

PROVIDER PARTNERS



Inclusa's Response to the American Rescue Plan Act

At the end of last year, the Wisconsin Department of Health Services (DHS) confirmed that additional resources were available through the American Rescue Plan Act (ARPA). These resources are intended to improve and enhance Wisconsin's home and community-based services (HCBS) under Medicaid, with a key focus to support and strengthen the caregiving workforce. Therefore, funding has been provided to increase most HCBS rates by 5%, or 4.13% when calculated for covered services for residential providers.

Inclusa's objective was to get this funding to providers as quickly as possible by ensuring their ability to bill using the newly increased rates effective January 1, 2022. We decided to hit the ground running and updated roughly 2,900 contracts and other associated agreements, along with over 40,000 service authorizations. We recognize there are still a few remaining updates to complete as future changes to [applicable MA rate services](#) are anticipated to occur through the end of the summer. Aside from this, all eligible services now include the ARPA increase built into any agreed-upon rate!

We thank all providers for your patience as we implement the necessary changes. To learn more about ARPA and the HCBS rate increases, visit:

<https://www.dhs.wisconsin.gov/arpa/hcbs-ratereform.htm>.

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Thank You, Providers!

Inclusa would like to thank all our public health partners, including providers, community members, colleagues, and our members throughout the state. We are beyond grateful for your dedication and perseverance during the COVID-19 pandemic. Your hard work, support, and collaboration are all sincerely appreciated. It has been a long road, but we will succeed in our collective efforts to promote the health and safety of our most vulnerable populations. THANK YOU!

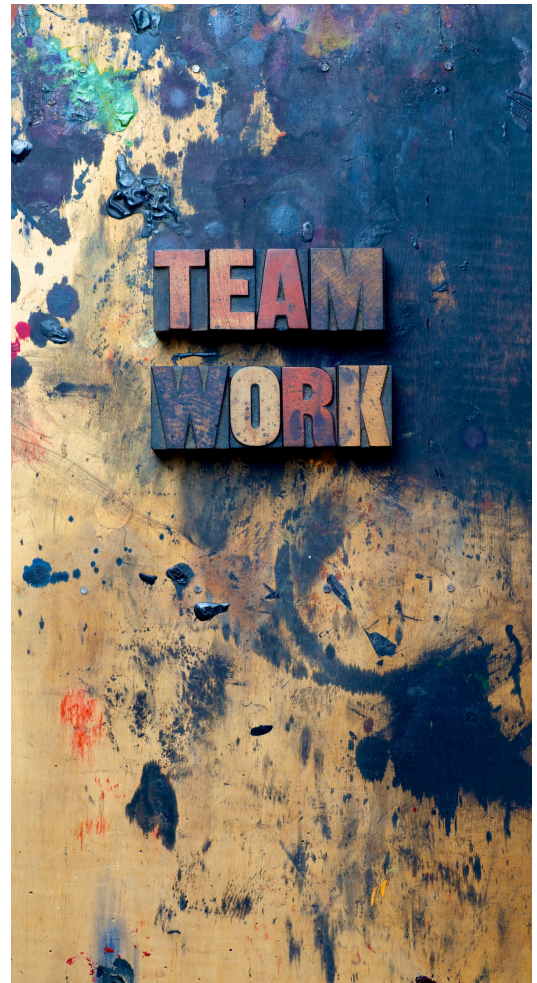
PROPS Q4 2021 Winner

Inclusa's mission is to build vibrant and inclusive communities that offer people dignity, choice, and connections. None of this could be accomplished without you – the amazing providers who make up our network!

For several years, we have been celebrating providers through our **Provider Recognition – Outstanding Performance (PROPs)** program. All nominated providers receive a certificate of appreciation, and providers chosen for the recognition receive a small monetary award and a big shout out of sincere gratitude, here in our *Provider Partners* newsletter.

Congratulations to [Rock County Advocacy Services, Inc.](#) for being chosen as Inclusa's fourth quarter (Q4) 2021 winner of the PROPs award. The nomination was submitted by Member Support Manager Ashley Race (Janesville). Rock County Advocacy Services' staff went the extra mile to assist 61 members who were left without a representative payee due to a provider closure. They exceeded all expectations by maintaining contact with the Social Security Administration several times a week to make sure members didn't lose housing, and delivered checks daily to these members ensuring they had the funds for groceries and other essential needs.

