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2019 One-Time Provider Reinvestment-FAQ

Q: Why is this only applicable to non-Medicaid rate providers?

A: MCO's cannot pay above the Medicaid rate for services, unless there is an absolute member need to do so, and no other providers are able to provide the service. This does not apply as one of those situations where Inclusa could pay above the Medicaid rate.

Q: How do I know if I am a provider with non-Medicaid rates?

A: The following services have rates which are set by Medicaid, and therefore are **not** eligible for the one-time reinvestment.

Case Management, Durable Medical Equipment, Durable Medical Supplies, Day Treatment, Home Care-Respite Care, Home Care-Home Health/Personal Care, Long Term Care (Nursing Home) Institutional Stays/Transportation, Mental Health-AODA, Mental Health-Community Support, Mental Health-Home/Community, Mental Health-In Home Psych, Therapy-Rehab Agencies, Transportation-SMV, Therapy-OT/PT/Speech, Room and Board

Q: What if I provide a service listed above, as well as an eligible service?

A: If you provide both MA rate and non-MA rate services and all criteria outlined in the One-Time Reinvestment Memo are met, your reimbursement would be based on the Non-MA Rate services you provided to Inclusa members.

Q: How did Inclusa determine the 6% net margin and enhancement percentages?

A: Inclusa's Board of Directors based the percentages on our ability to meet risk reserve and solvency requirements, as directed by our contract with the State of Wisconsin.

Q: How much will I (provider) be paid?

A: This depends on Inclusa's net margin above financial goals for 2019. If net margin above financial goal is 6%-11%= one-time enhancement of 0.25% of a provider's 2019 paid claims. If net margin above financial goals is above 11%=one-time enhancement of 0.50% a provider's

2019 paid claims. We will not be able to pre-communicate payment amounts in 2019, as we will not know this until yearend.

Q: How will eligible providers be paid?

A: Providers who have submitted clean claims by 2/29/2020 will be paid through WPS by April 2020. Providers do not need to submit an auth for these payments.

Q: How will providers know if they are meeting the other requirements re: Quality and Community Development?

A: All three criteria must be met to be eligible for payment-1. Inlusa exceeds year-end financial goals 2. Providers meet Quality **and** 3. Community Development criteria outlined in memo. Non-MA Rate Providers who do not receive letters of correction or enforcement from DQA, or written notification from Inlusa indicating they are under a no-new admit order, are eligible if the other two criteria are met. If providers fully participate in the Community Development initiative (see questions below), they are eligible so long as the other two criteria are met. If Inlusa exceeds yearend financial goals, but provider does not meet both Quality and Community Development criteria, they are not eligible for a payment.

Q: What if we have multiple facilities, do all need to meet the criteria?

A: Yes-details about expectations for the Community Development Initiative will be outlined in the second communication later this month.

Q: Will this payment be taxable?

A: It will be treated the same as any other payment you receive from Inlusa for member services you provide.

Q: Will this payment affect my current rates, will my current rates be reduced or will increases be denied based on this incentive?

A: This incentive is not related to contracted rates and will have no bearing on rate discussions or negotiations.

Q: Who can I contact if I have more questions?

A: Contact Provider Customer Service at **1-888-544-9353** for log-in or technical support
Tracy Clements for information about the memo, content or video questions;
Tracy.Clements@inlusa.org or **608-269-7438**.



Q: Where can I access the Community Development training resources?

A: <https://providerlearning.inclusa.org>

Q: What information needs to be included to be eligible for the Community Development Initiative?

A: You will be able to choose your facility name from a drop-down list and answer the questions associated with each video which is applicable to you and the staff you share this with.

Q: For larger providers: Do staff from every home/office need to watch the videos and respond to the questions?

A: If you are a larger provider with multiple facilities or offices, please share the video with as many staff as you see appropriate. Our goal is to have these messages reach far and wide, in hopes of increasing members' opportunities to be full citizens of their community. We want to hear how owners, managers and direct care professionals feel about the videos and the work they do.

Q: Are any resources on the Inclusa website?

A: Yes, you may view the One-Time Reinvestment Plan Memo on the Inclusa website (Providers Tab/Provider Announcements) <https://www.inclusa.org/providers/provider-announcements/>. All training resources and FAQ documents will be housed at <https://providerlearning.inclusa.org>.

