



Provider Partners

October 2021

Direct Care Workforce Shortage

All Inclusa colleagues thank you for the care you provide to our members every day. We appreciate your open communication on the challenges you are experiencing with the Direct Care Workforce shortage. Your partnership with us to find creative solutions is essential in continuing to provide supports to individuals in their homes and communities. Therefore, we are reprioritizing our organizational activities so we can place additional focus on supporting our members, providers, communities, and Inclusa colleagues during this critical time.

Part of our focus will be to seek out and share helpful resources, supports, and information in a variety of formats. As we work together to navigate the shortage, please continue to share with us your experiences, ideas, and suggestions on how we can foster resilience while collectively meeting the needs of our members and communities—now and in the future.



Update: 2021 State Directed Rate Increase for HCBS Providers

The following updates are in regard to the **State Directed Rate Increase** (SDRI) for Home and Community-Based Services (HCBS) effective June 1, 2021. All Inclusa contracted rates for Home and Community-Based Services after September 1, 2021, include the SDRI amount. A **list of impacted service codes** is available on our website **Provider Announcements** page for your convenience.

Claim Reprocessing for June, July, and August – For All Impacted HCBS Providers

Inclusa continues to partner with WPS to reprocess provider claims for June, July, and August services to ensure providers receive the additional reimbursement for the 2021 SDRI. WPS anticipates having all SDRI claims reprocessed by October 31.

Additional Information for Residential and CSL Providers

Action taken to date to implement the 2021 SDRI increases for all Inclusa residential and Community Supported Living (CSL) providers includes the following:

- New rate agreements backdated to June 1, 2021, have been issued to reflect the original rate, the SDRI, and the new Single Total Rate. A 4.24% increase was applied to CSL rates and a 3.51% increase was applied to residential rates. The 3.51% residential SDRI accounts for the portion of the Single Total Rate associated with room and board costs, which are not eligible for the SDRI.
- New authorizations have been created for the increased total rate effective September 1 – December 31, 2021.
- Inclusa has submitted claims requiring reprocessing to WPS to account for additional payments owed for June, July, and August dates of service that have been previously paid at the original rates.
- Our approach to setting rates for new placements:
 - Inclusa will continue to use the same residential rate setting methodology, which is based on member acuity and facility type.
 - The Inclusa rate setting tool has been updated to include the SDRI amounts.
 - All rates offered by Inclusa colleagues after September 1, 2021, **include** the SDRI amount.
 - All rate agreements have the SDRI amount identified.

Please contact DHSITCFiscalOversight@dhs.wisconsin.gov if you have any general questions about the 2021 State Directed Rate Increase. For questions related to your authorizations or billing, contact your **Inclusa Authorization and Claims Support** team. For questions related to your contract or services, contact Inclusa Provider Relations at ProviderRelations@inclusa.org or 877-622-6700 (select option 2, then option 3).

Take Action to Prevent Falls

In September, we celebrated **Falls Prevention Awareness Month** in Wisconsin. But since falls can happen at any time, keeping falls prevention activities going strong all year long is essential.

Why Is Falls Prevention Important?

- Falls are the leading cause of injuries for older adults. One in four older adults falls each year, and Wisconsin leads the nation in deadly falls among people age 65 and older—two times the national average.
- Falls can cause serious injuries like broken bones, hip fractures, and head injuries.
- Falls are expensive, with an average hospital cost of over \$30,000.
- Falls can create a fear of falling, leading to health decline and social isolation.

What Can We Do to Prevent Falls?

- The good news is that most falls can be prevented!
- As a caregiver, you have the power to help reduce the risk of falling for those you support. You can be a partner and a participant in falls prevention.
- Inclusa Health & Wellness Coordinators (HWCs) are excellent resources for education, ideas, and support.

The Falls Free Wisconsin Coalition

The state of Wisconsin has formed a **new state coalition**, led by the **Wisconsin Institute for Healthy Aging (WIHA)**, which is



working to prevent falls among the elderly and other vulnerable populations. Inclusa is an active member of this coalition.

Falls Free Wisconsin – Webinar Series:

Tools & Strategies for Preventing Falls in Wisconsin

Please join the Falls Free Wisconsin Coalition for two webinars in October:

- *New CDC Tools, Resources, and Best Practices for Falls Prevention* – October 12, 2021 (Noon to 1:00 p.m., CT)
- *Best Practices in Screening for Falls Risks and Connecting Patients to Community-Based Programs* – October 26, 2021 (Noon to 1:00 p.m., CT)

Register online at **Falls Free Wisconsin Webinar Registration (wufoo.com)**.

Residential Providers Reminder: HCBS Compliance is Required

The Wisconsin Department of Health Services (DHS) requires all adult residential providers to meet and maintain federal Home and Community-Based Services (HCBS) Settings Rule requirements. This compliance requirement includes licensed 3-4 Bed Adult Family Homes, Community-Based Residential Facilities, and certified Residential Care Apartment Complexes, as well as certified 1-2 Bed Adult Family Homes.