Other providers nominated were Sure Safe LLC (formerly Big Hat Travel LLC), Coulee Region Taxi LLC, Genesis Homes LLC, Hinze House AFH, Nicolet Staffing, Numotion, Opportunity Inc., and Pleasant Valley Seniors, LLC. Thank you to all the providers that were nominated, for your continued support of our members, and the amazing partnerships that have been developed.





Residential Outcome Payments: 2021 Highlights

A big THANK YOU to all the Residential Providers who participated in our 2021 Residential Outcome Payment opportunities! In 2021, approximately 160 residential facilities completed outcomes supporting over 400 Includa members. Your hard work and commitment to improving the lives of the individuals you serve is truly appreciated. Below is a brief recap of all that was completed:

Competitive Integrated Employment (CIE)

Within this outcome providers worked closely with members to complete various activities that focused on supporting the members' interest in finding CIE and/or keeping their current or newly acquired CIE job. Each provider received a payment ranging from \$900-\$1,200 per member for finding CIE and \$400 per member for keeping their existing CIE.

Community Living (General Outcome)

Within this outcome providers supported members to complete a minimum of three activities found in Includa's Community Living Workbook, with a purpose to further develop their skills and maximize independence in a manner most important to the member. Each provider received a \$400 payment per member.

Community Living - Residential Transition/Diversion

Within these outcomes providers supported members to achieve their goals of transitioning or diverting from residential to a community living setting, guided through the completion of all areas of Includa's Community Living Workbook. Each provider received a payment ranging from \$3,500-\$9,000 per member.

Quality Improvement

Within this outcome providers developed and implemented quality improvement projects to support a positive impact on current members. The focus allowed providers to identify a detailed project related to quality of life for a specific member, or quality of service for one or more specific facility locations. Each provider received a payment of \$300 per facility location.

Check out the "Quality Improvement Project Showcase" to the right for a few successes that providers identified as part of their Quality Improvement - Final Progress Reports.

Quality Improvement Project Showcase

Aptiv, Inc. - Farnam House

It has to be the member's choice and "idea" to want to make a change. This individual member is a funny, sarcastic kind of guy and he enjoys friendly banter. It made a world of difference to meet him where he is at. This outcome allowed us to think outside the box. Many staff everywhere think you must always follow only what's written, but sometimes you need to add in a little fun for those participants who really thrive on it. I believe by adding some comedy to the range of motion, staff participation and the back and forth banter, it wasn't only the member who benefited.

Opportunity Inc. - Natures Walk

The resident at this AFH has identified many gifts and was eager to explore how she can share them. She is very vocal and excited about this opportunity. We recently began a Peer Network group (as a result of this project), that she co-facilitates. In this group, she facilitates a safe environment where 4-5 peers get together to share, talk, advocate, and learn from each other. There is power in sharing stories.

An outcome that was unexpected from this project was the impact it had on staff. We knew staff would be involved in training through this experience. But the number of things they have learned and taken away from working 1:1 with several of these residents has been invaluable. We've been able to incorporate some of the experiences into our classroom trainings. I believe their biggest takeaway was in the hands-on work they did with the residents.

Residential Outcome Payments: 2022 Announcement

ATTENTION ALL
RESIDENTIAL PROVIDERS –
Inclusa's 2022 Residential
Outcome Payments are now
available! Applications and
eligibility requirements for
each opportunity are located
on the Inclusa website and
[linked here](#) for your
convenience.

This year we encourage all
participating providers to
utilize the Residential
Outcome Payments to support
you in maintaining a dedicated
focus on caregiver recruitment
and retention. "How might we
do this through the lens of
Outcome Payments," you ask?
Each outcome is designed to
promote both member and
provider success, with
updated project resources to
ensure streamlined and time-
efficient processes.

