



## Provider Partners

December 2021

## Provider Partners Request for Feedback

The *Provider Partners* newsletter is for you—so we want to make sure it is serving you well!

**Like what you see?**

**Want to see improvements?**

**Let us know!**

[Click Here](#) to access a short, four-question survey to tell us more.

Please contact

[ProviderPartners@inclusa.org](mailto:ProviderPartners@inclusa.org) for help accessing the survey or if you have questions.



## PROPS Q3 2021 Winner Announced

Inclusa's mission is to build vibrant and inclusive communities that offer people dignity, choice, and connections. None of this could be accomplished without you – the amazing providers who make up our network!

For several years, we have been celebrating providers through our **Provider Recognition – Outstanding Performance (PROPs)** program. All nominated providers receive a certificate of appreciation, and providers chosen for the recognition receive a small monetary award and a big shout out of sincere gratitude, here in our *Provider Partners* newsletter.

Throughout the COVID-19 pandemic, we have heard so many amazing stories of providers going above and beyond within their services. It is wonderfully inspiring to hear these stories, and Inclusa is making every effort to continue to recognize our providers' hard work.

Congratulations to **Hodan Community Services** for being chosen as Inclusa's third-quarter (Q3) 2021 winner of the PROPs award. The nomination was submitted by Health & Wellness Coordinator Jill Schwer (Richland Center). Hodan Community Services staff went above and beyond to assist a member while she was in and out of the hospital and had no natural supports.

Other providers nominated were Anchor Communities, Christian Servants Home Care, Country Charm AFH, The Drake House III, Graceland Manor of Monroe, Independent Living Resources, Pine Creek Transportation Service, Pleasant Valley Seniors, Ready Ride Taxi LLC, Second Springs AFH, True Comfort Home Care, Wellington Place at Biron, and West Salem Pharmacy. Congratulations to our winner and all the providers that were nominated during the third quarter.

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

## Heating & Energy Cost Awareness

The U.S. Energy Information Administration (EIA) released a report in October outlining the **Winter Fuels Outlook**, which provides an outlook for retail energy prices across the country. For the Midwest region, the report projects increased costs for all heating fuels. Specifically, the report offers increases as follows:

- 44.7% increase for Natural Gas
- 33.1% increase for Heating Oil
- 3% increase for Electric
- 64.7% increase for Propane

Beyond the season outlook projections reported in the EIA report, **Xcel Energy has requested and is planning for rate increases** of about 20 percent over the next three years ([weau.com](http://weau.com)).



### What can you do to prepare?

The first thing is not to panic! We all might recall tragic gasoline hoarding stories within the last year. So, there is no need to hoard heating fuel. Here are some other practical things you can do to prepare:

- If you rely on heating oil or propane, don't wait to check and fill your tanks.
- Check your thermostat and evaluate if lowering the temperature a degree or two is appropriate.
- Be careful about relying on space heaters. While cost increases are projected to be lower for electric, space heaters typically are less efficient, especially for heating large spaces. It is important to keep the space around the heater clutter-free.
- Research energy assistance programs – know the eligibility and application requirements:
  - Visit **Wisconsin Home Energy Assistance Program (WHEAP)**
  - Visit **Wisconsin 211** (hint: under Search by Service Type(s), use keywords “Heating Fuel Payment Assistance”)

Inclusa is looking at further resources and assistance that could be available to colleagues, providers, and members, and we will share any additional information as it becomes available. **Staying aware and having a plan is your best resource!**

## New Health Education Tool Available

Inclusa is excited to share our new health education tool, **X-Plain Health Resources**! X-Plain is a database of over 1,200 topics in English and Spanish written at a sixth grade reading level and includes many helpful illustrations. The database is free to use, and no login information is required.

### Where can I access X-Plain?

X-Plain is available on the Inclusa website under the **Members & Family** and **Providers/Resources** tabs. We encourage all providers, members, and other stakeholders to utilize X-Plain as a way to learn about health-related topics.

### Interested in printing materials?

When accessing any topic within X-Plain, you have three ways to review the content:

1. An interactive tutorial, which includes a multimedia program with questions.
2. A video, which includes the multimedia program from option 1 without the questions.
3. An illustrated summary, which can be printed as a PDF. The printed version contains the same content presented in the multimedia video without the questions.

### Member Guides and Prevention and Wellness Resources

With the addition of X-Plain and its library, Inclusa has decided to remove all member guides that had accompanied the

### Educational Formats



#### Interactive Tutorial

This option starts a multimedia program that includes questions and feedback.



#### Video

This option starts a multimedia presentation.



#### Illustrated Summary

To read or print an illustrated summary, select this option.