HCBS compliance is also an Inclusa provider contract requirement. **Please note that HCBS compliance is location specific. This means residential providers need to obtain HCBS compliance for each residential location that is contracted with Inclusa.**

Please see the **DHS HCBS Settings Rule: Compliance for Residential Service Providers** page to learn more. For information about maintaining HCBS compliance, see the **DHS Home and Community-Based Services for Pending, Licensed, and Certified Assisted Living Facilities** page.

The following resources provide more details:

- **Benchmark Guide for Home and Community-Based Services Settings Rule: Certified 1-2 Bed Adult Family Homes** (PDF)
- **Benchmark Guide for Adult Residential Settings: Home and Community-Based Services (HCBS) Settings Rule** (PDF)
- **DQA Implementation of Home and Community-Based Services Settings Rule in Residential Assisted Living Facilities** (PDF)

For further questions regarding HCBS compliance, please contact DHS at **dhshcbssettings@dhs.wisconsin.gov**.



DEMENTIA: DID YOU KNOW?

Early Detection Can Help Us Support Someone Experiencing Dementia

Inclusa staff have two screening tools available to help identify early signs of cognitive decline: the Animal Naming Test and the **Mini-Cog®** (mini-cognition) instrument. If someone shows a need for further evaluation based on the screening, we can make referrals to explore what is causing the apparent symptoms of dementia. (Conditions such as a urinary tract or other type of infection, vitamin deficiency, or depression can show as a change in cognition or actions and *may* be reversible.)

As stated in previous articles, it is important to learn what is causing the symptom(s) of dementia because then we can:

- Be better prepared and educated
- Understand the progression of the specific disease
- Be better able to support the person in their goals and outcomes
- Continue to see the person as the person, not as their “behaviors”
- Assist in connecting the person’s circle of support with a greater circle of support in the community



Photo by Fakurian Design on Unsplash

- Be proactive and reduce risk while supporting the person’s quality of life
- Utilize Inclusa’s **Dementia Toolkit**

Please contact the member’s Inclusa care team if you feel someone would benefit from an additional cognition screening.

Training & Resources: Take Advantage of the Inclusa Provider LMS



Photo by Marcus Aurelius from Pexels

The Inclusa Learning Management System (LMS) is a place where providers can log in and have access to resources, training opportunities, and general information specifically for providers. We would like to encourage you to explore the available topics in the LMS library which you may find helpful for you and your staff.

For example, in the LMS you’ll find information about the 2021 Residential Rate Methodology (RRM), Provider/Caregiver Resources, Clinical Practice Guidelines on a variety of topics, and

a Direct Support Professional Recruitment Toolkit. Additionally, there are training videos identified by a range of categories, such as Behavioral Health, Community Connecting, Contract Compliance, Cultural Awareness, Dementia, and Prevention and Wellness. Inclusa LMS resources can be shared with direct caregivers and others within your organization. Staff who are responsible for day-to-day operations may find access to these resources particularly valuable.

Click the links below to **access the LMS** and the **LMS User Guide**, which are also available on our website **Providers/ Resources** page. Please feel free to reach out to Tracy Clements at tracy.clements@inclusa.org with any questions related to the LMS and its use.

- Access the LMS (or create a login): <https://providerlearning.inclusa.org>
- View the LMS User Guide: <https://bit.ly/InclusaProvider-LMSGuide>

COVID-19 Prevention and Response: DHS Infection Prevention Resources

The Wisconsin Department of Health Services (DHS) has a number of infection prevention resources available to assist local health departments and long-term care facilities (LTCFs) with COVID-19 prevention and response. This includes:

- **LTCF outbreaks guide** that walks through infection prevention steps before identifying cases, a process for investigating and responding to outbreaks, and frequently asked questions.
- Fact sheets, including assisted living facility-focused sheets on **isolation and quarantine**, **environmental cleaning**, and **personal protective equipment (PPE) basics**.
- **Rapid Assistance and Support Team (RAST) flyer** and dedicated email box (dhsrast@dhs.wisconsin.gov) for LTCF outbreaks that could use a collaborative, multidisciplinary approach to outbreak review and next steps.
- **Regional Infection Preventionists** to assist with questions and perform infection control assessments.

These infection prevention resources are currently available on the DHS COVID-19 **nursing home**, **assisted living facility**, and **health care provider** pages of the website with more to come. Please send any suggestions for additional infection prevention resources that are needed to dhswhaipreventionprogram@dhs.wisconsin.gov.



