

PROVIDER PARTNERS



WisCaregiver Careers Program Expansion

A PROGRAM TO TRAIN MORE CERTIFIED NURSING AIDES TO SUPPORT WISCONSIN'S NURSING HOMES

Following a **recently announced \$6 million investment**, Gov. Tony Evers and the Wisconsin Department of Health Services (DHS) announced in July the launch of the WisCaregiver Careers program expansion, the state's free certified nursing aide (CNA) workforce development program. Wisconsinites who wish to start or advance a health care career as a CNA in Wisconsin nursing homes are encouraged to register at [WisCaregiver.com](https://www.wiscaregiver.com). More than 240 employers have registered to participate in the program that provides on-the-job training to participants.

"Wisconsin's health care and nursing workforce is an essential part of ensuring the health and wellness of our entire state," said Gov. Tony Evers. "With an aging population and a nursing workforce shortage that has existed for the better part of the last decade, we're investing in and expanding this successful program to ensure every Wisconsinite has the quality care they need and deserve, while bringing free, on-the-job training to Wisconsinites statewide."

View the entire news release by visiting:
www.dhs.wisconsin.gov/news/releases/072122.htm.

OTHER ARTICLES IN THIS ISSUE

HUMANA PRESS RELEASE

PROPS Q2 WINNER

RECOGNIZING IMMUNIZATION
AWARENESS MONTH

TECHNOLOGY SUPPORT

MEMBER-RELATED UPDATES &
ABSENCE REPORTING

RESIDENTIAL OUTCOME
PAYMENT OPPORTUNITIES

ANNUAL NURSING HOME
ROLLOVERS

FORWARDHEALTH UPDATES

Humana to Acquire Assets of Inclusa

On August 12, 2022, we announced that Humana has agreed to purchase substantially all of Inclusa's assets.

This partnership upholds the continuity of Inclusa's culture and locally-rooted legacy, while expanding its contribution within Humana's national Medicaid platform.

Learn more here: <https://press.humana.com/news/news-details/2022/Humana-to-Expand-Medicaid-Services-in-Wisconsin-with-Acquisition-of-Inclusa-Inc/default.aspx>

We look forward to sharing more information with you as it becomes available.



PROPS Q2 Award

Inclusa continues to recognize our amazing providers for their dedication and support of Inclusa members through the **PROPS Award**. The **P**-rovider **R**-ecognition of **O**-utstanding **P**-erformance (PROPs) nominations are submitted by Inclusa colleagues based on their daily interactions with providers and are then reviewed by a cross-departmental committee. All nominated providers receive a certificate of appreciation, and the award recipients receive a small monetary amount, a certificate of appreciation, and a mention here in the *Provider Partners* newsletter. **We would like to recognize the following Q2 PROPS Award winners for their services.**

- **A&J Family Home and Services** – this provider went the extra mile while supporting an Inclusa member through their Community Supported Living (CSL) program, assuring the member had a clean, safe, and functional living environment.
- **Conrad Szambelan dba PJS LLC**– this provider went above and beyond in assisting Inclusa staff and members in showing exceptional kindness and reliability in their interactions with members and the quality of services provided.

Other providers that were nominated in Q2: Boyd Car Service, Home Safety Innovations LLC, REM III, River City Estates, and Serene Living of Rock County LLC.



Recognizing National Immunization Awareness Month

National Immunization Awareness Month (NIAM) has recently wrapped up. This annual observance was held in the month of August to highlight the importance of vaccination for people of all ages.

Providers are encouraged to ensure they are fully vaccinated for all needed immunizations as an added support to the individuals they interact with. Routine vaccination prevents illnesses that lead to additional medical visits, hospitalizations, and further strain on the healthcare system.

More information on NIAM can be found here:

<https://www.cdc.gov/vaccines/events/niam/index.html>. Visiting this site will provide access to the NIAM toolkits for reaching out to healthcare professionals, parents, and/or patients (members/residents).

Wondering what vaccinations one may need? Utilize the Adult Vaccine Assessment Tool. Answer a few quick questions to find out what vaccinations are necessary.

Preparing for Flu Season

Currently, seasonal flu activity is low. However, now is a good time to share some resources that can help us prepare for the 2022-2023 influenza (flu) season.

Be on the lookout for when vaccines are available in your area! The Centers for Disease Control and Prevention (CDC) indicates getting a flu vaccine every year is the best way to protect yourself, your employees, and everyone around you – especially the people you serve – from influenza and its potentially serious complications.