**Here are a few suggestions on
how these projects can
support your caregivers:**

1.Redistribute the Funds: Utilize
the Outcome Payment as a
financial bonus paid to the direct
caregiving staff who are
supporting the project(s). Total
payments range anywhere from
\$300–\$9,000 depending on the
outcome, and there is no limit to
how many outcome opportunities
a facility can participate in.

**2.Incorporate Recruitment and
Retention Goals:** Organize and
implement the outcome projects
as part of your recruitment and
retention strategy. Example:
Share your recruitment and
retention plan as part of your
Quality Improvement outcome
project.

3.Promote Job Enrichment:
Ensure caregivers are able to
participate in the outcome project
experiences alongside the Inclusa
member(s). We hear time and
time again, how caregivers have
higher job satisfaction while
working "with" members,
supporting them to learn and
grow versus only caring or doing
"for" members.

NEW for 2022
payments will be
distributed quarterly,
supporting providers
to receive the funds
more quickly to
assist in possible
caregiver
distribution.
Payments will be
processed every 90
days and paid in the
quarter following the
successful
completion of the
outcome.



To learn more about Inclusa's Residential Outcome Payments, see the
"Additional Payment Opportunities" on [page 9](#) of this newsletter or visit
the [Residential Outcome Payments page](#) under the Providers/Resources
tab of the Inclusa website.



DEMENTIA: DID YOU KNOW?

What Would You Want Others to Know?

Somehow, somewhere, we will all be impacted by someone with cognitive decline. The symptoms of dementia and the diseases associated with it are widespread. Looking through the lens of “It might be me someday,” what would you want others to know?

Here is a short list to help build an understanding and perspective on how this might look upon our own reflection. Perhaps we could all take a moment, add our own requests, and pause the next time we are feeling impatient or frustrated with someone experiencing dementia.

MY REFLECTION.

WILL YOU JOIN ME?

*Please remember I am doing my best.
Please remember the sum of my life.
Please remember I have needs and wants.
Please remember to give me scheduled pain
reliever for my arthritis.
Please remember I am trying to communicate
something — a thought, a feeling, a need.
Please remember I don't like watching television.
Please remember I like being outside, if I am
dressed for the weather.
Please remember I love animals.
Please remember these things for me when I
cannot.*

YOUR TURN...

Dementia Resources for Additional Learning:

- [Inclusa's Dementia Resources](#)
- [Alzheimer's Association Chapter Locations](#)
- [Alzheimer's Association Events](#)
- [Alzheimer's Association Trainings](#)

“
IT MIGHT
BE ME
SOMEDAY

Member Rights & Responsibilities

We have great news! Includa's Member Relations team has created some one-page resource documents to help support your member rights discussions. These resources address the right to risk, the right to refuse, the right to make choices, the right to participate in care plan decisions, and the dignity of risk.

We have also added a one-page discussion resource about Personal Property related to cell phones, cigarettes, and snacks.

These reference tools may assist you in conversations with members, guardians, and Includa care teams. If you have additional questions, please reach out to Member Relations directly at (715) 204-1805 or at MemberRelations@includa.org.



Member Rights Resources

- [Personal Property \(Cell Phones, Cigarettes, and Snacks\)](#): *I don't have to "earn" my own things; I already own them. My personal property cannot be used as a bargaining tool.*
- [Dignity of Risk](#): *As adults we all take risks; empower and support me to make my own choices.*
- [Right to Risk](#): *I have the right to take risks. Over-protection keeps me from becoming all that I can be.*
- [Right to Make Choices](#): *Even if I have a legal decision maker, my voice matters. I decide what my day looks like.*
- [Right to Refuse](#): *Even if I have a legal decision maker, I can say no.*
- [Right to Participate](#): *My life, My choice. Please include, empower, and support me to participate in discussions that are about me.*

Member Responsibilities Resources

- [Communication](#)
- [Ownership](#)
- [Participation](#)
- [Partnership](#)
- [Resource Allocation Decision \(RAD\) Process](#)
- [Tell Me More](#)

For these and other related resources, visit:

www.includa.org/providers/resources



Remote Waiver & Telehealth Services: During & After the Public Health Emergency

Inclusa is committed to exploring what technology has to offer and how it can be used to enhance individual member lives. We also encourage providers to explore the appropriate use of technology to support the greater independence of members, including remote services and interactive telehealth.