Preventing and Managing COVID-19 Outbreaks in Assisted Living Facilities and Skilled Nursing Facilities



Division of Public Health
P-02897 (09/2021)

DHS Rapid Assistance and Support Team (RAST) for COVID-19 Outbreaks

Wisconsin Department of Health Services (DHS) staff are available to provide support to nursing homes and assisted living facilities during a COVID-19 outbreak. The DHS **Rapid Assistance and Support Team** (RAST) offers a multidisciplinary approach to problem solving during a COVID-19 outbreak. DHS team members hear an overview from the facility or local/tribal health department, ask questions about the outbreak, provide technical assistance, and make recommendations.

Do you need outbreak support? Contact the DHS RAST at dhsrast@dhs.wisconsin.gov for more information or to schedule a RAST call.

Need LTCF outbreak support?

Contact the DHS Rapid Assistance and Support Team (RAST)



Get Faster Claim Payments with Electronic Filing and Direct Deposit

If you are not already doing so, we encourage you to take advantage of electronic filing and payment options to improve claim accuracy, reduce the chance your paper claim will get “lost in the mail,” and decrease the length of time between submitting a claim and receiving your payment. In addition, these environmentally responsible electronic processes eliminate or reduce paper waste.

Electronic Claim Filing Options

With the collaboration of Wisconsin Physicians Service (WPS), we offer a variety of electronic submission methods to accommodate the various types of providers in our network.

OPTION 1: PC-ACE PRO 32

WPS offers and supports this free software you can use to submit claims electronically. PC-ACE Pro 32 also provides an electronic way to receive claims status, perform eligibility searches, and view/print an Electronic Remittance Advice (ERA) in place of a paper Provider Remittance Advice (PRA).

To learn more about using PC-ACE Pro 32 and for setup assistance, contact the WPS Electronic Data Interchange (EDI) department at 800-782-2680, option 1 or fcwps@wpsic.com. Detailed information and user guides are available on the WPS [PC-ACE Claim Filing Options](#) page.

OPTION 2: CLEARINGHOUSE OR BILLING SERVICE TO SUBMIT CLAIMS ON YOUR BEHALF

The [WPS Health Insurance EDI Connection](#) (PDF) is a guide to billing services, software vendors, and clearinghouses for electronic claims. The companies listed in the guide have developed software programs for in-house computer billing and/or are billing services that have been tested and approved to submit claims by electronic media to WPS.

OPTION 3: WPS EXCEL CLAIM SPREADSHEET

A popular option for uploading claims data is the use of a Microsoft Excel spreadsheet through a WPS secure MOVEit account (internet access and Excel are required). *Note:* This option is only available for claims with Inlusa as primary payer. Providers who submit Medicare or other insurance crossover claims are unable to use the claim spreadsheet submission method.

To register for a MOVEit account, submit the [WPS Electronic Data Services External Access Request Form – Secure EDI Website \(MOVEit\)](#) (MS Word document). For questions regarding Excel Claim Form submission and data requirements, contact fcwps@wpsic.com.

Once you have a MOVEit account with WPS and have received their basic overview of the process, your Inlusa Authorization and Claims Support (ACS) team would be happy to provide one-on-one virtual training as needed. See [page 6](#) or the Inlusa website [Claims & Billing](#) page for service-specific ACS team contact information.

Electronic Funds Transfer (Direct Deposit)

Choose electronic funds transfer (EFT) to have your claims payments deposited directly into your checking or savings account. When you use EFT, you do not have to wait for paper checks to be delivered through the mail.

To enroll in WPS direct deposit, go to the [EDI Express Enrollment](#) site. For more information see [How to set up electronic funds transfer](#) (PDF). Contact WPS EDI at 800-782-2680, option 1 or fcwps@wpsic.com if you need assistance.



Electronic Remittance Advice (ERA)

The quickest and most efficient way to receive your Provider Remittance Advice (PRA) is by Electronic Remittance Advice (ERA), which is an electronic version of a payment explanation. When you sign up for ERA with WPS, you will receive the notice about your payments via ERA about two days prior to the funds transfers. (You will no longer receive paper PRAs.) To get set up for WPS ERA, visit the Inlusa section of the [WPS Family Care Groups](#) page, click [Enroll for ERA](#) and select “Register Here.”

DHS EVV Webpage Updates: August Forum Available Online, Newsletter Page Refreshed

The Wisconsin Department of Health Services (DHS) has updated the **Electronic Visit Verification (EVV): Forums** webpage with the recording and presentation PDF of the August 26 online forum. New information about EVV policy, including details about the January 1, 2022, hard launch date and preparation were presented at the forum. The written forum presentation PDF is available in English, Hmong, and Spanish.

Visit the refreshed **Your Key to EVV newsletter** webpage to learn more about EVV. The new webpage design makes it easier to search topics and find important information.

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

Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin



Contact Information

Inclusa General

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

Inclusa Provider Customer Support - Satisfaction Survey
Printable Inclusa and WPS Support Contact List

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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