

09 April 2020



MESSAGE FROM OUR CEO



Dear Provider Partners,

As a healthcare organization, the health and safety of the members we support, the providers we partner with, our colleagues, and many other community partners is our number one priority.

At this time, Inclusa is required to report COVID-19 related incidents to the Wisconsin Department of Health Services (DHS), in alignment with immediately reportable events. In addition, Inclusa is required to provide updates on the member's health status, at least weekly.

When an Inclusa member is diagnosed with or is suspected to have COVID-19, the member's Health and Wellness Coordinator (HWC) or Community Resource Coordinator (CRC) should be notified immediately.

Please follow the guidelines below when reporting a confirmed or suspected COVID-19 diagnosis:

1. Immediately contact the member's HWC or CRC with the following details:
 - Member's full name
 - Is the diagnosis confirmed or suspected?
 - If the diagnosis was confirmed, was it confirmed via a positive COVID-19 test result?
 - Date of positive confirmation (if known)
 - Status of the member (Isolated at home, Showing Symptoms, Hospitalized, ICU, Oxygen Support, etc.)
 - Any other relevant details
 - Name and location of the facility/residence
 - How many beds are in the facility?
 - How many other residents are at the facility?
2. Continue to monitor the member, as directed by medical providers. Report any changes in the member's status or condition to the member's HWC or CRC within 24 hours of the change.
3. Provide an update to the member's HWC or CRC (or your facility's Inclusa primary contact) regarding the member's status or condition, at least weekly.
4. If a member death occurs as a result of COVID-19, this must be reported immediately to the member's HWC or CRC (or your facility's Inclusa primary contact).
5. Continue to follow all directions provided by the local Public Health Department, applicable medical providers and DHS.

Thank you for your continued efforts to support the health and safety of members.

Best,

A handwritten signature in black ink that reads "Mark Hilliker". The signature is written in a cursive, flowing style.

Mark Hilliker