Clinical Practice Guidelines, and all Prevention and Wellness Resources from the Provider Learning Management System (LMS). However, you can still access Clinical Practice Guidelines through the LMS at this time. We are thrilled that X-Plain provides health education material on a variety of topics and is much more robust than the resources the Prevention and Wellness work group could make available to the organization and stakeholders. You can find topics by utilizing the *Find Topics A-Z* section on the **X-Plain Health home page**, or by using the search bar in the upper right-hand corner of the homepage.

For questions on X-Plain, please reach out to [QualityInnovation@inclusa.org](mailto:QualityInnovation@inclusa.org).

## Provider Learning Resources: What's New?

Did you know Inclusa has a provider Learning Management System (LMS) available to you and all your staff? This robust resource contains many topics and areas of interest, some of which are applicable to licensing and certification.

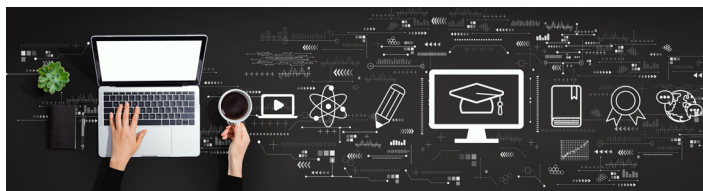
This resource is for you—so we want to make sure you find it valuable! Therefore, we are seeking providers to join us to give feedback on the current system, help us brainstorm future topics and course options, and offer suggestions for improvement. Speaking of suggestions, some of you asked to have Certificates of Completion for courses completed by staff, so we've started providing those to support validation of course completion. Thanks for the great idea – keep them coming!

Please check out the Inclusa **Learning Management System** to see what resources are currently available (you will need to create a login the first time you visit). Stay tuned for more opportunities to get involved to help enhance this important resource.

See the **Provider Learning Management System User Guide** for support.

## Updated Residential Rate Methodology Training

Inclusa has updated the Residential Rate Methodology training available to providers on the **Inclusa Provider Learning Management System (LMS)**, located on the Residential Rate Methodology Resources page. The Residential Rate Methodology Resources page can be accessed via the *Helpful Links* section on the home page of the LMS. (Note: You will need to create a login on your first visit to the LMS.) See the **LMS User Guide** for instructions on how to sign up, search for courses, or begin a learning module. If you need assistance, contact Tracy Clements at [tracy.clements@inclusa.org](mailto:tracy.clements@inclusa.org) or (608) 785-3651.



## The Art of Aging: National Council on Aging – Aging Mastery Program

As children, we're taught how to be successful adults. By contrast, no one teaches us how to age well, and we want to change that.

The **Aging Mastery Program** (AMP) provides tools and resources designed to improve health, enhance financial stability, and foster a life full of meaningful connections. *AMP is all about feeling better today and staying healthy for the future.*

### The Workshop

Created by the **National Council on Aging** (NCOA), AMP workshops are led by local expert speakers, dedicated to their communities. Registration is open to all providers, family members, and the general public. It is designed for any adult who is interested in preparing for living a much richer and longer life in retirement.

The workshop core curriculum classes include:

- Advance Planning
- Caregiver Perspectives\*
- Caregiver Playbook: Planning, Connecting, and Doing\*
- Community Engagement
- Exercise and You
- Falls Prevention
- Financial Fitness
- Healthy Eating and Hydration
- Healthy Relationships
- Medication Management
- Navigating Longer Lives: The Basics of Aging Mastery
- Sleep

*\*Being a caregiver is an important role, but one we're often unprepared for. This is a growing public health issue, so we've added two classes to address this head on.*

### The Results

Program results have shown that participants significantly increased their social connectedness, physical activity levels, healthy eating habits, advanced planning preparedness – and so much more!

### The Cost

Inclusa is committed to supporting lives well lived in communities across Wisconsin. We believe the Aging Mastery Program can significantly impact the quality of life for those who attend and embrace the teachings within. Therefore, ***we are offering this course free of charge*** (estimated value \$290).

### The Dates

Offered entirely online through easy-to-navigate Zoom software, you can join and engage from the comforts of home.

**To learn more, click here for 2022 workshop dates and registration.**

For questions, please contact Kari Enders at [kari.enders@inclusa.org](mailto:kari.enders@inclusa.org) or 877-622-6700.





## DEMENTIA DID YOU KNOW?

### The Holidays + Dementia + Stress, May Mean Dis-stress



We hear a great deal about the stress of the holiday season. The list of stressors is lengthy. Some of the stressors people experience are changes in routines, a once or twice a year visitor, finding the perfect gift, financial strains, crowds/social anxiety, expectations, and extra events. Many of us enjoy these opportunities; however, add dementia, both experiencing it and caring for someone with dementia, along with a pandemic, and you have the recipe for major DIS-STRESS!

