messaging with WPS support staff.

What does the WPS Provider Portal offer?

The portal provides access to:

- **Dashboard:** View provider news and notifications
- **Member Search:** Search for member information
- **Authorizations:** View all new, revised, or cancelled authorizations once they have been accepted by WPS
- **Real-Time Data:** Authorization detail within the WPS Provider Portal is real-time data based on authorizations accepted from Includa
- **Claims:** Search for claims, check claims detail and corresponding Provider Remittance Advice (PRA), and submit claims electronically
- **Secure Messaging:** View and send secure messages to the WPS Contact Center
- **Profile Management:** Change your security questions and password and set your preferences; Provider Administrators can also invite additional users under your organization's tax ID and access the user sign-up queue to approve invitations
- **FAQs:** Access frequently asked questions related to Family Care claims submission

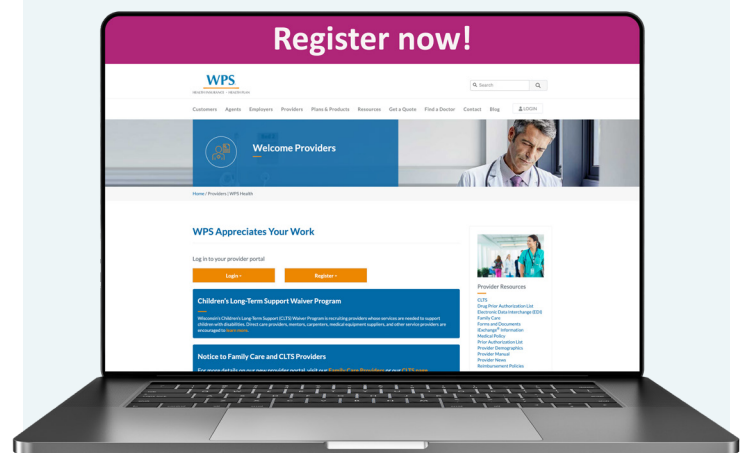
To register for the WPS Provider Portal, visit the WPS **Providers** page (wpshealth.com/providers), click the Register button, and select WPS Health from the drop-down menu. See the **WPS Family Care Groups** page for more information about how to access the portal.

What do you need to register?

The following items are required to register for the WPS Provider Portal:

- Two provider remittance advice (PRA) documents received within the last 90 days
- One claim number from each PRA
- Remit date and remit amount for each PRA
- EFT/check number for each PRA

Please see the **WPS Family Care Provider Portal User Guide** for more information on how to navigate the portal. If you need assistance with registration or using the features of the portal, please contact the WPS / Family Care Contact Center at 800-223-6016 (8:00 a.m. – 4:30 p.m., Mon. – Fri.).



Technology First Coalition Updates

Earlier this year, a Technology First Coalition was initiated by Includa, **Night Owl Support Systems**, and **The Arc Wisconsin**. The coalition also includes many stakeholders from across the state, including technology vendors, community living and residential providers, managed care organizations, IRIS Consultant Agencies, and advocacy organizations. The coalition has continued to meet monthly and as a result has finalized the **Guiding Principles for Technology First Wisconsin**. The group recently formed four sub-groups to focus on:

- Funding of technology and rates
- Technology definitions and education
- Policy changes needed to further advance technology
- Training for care managers and providers

Additionally, in June 2021 a small group of stakeholders presented the Guiding Principles for Technology First Wisconsin to leadership at the Wisconsin Department of Health Services (DHS) and shared opportunities identified by the coalition. DHS was supportive and is looking to the coalition to prioritize efforts where DHS involvement may be needed.

Contact Information

Includa General

Member-Related Questions, Authorizations

Phone: 877-622-6700

Email: info@includa.org

Web: www.includa.org (See the Providers menu for additional provider resources)

Includa Provider Relations

Contracting, Scopes of Service

Phone: 877-622-6700 (select Option 2, then Option 3)

Email: ProviderRelations@includa.org

Web: www.includa.org/providers/contracting

Includa Provider Learning

Management System (LMS)

Resources and Training

Web: providerlearning.includa.org

Includa Provider Customer Service

Includa Portal and Authorization & Claims Support

Web: www.includa.org/providers/provider-portal

www.includa.org/providers/claims-billing

Includa Provider Customer Support - Satisfaction Survey

Printable Includa and WPS Support Contact List

Transportation-Employment Support Team

Email: ACS-Transportation-Employment@includa.org

Phone: 888-544-9353, ext. 4

DME-DMS-OTC Support Team

Email: ACS-DME-DMS-OTC@includa.org

Phone: 888-544-9353, ext. 5

Residential-CSL-NH-Therapy Support Team

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

Phone: 888-544-9353, ext. 6

SHC-SDS-Home Health Support Team

Email: ACS-SHC-SDS-HomeHealth@includa.org

Phone: 888-544-9353, ext. 7

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