



Inclusa Claim and Payment Question and Issue Contacts

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Wisconsin Physicians Service (WPS)	Contact Information
<p>Contact WPS/Family Care Contact Center for the following:</p> <ul style="list-style-type: none">• Claim Payment Status• Claim Denial Questions/Support EDI Processing Questions (Not related to the WPS Claim spreadsheet, submitted through MOVEit.)• Duplicate Denial Reprocessing Requests• Refund Information• Remittance Advice Copies• Verification of Enrollment Dates• WPS Processing Errors• Corrected Claim Support• Paper Check/Electronic Fund Transfer (EFT) Information	<p>Contact Hours: 7:30 am to 5:00 pm Monday-Friday Phone: 1-800-223-6016</p>
<p>Contact the WPS FCWPS email for the following:</p> <ul style="list-style-type: none">• Excel Spreadsheet claims submissions• MOVEit questions• Claims entry issues	<p>FCWPS@wpsic.com</p>
<p>Contact WPS EDI Help Desk for the following:</p> <ul style="list-style-type: none">• Provider submits using PC-Ace and claims are missing• Need to sign up for ERA, or EDI• Updates to account information• Site Support including online registration issues, password resets, login assistance• Missing files or other technical issues	<p>Contact Hours: 8:00 am to 4:30 pm Monday-Friday Email: secure-edi@wpsic.com Phone: 1-800-782-2680, Option 1</p>
<p>Contact Change Healthcare for the following:</p> <ul style="list-style-type: none">• Providers that have EFT registration or status questions. <p>*This information can also be found on the EFT FAQ document found on the Inclusa website. WPS Electronic Transaction Enrollment</p>	<p>EFT Questions-Change Healthcare</p> <p>Contact Hours: 8:00 am to 5:00 pm Monday-Friday Phone: 1-800-956-5190</p>
<p>WPS Website Page for Family Care Providers: The WPS Family Care Groups page is available to support providers with information regarding claims and payments and the WPS Provider Portal.</p>	<p>Website: WPS Family Care Resources</p>

<ul style="list-style-type: none"> • WPS Provider Portal: • The portal delivers real-time access to claim status, eligibility, network, secure messaging, and more, including: <ul style="list-style-type: none"> ○ Dashboard: View provider news and notifications. ○ Patient Search: Search patient information. ○ Authorizations: Search for authorizations; check details ○ Claims: Search for claims, check claims detail and corresponding Provider Remittance Advice (PRA) and submit claims electronically. ○ Profile Management: Change your security questions and password and set your preferences. Provider Administrators also can invite additional users under your organization's tax ID and access the user signup queue to approve invitations. ○ FAQs: Access frequently asked questions related to Family Care claims submission. ○ Secure Messages: View and send secure messages to the WPS Contact Center. 	<p>Resource: WPS Provider Portal Information.docx</p> <p>Website: WPS Provider Portal Login/Register</p>
<p>Inclusa Authorization and Claims Support Teams (ACS)</p> <p>Contact ACS for the following:</p> <ul style="list-style-type: none"> • Inclusa Provider Portal Assistance • Understanding Your Authorizations • Assistance with overpayments • Assistance with underpayments • Timely Filing Waiver Requests • Claims Questions that cannot be resolved by WPS <p><i>*Reminder: Assistance with missing authorizations or to update an authorization: Contact the member's Community Resource Coordinator (CRC) or Health & Wellness Coordinator (HWC).</i></p>	<p>Contact Information</p> <p>Contact Hours: 8:00 am to 4:30 pm Monday- Friday</p> <p>A full list of services supported by each team is available on the Inclusa Claims and Billing website page (located on the "Providers" dropdown) and on the Inclusa Provider Portal - Contacts page (located on the portal "About" dropdown).</p> <p>If you are uncertain where your question should be directed, please contact 1-888-544-9353.</p>
<p>Inclusa Insurance Claims Support (ICS)</p> <p>Contact ICS for the following requests:</p> <ul style="list-style-type: none"> • Request for an authorization for secondary billing when primary insurance has been denied (if no authorization is found on the Inclusa Provider Portal) <ul style="list-style-type: none"> ○ Authorization Request Form for COBA/Medicare A 	<p>Contact Information</p> <p>Contact Hours: 8:00 am to 4:30 pm Monday- Friday</p> <p>Email: insuranceclaimsspecialist@inclusa.org</p> <p>Fax: 608-785-5335</p>

