

PROVIDER PARTNERS



Year End ARPA Follow-up

Inclusa has completed all provider increases from the American Rescue Plan Act (ARPA), and payments for the provided services have been processed! This work impacted over 3,000 provider contracts and related agreements, and approximately 42,000 service authorizations. We thank providers for your patience while these updates were made and appreciate any ongoing collaboration while we navigate the caregiver crisis.

As many providers continue to struggle with direct caregiver staffing, please know Inclusa will partner with you to find solutions. Here are some areas where we have offered support:

- Training providers' new staff on billing/claims processing
- Engaging with local Inclusa offices to ensure open communication
- Partnering on creative ways to streamline referrals
- Sharing staff recruitment strategies developed through collaborative efforts with other providers
- Identifying how Assistive Technology may be of support through the scope of member-specific services

To learn more about how Inclusa can support you through the direct caregiver challenges, please contact your local Provider Relations Program Manager to begin the discussion. If you are unsure who your local Provider Relations Program Manager is, please reach out to ProviderRelations@inclusa.org stating your organization name and location, and we will connect you to the correct representative.

OTHER ARTICLES IN THIS ISSUE

ALC INCENTIVE AWARDS

NEW AUTH IDS FOR 2023

INCLUSA PRIMARY PAYER
CLAIMS CANNOT SPAN YEARS

WPS PROVIDER PORTAL

DEMENTIA DID YOU KNOW:
CAREGIVERS SELF-CARE

STATE DEMENTIA PLAN:
YOUR VOICE MATTERS

PROVIDER LEARNING IS
GROWING

CONTACT INFORMATION



Assisted Living Incentive Awards

And the Award Goes to...

Inclusa's Assisted Living Community (ALC) providers and first-time association members won big because of their commitment to quality services in 2021. A total of \$601,070.68 was awarded to qualifying providers for supporting 4,768 total members in participating facilities. Below are further details about the 2021 incentive criteria and related results.

Congratulations to all providers receiving a 2021 ALC Incentive Award!

Incentive #1

A total of 490 providers supporting 1,651 members met the following criteria:

- Qualifies for an **Abbreviated Department of Quality Assurance (DQA) Survey**
- Is compliant with the **Home and Community Based Service Settings (HCBS) Rule**

Incentive #2

A total of 88 providers supporting 442 members met the following criteria:

- Met all criteria for Incentive #1
- Is a member in good standing of the **Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)**
- Had a rate of less than three falls with injury per 1,000 occupied beds between January 1, 2021, and December 31, 2021, as documented by WCCEAL (a fall with injury means a fall that results in an injury requiring medical treatment)

Inclusa-Specific Incentive

A total of 68 providers were reimbursed their association membership fee by meeting the following criteria:

- Be enrolled as a first-time association member within the incentive year
- Enroll in one of the four WCCEAL affiliated associations offering an approved quality improvement program in the incentive year

Helpful Items to Note

ALC providers include the following facility types licensed or certified by the Wisconsin Department of Health Services (DHS) Division of Quality Assurance (DQA):

- 3-4 Bed Adult Family Homes
- Certified Residential Care Apartment Complexes
- Community-Based Residential Facilities

WCCEAL Affiliated Associations

- Wisconsin Health Care Association/Wisconsin Center for Assisted Living (WHCA/WiCAL)
- Wisconsin Assisted Living Association (WALA)
- Leading Age Wisconsin
- Disability Service Provider Network (DSPN)*

*DSPN Association serves all provider types and therefore enrollees outside of the ALC criteria can also qualify for the first-time membership/Inclusa-Specific Incentive.

New Authorization IDs for 2023

As part of Includa's routine end of year process, services connected with both Residential and Community Supported Living (CSL) will have new authorization IDs effective January 1, 2023. These changes will occur on or around December 15, 2022.

Residential: Existing single daily rate authorizations for Adult Family Home (AFH), Community-Based Residential Facility (CBRF), and Residential Care Apartment Complex (RCAC) facilities will have an end date of December 31, 2022. The renewed authorizations will be effective January 1, 2023 – December 31, 2023. This single daily rate includes both care & supervision and room & board.

CSL: Current authorizations will be end-dated December 31, 2022. The renewed authorizations will also have effective dates of January 1, 2023 – December 31, 2023.

Please remember to access your **Includa Provider Portal** account(s) to confirm your new authorizations and to obtain the new authorization IDs related to these updates. **This information is needed prior to submitting claims for 2023 dates of service.**

Providers who do not have an Includa Portal account will receive new paper authorizations in the mail.

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



Includa Primary Payer Claims Cannot Span Years

To prevent a delay with claim payments when Includa is primary payer, please note that dates of service spanning 2022 into 2023 must be submitted on two separate claims.

Wisconsin Physicians Service (WPS) will not process any claims that span across calendar years and will send these claims back to the provider to resubmit.

Example: Instead of billing December 27, 2022, through January 2, 2023, providers should submit a claim for December 27, 2022, through December 31, 2022, and submit a separate claim for January 1, 2023, through January 2, 2023.

Note: Claims that automatically cross over from Medicare and when other insurance has paid as primary are an exception. These claims will not be sent back for resubmission.

WPS Provider Portal

Did you know the WPS Provider Portal allows you access to view your authorizations (including remaining units), claims, and payments in real time?