Think about how you can create opportunities for the people you serve to get the flu vaccine too! Residential facilities are required by the Wisconsin Department of Health Services (DHS) to provide options for residents to receive immunizations. Providers who administer vaccinations are encouraged to document information within the [Wisconsin Immunization Registry](#) (WIR). Providers who do not administer

immunizations are asked to encourage those who did administer the vaccination(s) to document the related information in the WIR.

Inclusa is required to document and report influenza and pneumonia vaccine information. By ensuring that vaccination dates are documented in the WIR, it will reduce calls to residential facilities by Inclusa staff trying to obtain this information.

RELATED RESOURCES

- cdc.gov/flu
- cdc.gov/flu/weekly
- dhs.wisconsin.gov/influenza
- dhs.wisconsin.gov/influenza/providers
- dhs.wisconsin.gov/influenza/data



Technology Support Guide

Inclusa is committed to adopting a "technology first" approach to person-centered planning, and we have spent the last few years researching and educating ourselves on the ever-changing technology landscape. We now have a great opportunity for our provider partners to learn, explore, and evolve their service offerings along with us!

Inclusa has developed a *Technology Support Guide for Provider Organizations**. The guide is broken into five easy-to-view modules that will assist you in learning about how to implement a technology first approach. The modules are intended for both provider leadership and direct support professionals within your organization.

We encourage providers that have an interest in pursuing technology further to reach out to Inclusa's innovation@inclusa.org mailbox and we can begin exploring those opportunities together!

Member-Related Updates & Absence Reporting

As providers, you face many day-to-day challenges and getting paid for your services should not be one of them. Therefore, to ensure a streamlined payment process we encourage all providers to promptly report any changes to Inclusa via the provided forms for your specific provider type.

This reporting process will facilitate clean claim submissions along with accurate payments. Additionally, the notification of absences allows Inclusa Care Management staff to assist with care coordination to support both you and the member during that transitional period. These forms can be emailed or faxed, and if applicable – submitted via the online format, within 24 business hours of the change per, the instructions on each specific form. See box to the right for service specific details.

Skilled Nursing Facilities (Nursing Homes)

- The *Nursing Home Member Notification Form* is utilized to report member absences, Health Insurance Prospective Payment System (HIPPS) score changes, pay source changes, and bed hold requests. This notification form can be located on our website via the [Provider Resources page](#) or using the link provided above.

Residential & Supportive Homecare Days*

- The *Member Absence Notification Form* is utilized to report member absences and returns. This notification form can be located on our website via the [Provider Resources page](#) or using the link provided above.
- Additionally, Scope of Service documents for AFH, CBRF, and RCAC residential types are located on our website at this link: www.inclusa.org/providers/contracting.

*Inclusa's Provider Learning Management System

Check out the trainings related to these topics and SO MUCH MORE available on our Provider Learning Management System (LMS). See the Provider LMS User Guide for information on how to navigate the LMS or to create a login for your first visit.

Residential Outcome Payment Opportunities

The 2022 residential outcome payment opportunities are still available for residential providers! Check out the outcome projects below to learn how you can take advantage of these available resources and receive an extra payment ranging from \$300–\$9,000 per member, for helping achieve their goals.

Adult Family Home – Community®

Inclusa aspires to support members within the communities they call home, in a way that assures members have **equal opportunity** to be fully involved, valued, welcomed, and encouraged to share their gifts and talents. We continue to see Owner-Occupied Adult Family Home (OOAFH) providers be a key ally in this pursuit, not only welcoming members into their home, but into their family and everyday experiences.

To assist this effort, Inclusa will offer an outcome-based payment to OOAFHs to support members who move from more restrictive living environments to their less restrictive OOAFHs and foster the vision of full inclusion through the lens of Community®.

To learn more how you can support members through the lens of Community®, visit: inclusa.org/providers/resources/residential-outcome-payments/ooafh-outcome.

Competitive Integrated Employment (CIE)

Inclusa supports many members who are interested in **working in the community** and can offer their skills and abilities within a variety of employment roles. Additionally, an increasing number of employers are looking to Inclusa members as potential job applicants, broadening their pool of qualified and skilled candidates for job openings, to combat the pressures brought on by the workforce shortage.

We encourage you to consider having a conversation with the individuals you currently support to determine their interest in working in the community. If they express an interest, please advise their Inclusa Care Management Team, and see how these efforts align with our CIE Outcome.

To learn more how you can support residents to find and maintain a job in their local community, visit: inclusa.org/providers/resources/residential-outcome-payments/competitive-integrated-employment-outcome.

