Provider Contact Information and Updates

Business contacts from providers in our network are used in a variety of roles in our business system, both at the Company/Agency level and for individual Service Locations. Contact information for your business is critical for effective communication and for directing information to appropriate personnel within your organization.

Required and Optional Contacts

Some contact roles are required by our system. Others are optional, and yours to assign as appropriate. Some of the required contacts can be only at Company/Agency or Service Location level; some can be at either level depending on the needs of your organization. The chart below lists the roles in groups as follows:

- **Required at Company/Agency or Service Location level**
- **Required, can be at either or both levels**
- Optional, can be at either or both levels

For most roles, you can assign more than one person to the role, indicated by "(1+)" for required contacts. Some roles can only be assigned to a single individual, indicated by "(1)." Optional contacts can be assigned to more than one person and level unless otherwise noted.

One Person, Multiple Roles

An individual person is entered into our contact database once, and various roles are assigned to that person as needed.

- There can only be **one set of contact details for each person** in the system (e.g., phone number, address, email address).
- Those details will be **applied to all roles** assigned to that person.

Contacts Quick Reference Chart

Company/Agency Contacts Apply to all Service Locations	Service Location Contacts Apply to a specific Service Location
Required Company/Agency Contacts 1. **Contract** (1) 2. **Credentialing** (1) 3. **Directory** (1) 4. **Payment/Remittance** (1) **Required Contact** – can be at Company/Agency and/or Service Location level 1. **Disenrollment** (1+) 2. **Notifications** (1+) 3. **Quality** (1+) 4. **Vacancy Reporting –** AFH, CBRF, or RCAC only (1+, Company/Agency level preferred) Optional Contacts 1. Billing 2. Medical Records 3. Newsletter 4. Supervising RN 5. 1-2 Bed AFH Certification/Re-Certification (1)	**Required Service Location Contacts** 1. **Program/Facility** (1) 2. **Rate Agreement** (1) – AFH, CBRF, or RCAC only 3. **Referral** (1+) **Required Contact** – can be at Service Location and/or Company/Agency level 1. **Disenrollment** (1+) 2. **Notifications** (1+) 3. **Quality** (1+) 4. **Vacancy Reporting –** AFH, CBRF, or RCAC only (1+, Company/Agency level preferred) Optional Contacts 1. Billing 2. Medical Records 3. Newsletter 4. Supervising RN 5. 1-2 Bed AFH Certification/Re-Certification (1)

Contact Role Definitions & Details

Role	Definition	Level	Requirement	Number Allowed
Contract	Receives contracts and updates to contracting requirements or processes.	Company/Agency	Required	1
Credentialing	Receives notices regarding credentialing documentation such as insurance, licenses, and W-9 forms.	Company/Agency	Required	1
Directory	Provides the phone number that is published in our provider directory, and is applied to all of the Service Location entries in the directory. The remaining information for each directory entry comes from the Service Location demographic information in our system and is not from a contact. If the desired directory number is a general/reception number and is not the number for a specific contact person, create contact as First Name: "Front" Last Name: "Desk."	Company/Agency	Required	1
Payment/ Remittance	Location where payments are received if mailed. This is often also the person who is the billing and claims contact. If payment remittance address is not the address of a specific contact person, create contact as First Name: "Accounts," Last Name: "Receivable."	Company/Agency	Required	1
Program/Facility	Manager or person responsible for this location.	Service Location	Required	1
Rate Agreement	Receives rate agreements for this location. (AFH, CBRF, or RCAC only)	Service Location	Required	1
Referral	Receives referral and authorization forms and inquiries about referrals for this location.	Service Location	Required	1 or more
Disenrollment	Receives disenrollment notices.	Company/Agency or Service Location	Required	1 or more
Notifications	Receives updates, newsletters, and other notifications from Inclusa (applicable DHS memos, provider newsletter, informational notices, etc.).	Company/Agency or Service Location	Required	1 or more
Quality	Receives notices and inquiries regarding quality.	Company/Agency or Service Location	Required	1 or more
Vacancy Reporting	Receives weekly reminder to complete vacancy survey. (AFH, CBRF, or RCAC only)	Company/Agency or Service Location	Required	1 or more
Billing	Additional claims & billing contact (Payment/Remittance is primary billing contact). Email address is required. Receives updates specific to claims & billing processes.	Company/ Agency or Service Location	Optional	1 or more
Medical Records	Contact for functional screeners and others who might require medical records.	Company/Agency or Service Location	Optional	1 or more
Newsletter	Receives provider newsletter and no other notices (unless other roles are assigned to this person and a role-specific notice is sent). To receive all general communications, including newsletters, updates, and other notices, use the Notifications role.	Company/Agency or Service Location (Email address is required)	Optional	1 or more
Supervising RN	RN contact when services are being performed requiring RN Supervision.	Company/Agency or Service Location	Optional	1 or more
1-2 Bed AFH Certification/ Re-Certification	Receives notices and inquiries regarding 1-2 Bed AFH certification/re-certification. (1-2 Bed AFH only)	Company/Agency or Service Location	Optional	1