

iCare Family Care and Family Care Partnership Provider Resource

FAMILY CARE



FAMILY CARE PARTNERSHIP



PROGRAM

Medicaid funded long-term care support services for older adults and adults with disabilities.

Medicaid funded long-term care support services for older adults and adults with disabilities which integrates vision, dental and medical into its managed care plan.

MEMBER CARE TEAM

Team includes a registered nurse, a social service coordinator, and may also involve family members and other experts.

Team includes a nurse practitioner, a registered nurse, a social service coordinator and like Family Care, may also involve family members and other experts.

COVERED BENEFITS

Home and Community-Based Waiver Services (day programming, residential services) and Medicaid Long Term care services (DME, supportive home care/personal care).

Covers both long-term care services and primary health care services, including care for acute and chronic conditions as well as prescription benefits.

Living our Values



Caring



Curious



Committed

Family Care (branded Inclusa) and Family Care Partnership (iCare) Authorization and Claims Support Contact Information

Family Care (branded Inclusa):

Inclusa New Provider Outreach (NPO)	Contact Information
<p>Contact the ACS Resource Team for the following requests: Providers who are newly contracted and have questions regarding the authorization and claims processes. Inclusa Provider Portal (providerportal.inclusa.org): Inclusa Provider Portal - Resources (located on the portal “Tools” dropdown)</p>	<p>Contact Hours: 8:00 am to 4:30 pm Monday- Friday Email: ACS-ResourceTeam@inclusa.org Phone: 1-888-544-9353, Option 8 Fax: 1-866-880-0551</p>
Inclusa Authorization and Claims Support Teams (ACS)	Contact Information
<p>Contact ACS for the following: 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> <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 Hours: 8:00 am to 4:30 pm Monday- Friday Phone: 1-888-544-9353</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, Option 0.</p>
Additional Claims Support	Contact Information
<p>Claim and Billing Information and corresponding documents are available on our website and on the Inclusa Provider Portal.</p>	<p>Inclusa Website (inclusa.org): Inclusa Claims and Billing (located on the “Providers” dropdown)</p>
Inclusa Insurance Claims Support (ICS)	Contact Information
<p>Contact ICS for the following requests: Request for an authorization for secondary billing when primary insurance has been denied (if no authorization is found on the Inclusa Provider Portal) Authorization Request Form (ARF) for COBA/Medicare A or B Primary Product or Service</p>	<p>Contact Hours: 8:00 am to 4:30 pm Monday- Friday Email: insuranceclaimsspecialist@inclusa.org Fax: 1-866-800-0551</p>
Wisconsin Physicians Service (WPS)	Contact Information
<p>Contact WPS/Family Care Contact Center for the following: Claim Payment Status Claim Denial Questions/Support EDI Processing Questions 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>	<p>Contact Hours: 7:30 am to 5:00 pm Monday-Friday Phone: 1-800-223-6016</p>
<p>Contact WPS EDI Help Desk for the following: Provider submits using PC-Ace and claims are missing</p>	<p>Contact Hours: 8:00 am to 4:30 pm Monday-Friday Email: edi@wpsic.com</p>

<p>Need to sign up for EFT, ERA, or EDI Updates to account information Online registration issues, password resets, login assistance Missing files or other technical issues *Providers that have EFT registration or status questions can contact Change Healthcare. This information can also be found on the EFT FAQ document found on the Inclusa website. How to Enroll in Electronic Funds Transfer (EFT)</p>	<p>Phone: 1-800-782-2680, Option 1 EFT Questions-Change Healthcare Contact Hours: 8:00 am to 5:00 pm Monday-Friday Phone: 1-800-956-5190</p>
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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 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>	

Family Care Partnership (iCare):

iCare New Provider Outreach (NPO)	Contact Information
<p>Contact the Provider Engagement Professionals for the following requests: Providers who are newly contracted and have questions regarding the authorization and claims processes.</p>	<p>Contact Hours: 8:00 am to 5:00 pm Monday-Friday Email: ProviderRelationsSpecialist@icarehealthplan.org Phone: 1-414-231-1029 or 800-777-4376 *Contact the Call Center to connect with your Provider Engagement Professional Fax: 1-414-231-1094</p>
iCare Provider Engagement (PE)	Contact Information
<p>Contact the PE Team for the Following: iCare Provider Portal Assistance Understanding Your Authorizations Assistance with overpayments Assistance with underpayments Timely Filing Waiver Requests Other claim Questions that can't be resolved by the Call Center</p> <p><i>*Reminder: Assistance with missing authorizations or to update an authorization: Contact the member's IDT (see below for contact information)</i></p>	<p>Contact Hours: 8:00 am to 5:00 pm Monday-Friday Email: ProviderRelationsSpecialist@icarehealthplan.org Phone: 1-414-231-1029 or 800-777-4376</p>
iCare Claim Center Support	Contact Information
<ul style="list-style-type: none"> • Claim Payment Status • Claim Denial Questions • Verification of Enrollment Dates • Review Processing Errors • Corrected Claim Support • Paper Check/Electronic Fund Transfer (EFT) Information 	<p>Contact Hours: 8:00 am to 5:00 pm Monday-Friday Phone: 1-414-231-1029 or 800-777-4376</p>
Additional Claim Support – iCare Provider Portal	Contact Information
<p>To sign up for iCare's Provider Portal, email ProviderRelationsSpecialist@icarehealthplan.org The Portal provides access to:</p>	<p>Provider Portal: https://www.icarehealthplan.org/Provider/Provider_Portal.htm</p>

<ul style="list-style-type: none"> • Member eligibility • ID Card • View authorizations • Check claim status • Access to Explanation of Payment • Submit Claims 	
Electronic Funds Transfer (EFT) Enrollment	Contact Information
<i>iCare</i> has joined the InstaMed Network to deliver your payments as free electronic funds transfer (EFT).	<p>You have two simple options to register for free ERA/EFT from InstaMed:</p> <ul style="list-style-type: none"> • https://register.instamed.com/eraeft • Phone: call InstaMed at (866) 945-7990 to speak with a live agent <p>See <i>iCare</i>'s website for additional details: https://www.icarehealthplan.org/Claims/Claims-Processing.htm</p>
Claim Submission Options – LTC Professional	Contact Information
Submit claims via <i>iCare</i> 's professional services claim form by mail	See the second page for the Claim Form Key for LTC Professional paper claims via USPS.
Submit claims via <i>iCare</i> 's Provider Portal	Please see our how to guide here for submitting LTC Professional claims via the Portal.
Submit claims Free via SSI Claimsnet.	Please learn how to file the CSV electronically here first. <ul style="list-style-type: none"> • Use the following CSV file template to upload electronically.
Claim Submission Options – LTC Residential	Contact Information
Submit claims via <i>iCare</i> 's residential claim form by mail	Please see our how to guide here for submitting LTC Residential paper claims via USPS
Submit via <i>iCare</i> 's Provider Portal	Please see our how to guide here for submitting LTC Residential claims via the Portal.
Feedback	
Our goal is to provide exceptional 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 We review all feedback to address any opportunities we may have to improve outcomes or recognize outstanding work by our Provider Engagement Professionals.	

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