**Subject**: Extension of Timely Filing for Inclusa Billing

Dear Valued Provider,

Inclusa wants to do all that we can to support you when it comes to claims and billing for rendered services. For this reason, **we are changing our timely filing period for all contracted services.**

Effective **4/1/2024** – Inclusa is extending the timely filing deadline **from** **90 days to** **120 days for clean claims**.

**CLAIMS MUST MEET THE FOLLOWING PARAMETERS**

1. The claim is submitted to Wisconsin Physicians Services (WPS), Inclusa’s third party claims processer on or after 4/1/2024. See below examples:
   1. WPS receives a claim on 3/31/24 for dates of service 12/4/23: The claim will be denied based on the current timeframe of 90-days.
   2. WPS receives a claim on 4/1/24 for dates of service 12/4/23: The claim will be paid based on the 120-day timeline being implemented on 4/1/24.
2. The claim meets the following definitions:
   1. **Clean Claim –** a complete and accurate claim in which you have included all provider and member information necessary to process the claim, including all appropriate service and authorization codes.
   2. **Filed Timely –**claims must be received by WPS within 120 calendar days from the date of service or Primary Insurance Explanation of Benefits (EOB) date.

Items to Note:

* The claim filing timeline does not end with the original claim submission.
* If a claim is rejected or denied in full, providers must correct all errors and submit as a new claim which must be received by WPS within the original 120 days from the date of service or the EOB remittance date.
* If a claim is partially paid (in dollars or units), a corrected claim must be completed and received by WPS within the original 120 days from the date of service or the EOB remittance date.

**Claims & Billing Resources**

As a reminder, the [WPS Provider Portal](https://www.wpshealth.com/resources/provider-resources/provider-portal-overview.shtml) allows you to access your claim submission to assist you in reconciling claims and identify any claims issues within the timely filing limit deadline. To register for the WPS Provider Portal and learn more about all it has to offer, visit [www.wpshealth.com/providers](http://www.wpshealth.com/providers)

**Questions**

If you have any questions about the extension and/or the claims and billing process, we are here to help you. Please see the support details and service type details below:

**Authorization and Claims Support**

* Inclusa Provider Portal Assistance
* Provider Billing Information and Updates
* Assistance with over/underpayments and Corrected Claims
* Understanding your Authorizations
* Assistance with Timely Filing Waivers
* Claim Questions that cannot be resolved with WPS

**Authorization and Claims Support Teams**

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:

**Transportation Support Team**

[ACS-Transportation@inclusa.org](mailto:ACS-Transportation@inclusa.org); 1-888-544-9353, Option 4

**DME-DMS-OTC Support Team**

[ACS-DME-DMS-OTC@inclusa.org;](mailto:ACS-DME-DMS-OTC@inclusa.org) 1-888-544-9353, Option 5

**Residential-CSL-NH Support Team**

[ACS-Residential-CSL-NH@inclusa.org](mailto:ACS-Residential-CSL-NH@inclusa.org); 1-888-9353, Option 6

S**HC-SDS-Home Health-Therapy Support Team**

[ACS-SHC-SDS-HomeHealth@inclusa.org;](mailto:ACS-SHC-SDS-HomeHealth@inclusa.org) 1-888-9353, Option 7

The full list of services supported by each team is available on our website [Claims & Billing page](https://www.inclusa.org/providers/claims-billing/), and on the [Inclusa Provider Portal - Contact page](https://providerportal.inclusa.org/Contact) (located on the portal “About” dropdown). If you are not certain where your question should be directed, please contact 1-888-544-9353, Option 0.

Please note that as our Contract contact, you are the only person in your organization receiving this communication. Please share this information with others as appropriate.

Thank you for your ongoing partnership,

**Inclusa’s Authorization and Claims Support Department**