<u>or B Primary Product or Service</u>	
Inclusa Provider Appeals	Contact Information
<p>Providers can submit an appeal in the following situation: If a claim has been reviewed and/or reconsidered by Inclusa Authorization and Claims Support (ACS) Department, and claim decision of denial remains, you may file an appeal per the Inclusa Claims Appeal Process</p> <ul style="list-style-type: none"> o <u>Provider Appeal Rights Under Family Care</u> o <u>Claim Appeal Submission Form</u> 	<p>Contact Hours: 8:00 am to 4:30 pm Monday- Friday Email: <u>providerclaimappeal@inclusa.org</u> Phone: 1-888-544-9353, Option 8 Fax: 1-866-880-0551</p>
Inclusa New Provider Outreach (NPO)	Contact Information
<p>Contact the ACS Resource Team for the following requests:</p> <ul style="list-style-type: none"> • Providers who are newly contracted and have questions regarding the authorization and claims processes. 	<p>Contact Hours: 8:00 am to 4:30 pm Monday- Friday Email : <u>ACS-ResourceTeam@inclusa.org</u></p>
Non-Contracted Providers	Contact Information
<p>If you are a non-contracted provider who has provided an item or service to an Inclusa member, please review this process to proceed with billing. <u>Billing & Claims Instructions for Non-Contracted Providers</u></p>	<p>If you have additional questions after submission, please reach out to the members' Care Team.</p>
Electronic Visit Verification (EVV)	Contact Information
<p>Contact DHS for the following:</p> <ul style="list-style-type: none"> • Answer general questions about EVV • Resources for training workers using the Sandata EVV system • Let you know which workers are required to use EVV • Assist getting started with EVV • Help you use the Sandata Mobile Connect (SMC) app • Understand and help you resolve Sandata EVV technology/error messages • Guide you through clearing exceptions in the Sandata EVV system • Clarify Wisconsin EVV policy • Reset Sandata EVV passwords and unlock accounts • Order, return, or replace fixed visit verification (FVV) devices for the Sandata EVV system • Help you use the Sandata Aggregator 	<p>DHS Contacts: Contact Hours: 8:00 am to 5:00 pm Monday- Friday Email: <u>VDXC.ContactEVV@Wisconsin.gov</u> Phone: 833-931-2035 Website: <u>Electronic Visit Verification (EVV) Wisconsin Department of Health Services</u></p>

<ul style="list-style-type: none"> • Receive feedback about EVV 	
<p>Contact the WPS EVV email if claims are still denied after the following has occurred:</p> <ul style="list-style-type: none"> • Providers have waited 10 days to bill after visit • There are no errors found on the EVV visit system, including missing or incomplete visits • The appropriate number of units billed were based on verified visits • Please see the EVV Provider Billing Facts document for additional information. <p><u>WPS Electronic Visit Verification (EVV) Provider Billing Facts</u></p>	<p>WPS Contacts: Contact Hours: 7:30 am to 5:00 pm Monday-Friday Email: FAMCEVV@wpsic.com Phone: 1-800-223-6016</p>
Additional Claims Support	Contact Information
Claim and Billing Information and corresponding documents are available on our website and on the Inclusa Provider Portal.	<p>Inclusa Website (inclusa.org): Inclusa Claims and Billing (located on the “Providers” dropdown)</p> <p>Inclusa Provider Portal (providerportal.inclusa.org): Inclusa Provider Portal - Resources (located on the portal “Tools” dropdown)</p>
Feedback	
<p>Our goal is to provide exceptional customer service and quality solutions to our providers. If you would like to provide feedback on your experience, please take a moment to take our Provider Satisfaction Survey Inclusa Provider Customer Support Satisfaction Survey. We review all feedback to address any opportunities we may have to improve outcomes or recognize outstanding work by our Authorization and Claims Support team members.</p>	