Visit the links below to learn more!

- [WPS Provider Portal Login/Register](#)
- [WPS Provider Portal Information](#)

DEMENTIA: DID YOU KNOW?

A Caregiver's Self-Care through the Holidays

There is no denying it: the holidays can be distressing at times for just about everyone, especially for people experiencing Dementia, and often more so for those of us who care for them. Here are some helpful resources and coping strategies for a caregiver's self-care to use during the holidays.

We hope you give yourself the gift of time and take a moment, or two, to look at the information provided. Remember to take care of yourself. At work, take your designated breaks and recharge. At home, remember you do not have to bake everyone cookies or bring a gift for everyone. Your presence, being in good mental health and present, is gift enough.

From all of us at Inlusa, please know you are valued and appreciated. We are grateful for you each and every day.

- **5 Tips for Caregivers: Holiday Survival:** insightmcc.org
- **How Can Caregivers Reduce Stress During the Holidays:** <https://www.tabitha.org/news-events/blog/caregivers-reduce-stress-during-holidays.html>
- **4 Ways to Reduce Your Caregiver Stress During the Holiday Season:** <https://www.wel.org/how-caregivers-family-members-can-cope-with-stress-during-the-holidays>
- **Teepa's Tips for the Holidays: Special Times for Special People:** <https://teepasnow.com/blog/teepas-tips-for-the-holidays-2020>
- **ALZConnected®**, powered by the Alzheimer's Association®, is a free online community for anyone affected by Alzheimer's or another dementia. This includes and is not limited to people with the disease, caregivers, family members, friends, and individuals who have lost someone to Alzheimer's: <https://www.alzconnected.org>





Provider Learning is growing!

Check out our newest courses:

- Community®
- Foreign Worker Recruitment
- Member Absence Training
- Mental Illness 101
- People First Language
- Supporting Positive Outcomes: Prevention & Intervention
- Technology Support Guide for Provider Organizations
- Therapeutic Effects of Psychotropic Medications

All courses available on our Prover Learning Management System (LMS) are free and accessible through any online connection. Be sure to create a username and password on your first visit. See the [Provider LMS User Guide](#) for information on how to navigate the LMS or create a login.

Help Create the 2024-2028 State Dementia Plan

The Wisconsin State Dementia Plan Steering Committee is encouraging all community members to share their experiences with dementia care to influence the development of the 2024-2028 State Dementia Plan.

Dementia refers to the loss of memory, language, and other thinking skills that is severe enough to interfere with daily life. Alzheimer's is the most common cause of dementia. Caregivers provide care to people who need some degree of assistance with everyday tasks on a regular or daily basis. The term *caregiver* refers to both those who are paid to provide care (such as home health aides) and those who are not paid to provide care (such as family members).

Communities across the state are holding conversations about dementia care. Through these conversations, they hope to understand the challenges and identify solutions to improve dementia care across the state. Be on the lookout for "Community Conversation" opportunities within your community. While Inclusa is not hosting one, we encourage you to participate if given the opportunity!

At Inclusa, we are sharing the [online survey](#) with you (use this link or the QR code below). Your opinion matters! Use the survey as a platform to share your story about how dementia has affected your life and community. Participation is voluntary and anonymous. Your responses go directly to the Wisconsin Department of Health Services (DHS). For additional information, visit the [Wisconsin State Dementia Plan Steering Committee page](#) on the DHS website. Links to the survey in Hmong, Spanish, and Somali are also available.

Conversations and/or completion of the survey must occur prior to December 31, 2022, to be included in the State Dementia Plan.

Notes from conversations and survey responses will be compiled and analyzed to shape the next plan, published in early 2024.



Your Opinion Matters! State Dementia Plan Community Survey

Please take a short survey to share your experiences and help us build a dementia care system that works for everyone!

Open your Camera App and tap the image of the code above or visit: tinyurl.com/sdplan

Contact Information

Inclusa General

877-622-6700

info@inclusa.org

www.inclusa.org

Provider Relations

Contracting, Scopes of Service

877-622-6700

(Option 2, then Option 3)

ProviderRelations@inclusa.org

www.inclusa.org/providers/contracting

Provider Learning

Resources and Training

ProviderLearning.inclusa.org

Provider Portal, Authorizations & Claims General Support

www.inclusa.org/providers/provider-portal and www.inclusa.org/providers/claims-billing

Resources: Printable Inclusa & WPS Support List and Customer Support Satisfaction Survey

Transportation/Employment

888-544-9353 (Option 4)

ACS-Transportation-Employment@inclusa.org

Provider Claim Appeals

888-544-9353 (Option 8)

ProviderClaimAppeal@inclusa.org

DME/DMS/OTC

888-544-9353 (Option 5)

ACS-DME-DMS-OTC@inclusa.org

Insurance Claims

Specialist

InsuranceClaimsSpecialist@inclusa.org

Residential/CSL/Nursing Homes

888-544-9353 (Option 6)

ACS-Residential-CSL-NH@inclusa.org

Resource Team

ACS-ResourceTeam@inclusa.org

SHC/SDS/Home Health/Therapy

888-544-9353 (Option 7)

ACS-SHC-SDS-HomeHealth-Therapy@inclusa.org

FOLLOW US