**So: Be proactive, keep it simple, and don't do it alone!**

- Ask for help from family, friends, community
- Let visitors know the Covid guidelines for a safe visit
- Consider short and staggered visits
- Participate in low-key, familiar activities such as decorating, singing, greeting cards, TV shows, or car rides to see holiday lights
- Keep routines
- Practice self-care

**Here are some additional resources:**

**Teepa's Tips for the Holidays: Special Times for Special People – Positive Approach to Care** ([teepasnow.com](https://teepasnow.com))

**Alzheimer Activities for the Holidays** ([mind-start.com](https://mind-start.com))

**Celebrating the Holidays with a Loved One with Dementia: A Guide for Family Caregivers – Women's Health** ([womenhealthier.com](https://womenhealthier.com))

**Alzheimer's: Tips to make holidays more enjoyable** ([mayoclinic.com](https://mayoclinic.com))

**The Holidays and Alzheimer's During COVID-19** ([alz.org](https://alz.org))

**Holiday Stress & Alzheimer's/Dementia Caregiving** ([dementiacarecentral.com](https://dementiacarecentral.com))

**Top of Mind: Caregiver burnout & worker shortages** ([wxow.com](https://wxow.com))

**Virtual Events for Caregivers** ([wisconsin caregiver.org](https://wisconsin caregiver.org))

**Holiday Tips for Everyone Living With Dementia** ([myalzheimersstory.com](https://myalzheimersstory.com))



## Coordination of Benefits Agreement (COBA) Process Anniversary Reminders

The automatic crossover of Medicare A & B primary claims to our third-party administrator, Wisconsin Physicians Service (WPS), referred to as COBA, has now been in effect for just over one year! While there are still occasional questions and unique member situations that crop up, we have all been able to experience efficiencies with this process.

Just a few reminders as to how to proceed if a Medicare primary claim has NOT crossed over as expected – **the following are cases when providers must continue to submit paper claims (either via fax or mail) along with the paper Explanation of Medicare Benefits (EOMB) to WPS:**

1. The automatic crossover claim is denied by WPS, and additional information is required to allow payment (such as Authorization number, proper dates of service, service codes, etc.)
2. The claim is for a member who is enrolled in Medicare and has commercial health insurance which is secondary to Medicare (e.g., Medicare Supplemental)
3. The claim is for a member who was not enrolled in Family Care at the time the service was submitted to Medicare for payment, but the member was retroactively determined enrolled in Family Care
4. The claim is for a member who is enrolled in a Medicare Advantage Plan or Medicare Cost Plan

5. The claim is a Medicare adjusted claim
6. The claim is on a WPS corrected claim form
7. When the provider's Medicare Remittance Advice does NOT indicate that the claim was crossed over (**indications such as "MA18", "N89", or "Claim information forwarded to:"**)

**Please Note: Normal timely filing parameters (90 days from Date of Service or EOMB claim processing date) apply to these claims when paper submission is required!**

**REMINDER:** If a Medicare primary crossover claim has been DENIED, an authorization is required for billing. This authorization should be requested from Inclusa on the **Authorization Request Form for COBA/Medicare A or B Primary Product or Service** found on the **Provider Portal** and linked here.

Please direct any claim questions to the WPS Family Care Contact Center at 800-223-6016.

Any authorization questions can be directed to the appropriate Inclusa Authorization and Claims Support Team. Contact information can be found on the Inclusa **Claims & Billing** page or the Inclusa **Provider Portal** Contact page (login required).

## End-of-Year 2021 Billing Reminders

### CLAIMS CANNOT SPAN YEARS

To prevent a delay with claim payments, please note that WPS will not process claims that span across calendar years unless they are Medicare crossover claims.

#### What does this mean?

When submitting claims to WPS for dates of service spanning 2021 into 2022, they must be submitted on two separate claim lines. Any claims submitted that span for dates of service in 2021 into 2022 will be sent back to the provider, and resubmission will be requested on individual claim lines.

#### Example:

- Instead of billing 12/26/2021 through 01/01/2022 for the last week in December 2021 (Sunday through Saturday), you will submit two separate claim lines: one claim for dates of service 12/26/2021 through 12/31/2021, and a separate claim for 01/01/2022.

### NEW RESIDENTIAL AUTHORIZATIONS AND NEW AUTHORIZATION IDS EFFECTIVE JANUARY 1, 2022

The following services will have new authorizations and IDs effective 01/01/2022. These changes will occur on or around 12/15/2021.

- AFH/CBRF/RCAC
- CSL

Please remember to access your Inclusa **Provider Portal** account(s) to confirm the new authorizations and to obtain the new authorization IDs for dates of service on and after 01/01/2022, prior to submitting claims for 2022 dates of service. Providers who do not have Inclusa Provider Portal accounts will receive new paper authorizations in the mail.

Questions regarding authorizations or claims issues for the identified services should be directed to the Residential/CSL/NH Authorization and Claims Support team at **ACS-Residential-CSL-NH@inclusa.org**, or 888-544-9353, Option 6.