During the current Wisconsin Public Health Emergency (PHE), there have been expanded opportunities for the use of remote services and interactive telehealth to help address the

challenges related to COVID-19. The current PHE is set to terminate as of May 31, 2022. However, we are pleased to report that the Family Care Contract will continue to allow many waiver services to be offered remotely after the current PHE has ended.

Starting June 1, 2022 providers are required to have an informed consent signature from the member on file prior to delivery of the remote services or interactive telehealth experience. For Inclusa members, this signature can be obtained by contacting the member's care management team.

See Wisconsin ForwardHealth webpage on [Telehealth Expansion and Related Resources for Providers](#) for more details about telehealth options during the PHE. As a reminder, please note that modifier 95 must be included when submitting claims to WPS for remote waiver services or interactive telehealth.

If you have an interest in exploring remote services or interactive telehealth, please email ProviderRelations@inclusa.org.

Supporting Equity & Inclusion

As partners in service, we all play a role in supporting Inclusa members. This often means being present from life's everyday moments to major milestones and new chapters. This role includes the responsibility of ensuring that members' beliefs are recognized and respected. As a result, Section XXVI of the Inclusa Subcontract Agreement was recently updated to expand on the idea of equity and inclusion, not only for all members, but also provider staff.

The Family Care contract with the Wisconsin Department of Health Services (DHS) requires that each Managed Care Organization (MCO) provider directory include information about every provider's "cultural, identity, and linguistic capabilities." The directory must also indicate whether a provider has completed training in an Equity + Inclusions framework, such as Cultural Competency or Cultural Humility.

To support this training, Inclusa has several videos and related resources available on our [Provider Learning Management System \(LMS\)](#). We encourage providers to use this resource as educational materials to support your staff training needs. See the [Provider LMS User Guide](#) for information on how to navigate the LMS or to create a login.

If you have completed Cultural Competency or Cultural Humility training through another MCO or conducted the training on your own, please let us know the name of the training and when it was completed so we can update our provider directory information to show that the training has been completed.

Training information can be submitted to ProviderRelations@inclusa.org.

Authorization & Claims Reminders

Don't Forget!

Submitting Medicare C/Advantage Plans & other COB Provider Insurance Claims to WPS

Wisconsin Physicians Service (WPS), Inclusa's third-party payer, will now accept Medicare C/Advantage Plans and other private insurance Coordination of Benefits (COB) claims electronically **via the HIPAA 837 format**. Previously, providers were required to submit a paper claim along with the primary payer's remittance. Paper claims are still acceptable, but if providers are already set up for electronic COB submissions to other payers, they can now submit

claims to WPS electronically. As with all electronically submitted claims, providers will experience faster claim payments and will realize lower administrative, postage, and handling expenses when filing claims electronically versus paper.

REMINDER: COB claims for Medicare Advantage and other private insurance must still include the appropriate Inclusa authorization number, whether filed electronically or via paper claim. If you do not currently file electronically but would like more information about setting up an Electronic Data Interchange (EDI) account for claims submission, please contact the WPS EDI Help Desk at 800-782-2680, option 1.

Confirming Authorizations on Inclusa's Provider Portal

Providers are required per state and federal guidelines to confirm all authorized services prior to billing. Please remember that you will not be able to access the Authorization ID required to submit your claims to WPS if you do not access and confirm your authorizations in the **Inclusa Provider Portal** (login required).

If you need support with confirming authorizations, please contact the appropriate Inclusa Claims & Billing **Authorization and Claims Support (ACS)** team or call 888-544-9353 for assistance.

COBA Crossover Claims

A WPS payment on a Medicare Coordination of Benefits Agreement (COBA) crossover claim occurs **ONLY** when Medicare has paid on the claim **OR** when the sole reason for nonpayment by Medicare is due to a Part B deductible. If you receive a Medicare Explanation of Benefits (EOB) which indicates that the claim has crossed over to Inclusa but there was **NO** payment by Medicare, an authorization number with EOB reflecting Medicare nonpayment is required on the paper claim submission to WPS. This must occur within standard timely filing parameters. If you have questions, please contact an Inclusa insurance claims specialist, at InsuranceClaimsSpecialist@inclusa.org.

