



Inclusa

Authorization and Claims Support

- Inclusa Provider Portal Assistance
- Provider Billing Information Updates
- Assistance with over/underpayments and corrected claims
- Understanding Your Authorizations
- Assistance with Timely Filing Waivers
- Claim Questions that Cannot be Resolved with WPS

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-Employment Support Team

ACS-Transportation-Employment@inclusa.org

1-888-544-9353, Option 4

Residential-CSL-NH Support Team

ACS-Residential-CSL-NH@inclusa.org

1-888-544-9353, Option 6

DME-DMS-OTC Support Team

ACS-DME-DMS-OTC@inclusa.org

1-888-544-9353, Option 5

SHC-SDS-Home Health-Therapy Support Team

ACS-SHC-SDS-HomeHealth@inclusa.org

1-888-544-9353, Option 7

The full list of services supported by each team is available on our website [Claims & Billing page](#), and on the [Inclusa Provider Portal - Contact page](#) (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.

Additional Support

- **Provider Claim Appeals:** Contact ProviderClaimAppealAndAudit@inclusa.org or 1-888-544-9353, Option 8.
- **Provider Audit: Contact:** audit@inclusa.org or 1-888-544-9353, Option 8.
- **Coordination of Benefits:** Contact insuranceclaimsspecialist@inclusa.org.
- **Assistance with missing authorizations or to update an authorization:** Contact the member's Community Resource Coordinator (CRC) or Health & Wellness Coordinator (HWC).
- **Online Resources:** Visit www.inclusa.org/providers/claims-billing for forms and other reference materials.

Feedback: 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 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.

WPS

WPS / Family Care Contact Center

1-800-223-6016 (8:00 a.m. - 4:30 p.m., M-F)

The WPS / Family Care Contact Center is available to support providers in the following areas:

- Claim Payment Status
- Claim Denials (reason for denial, how to resubmit correctly)
- Corrected Claims (when needed, how to submit)
- Duplicate Denial Reprocessing Requests
- FAMC/EDI Processing Questions
- WPS Processing Errors (reprocessing is done through the Contact Center)
- WPS Refund Request Information
- Check/EFT Status
- Additional Copies of Remittance Advice

WPS EDI Help Desk

1-800-782-2680, Option 1

- Sign up for EFT, ERA, or EDI
- Online Registration Issues, Password Resets, Login Assistance
- Update Account Information
- Missing Claims Missing Following Submission Using PC-Ace
- Missing Files or Other Technical Concerns

WPS Website Page for Family Care Providers

wpshealth.com/resources/provider-resources/family-care-groups.shtml

The WPS Family Care page is available to support providers with information regarding claims and payments and the WPS Provider Portal.

Benefits of registering for the WPS Provider Portal include:

- Dashboard: View provider news and notifications.
- Patient Search: Search patient information.
- Authorizations: Search for authorizations and check authorization details.
- Claims: Search for claims, check claims detail and corresponding Provider Remittance Advice (PRA), and submit claims electronically.
- Secure Messages: View and send secure messages to the WPS Contact Center.
- 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.