## 1099 Reminder

In early 2022, 1099s will go out to providers per the information identified on your organization's W9, for all services paid by WPS within calendar year 2021. WPS will not issue a 1099 for owner-occupied Adult Family Homes or if the total annual payout is lower than \$600 as required by the IRS.

Please contact WPS at 608-977-5099 with any questions.



## Therapy Service Support Change

The Authorization and Claims Support (ACS) Department recently made a change to which team supports our Therapy providers. The following services formerly supported by the ACS Residential/CSL/NH team are now supported by the **ACS SHC/SDS/Home Health/Therapy** team:

- Occupational, Physical, and Speech Therapies
- Mental Health
- Alcohol and Other Drug Abuse (AODA)
- Community Support Program (CSP)

Contact information for the Residential/CSL/NH team has been updated on the Inclusa **Claims & Billing** page and the Inclusa **Provider Portal** Contact page (login required).

Please contact [ACS-SHC-SDS-Homehealth@inclusa.org](mailto:ACS-SHC-SDS-Homehealth@inclusa.org) or 888-544-9353, Option 7 with any questions.

## Changes to Authorization Date Spans

Inclusa continues to look at ways to partner with providers during these challenging times. Based on feedback from providers, we are excited to share that the following services will be transitioning to 12-month authorizations when those services are authorized as an ongoing service with no changes:

- Representative Payee Services (procedure code T2025)
- Personal Emergency Response Systems (PERS) (procedure code S5161)
- Home-Delivered Meals (procedure code S5170)
- Prevocational Services (procedure codes T2014 and T2015)
- Day Services (procedure codes T2020 and T2021)
- Supported Employment Placeholder (placeholder procedure code Y0000)
- Adult Day Activities (procedure codes S5100, S5102, and S5105)



The timeline Inclusa will use to transition to 12-month authorizations for ongoing services with no changes will be:

- **November 18, 2021** – All existing ongoing authorizations with an end date of December 31, 2021, or later will be extended to December 31, 2022. Authorization IDs for this group of authorizations will not change.
- **November 19, 2021, or later** – All new ongoing authorizations will be set up with an end date of December 31, 2022.
- **End-of-year process starting December 31, 2022** – Inclusa will renew the annual authorizations for the new calendar year. Authorizations will have a new authorization ID starting January 1, 2023 and will be in effect for the next 12-month period.

The goal of this change is to minimize the number of authorization IDs that change during a 12-month period and reduce the number of unintended gaps in authorization for ongoing services.

Questions regarding this upcoming change should be directed to [ACS-SHC-SDS-HomeHealth@inclusa.org](mailto:ACS-SHC-SDS-HomeHealth@inclusa.org) (for Representative Payee Services, PERS, and Home Delivered Meals) or [ACS-Transportation-Employment@inclusa.org](mailto:ACS-Transportation-Employment@inclusa.org) (for Prevocational, Day Services, Supported Employment Placeholder, and Adult Day Activities).

# Contact Information

## Inclusa General

Phone: 877-622-6700

Email: [info@inclusa.org](mailto:info@inclusa.org)

Web: [www.inclusa.org](http://www.inclusa.org) (See Providers menu for additional provider resources)

## 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)

## Provider Learning

Management System (LMS)

Resources and Training

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

## Provider Customer Service

### Provider Portal, 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)

### Provider Customer Support - Satisfaction Survey

### Printable Inclusa and WPS Support Contact List

### Transportation-Employment Support Team

Email: [ACS-Transportation-Employment@inclusa.org](mailto:ACS-Transportation-Employment@inclusa.org)

Phone: 888-544-9353, Option 4

### DME/DMS/OTC Support Team

Email: [ACS-DME-DMS-OTC@inclusa.org](mailto:ACS-DME-DMS-OTC@inclusa.org)

Phone: 888-544-9353, Option 5

### Residential/CSL/NH

Email: [ACS-Residential-CSL-NH@inclusa.org](mailto:ACS-Residential-CSL-NH@inclusa.org)

Phone: 888-544-9353, Option 6

### SHC/SDS/Home Health/Therapy Support Team

Email: [ACS-SHC-SDS-HomeHealth@inclusa.org](mailto:ACS-SHC-SDS-HomeHealth@inclusa.org)

Phone: 888-544-9353, Option 7

### Insurance Claim Specialist

Email: [InsuranceClaimSpecialist@inclusa.org](mailto:InsuranceClaimSpecialist@inclusa.org)

### Provider Claim Appeals

Email: [ProviderClaimAppealandAudit@inclusa.org](mailto:ProviderClaimAppealandAudit@inclusa.org)

Phone: 888-544-9353, Option 8

### Resource Team

Email: [Acs-ResourceTeam@inclusa.org](mailto:Acs-ResourceTeam@inclusa.org)

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