ADDITIONAL PAYMENT OPPORTUNITIES

Outcome Payments* Available for Residential Providers

To learn more, visit: <https://www.inclusa.org/providers/resources/residential-outcome-payments>

Community Living

- Supports members in learning new skills to gain independence
- \$400 per member

Competitive Integrated Employment - Job Finding

- Supports member's outcome to find employment
- \$900-\$1,000 per member

Competitive Integrated Employment - Job Keeping

- Supports member's outcome to maintain employment
- \$400 per member

Owner Occupied Adult Family Home - Community®

- Learn to explore possibilities through Community®
- \$1,200-\$5,000 per member

Quality Improvement

- Supports provider quality of service - best practice project planning & implementation
- \$500 per facility

Residential Transition/Diversion

- Supports member's outcome to transition/divert from residential to a community living setting
- \$3,500-\$9,000 per member

Outcome Payments Specific to Assisted Living Community (ALC) Providers**

ALC Association Enrollment

- For newly enrolled providers within the 2022 calendar year
- Visit [WCCEAL Website](#), under "How to Join WCCEAL" for a complete list of associations
- Association Fee Reimbursement

Train the Trainer Participation

- Focusing on Caregiver Background Checks, and Investigating/Reporting Allegations of Misconduct
- [Click Here](#) to learn more
- \$70 per organization

WCCEAL Participation & "In Good Standing" Status

- Supports quality improvement in associated ALC's
- Visit [WCCEAL Website](#) to learn more about the program
- Payment determined by DHS

Payments Available for Multiple Provider Types

Direct Care Workforce Funding

- Continuation of 2018 program
- Visit the [DHS FAQ Page](#) to learn more
- Payment determined by DHS

Disability Service Provider Network (DSPN) Association Enrollment**

- For newly enrolled providers within the 2022 calendar year
- Visit [DSPN Website](#) to learn more
- Association Fee Reimbursement

Housing Counseling Outcome Payment*

- Supports member's outcome to locate housing
- For more information contact ProviderRelations@inclusa.org
- \$315-\$630 per member

Future Outcome Payments*

- Inclusa is actively pursuing new payment opportunities for provider types who continue to support members in their communities.
- Stay tuned for updates in future issues of our *Provider Partners* newsletter.

*Outcome Payments are an additional payment made to the provider outside of the regularly authorized service.

**Additional information regarding these opportunities will be shared via future provider communications.

Contact Information

Inclusa General

Phone: 877-622-6700

Email: info@inclusa.org

Web: www.inclusa.org

(see Providers menu for related resources)

Provider Relations

Contracting, Scopes of Service

Phone: 877-622-6700

(select Option 2, then Option 3)

Email: ProviderRelations@inclusa.org

Web: www.inclusa.org/providers/contracting

Provider Learning

Resources and Training

Web: ProviderLearning.inclusa.org

Provider Authorization & Claims Customer Service:

Provider Portal, Authorizations & Claims General Support

Web: www.inclusa.org/providers/provider-portal, www.inclusa.org/providers/claims-billing

Resources: [Printable Inclusa & WPS Support List](#), [Customer Support Satisfaction Survey](#)

Transportation/Employment

Email: ACS-Transportation-Employment@inclusa.org

Phone: 888-544-9353 (Option 4)

Provider Claim Appeals

Email: ProviderClaimAppealandAudit@inclusa.org

Phone: 888-544-9353 (Option 8)

DME/DMS/OTC

Email: ACS-DME-DMS-OTC@inclusa.org

Phone: 888-544-9353 (Option 5)

Insurance Claims Specialist

Email: InsuranceClaimsSpecialist@inclusa.org

Residential/CSL/Nursing Homes

Email: ACS-Residential-CSL-NH@inclusa.org

Phone: 888-544-9353 (Option 6)

Resource Team

Email: ACS-ResourceTeam@inclusa.org

SHC/SDS/Home Health/Therapy

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

Phone: 888-544-9353 (Option 7)

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