Community Living

Inclusa is dedicated to supporting members to live as independently as possible and actively participate in their communities. By joining efforts within this residential outcome, providers will utilize a series of resources related to **promoting independence** in a manner that is most important to that member. This outcome not only encourages member growth in learning new skills, but will, in turn, free up staff time as members expand on their capabilities and become comfortable in doing more on their own.

To learn more how you can support member growth and building independence, visit: inclusa.org/providers/resources/residential-outcome-payments/community-living-outcome.

Residential Transition & Diversion

We strive to support every member to live in a place that meets their goals. For some, this means helping members learn new skills designed to support them feeling more comfortable and confident in taking the **next step toward their own home**. This also ensures our residential provider network is not overwhelmed so you can use your expertise and resources to provide residential services to those who need them most.

To learn more how you can help residents achieve their dream of living on their own, visit: inclusa.org/providers/resources/residential-outcome-payments/community-living-outcome/residential-transition-diversion-outcomes.

For questions related to these Residential Outcome Payment Opportunities, please contact our Innovation mailbox at innovation@inclusa.org or visit inclusa.org/providers/resources/residential-outcome-payments.

Annual Nursing Home Rollovers

Each year on July 1, new authorizations are created for our nursing home providers to coincide with the Wisconsin Department of Health Services (DHS) fiscal year and Health Insurance Prospective Payment System (HIPPS) rate schedule.

To accomplish this rollover, nursing home authorizations were end-dated 06/30/2022 and new authorizations created effective 07/01/2022 – 06/30/2023. **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, 2022 and after, as your authorization IDs will have changed.**

Please contact your Inclusa Authorization and Claims Support team at ACS-Residential-CSL-NH@inclusa.org or 888-544-9353, Option 6, if you have any questions.

ForwardHealth Rate Increases

ForwardHealth Wisconsin released **Update No. 2021-54** in December 2021. This communication notified providers that, effective for dates of service on and after January 1, 2022, ForwardHealth increased reimbursement rates for certain services as authorized by **2021 Wisconsin Act 58**, the 2021–2023 biennial state budget. Many of the impacted services also received a 5% rate increase for dates of service on and after January 1, 2022, in response to the Federal **American Rescue Plan Act of 2021** (ARPA).

We are excited to share that Inclusa has reprocessed claims for nearly all affected services! Within the overall scope of this work, only Physical Therapy services are still being reprocessed. We want to thank all providers for your patience through these updates as we know what a welcomed resource these additional dollars are for Long-Term Care services.



Register for ForwardHealth Updates

ForwardHealth Wisconsin communicates changes to Wisconsin Medicaid rates, policy and coverage, and claim submission requirements through ForwardHealth Updates. They also communicate new initiatives from the Wisconsin Department of Health Services (DHS) or new requirements from the federal Centers for Medicare & Medicaid Services (CMS) and the Wisconsin State Legislature. At times these updates could be relevant to your contract with Inclusa and coverage within the Family Care benefit package.

Inclusa encourages all providers to register to receive ForwardHealth updates. To do so, please visit the ForwardHealth website at [ForwardHealth Portal \(wi.gov\)](https://www.forwardhealth.wi.gov).

Contact Information

Inclusa General

Phone: 877-622-6700
Email: info@inclusa.org
Web: www.inclusa.org
(see Providers menu for related resources)

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

Provider Learning

Resources and Training
Web: ProviderLearning.inclusa.org

Provider Authorization & Claims Customer Service:

Provider Portal, Authorizations & Claims General Support

Web: www.inclusa.org/providers/provider-portal, www.inclusa.org/providers/claims-billing
Resources: Printable Inclusa & WPS Support List, Customer Support Satisfaction Survey

Transportation/Employment

Email: ACS-Transportation-Employment@inclusa.org
Phone: 888-544-9353 (Option 4)

Provider Claim Appeals

Email: providerclaimappeal@inclusa.org
Phone: 888-544-9353 (Option 8)

DME/DMS/OTC

Email: ACS-DME-DMS-OTC@inclusa.org
Phone: 888-544-9353 (Option 5)

Insurance Claims Specialist

Email: InsuranceClaimsSpecialist@inclusa.org

Residential/CSL/Nursing Homes

Email: ACS-Residential-CSL-NH@inclusa.org
Phone: 888-544-9353 (Option 6)

Resource Team

Email: ACS-ResourceTeam@inclusa.org

SHC/SDS/Home Health/Therapy

Email: ACS-SHC-SDS-HomeHealth-Therapy@inclusa.org
Phone: 888-544-9353 (Option 7)

FOLLOW US

