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Dear Legacy CCCW Provider:

Our last communication explained that Inclusa is moving forward with aligning our two business systems into one merged system, the Inclusa system. This will allow providers to access all authorizations from one common provider portal. The Inclusa Portal has the same ability to confirm authorizations as you currently have in the CareDirector portal\*. **You must be set up on the Inclusa Portal prior to 7/1/2018** to ensure you have access to authorization information.

Please note that *we are not changing our current billing system, and claims will continue to go to WPS as they do now*. We are working on entering all CareDirector providers into the new system so there will be a seamless transition for your organization.

#### **What does this change mean for me?**

- Your current authorizations in CareDirector will end 6/30/2018, and new authorizations will be created in the Inclusa system with a start date of 7/1/2018.
- You will need to:
  - Access the **Inclusa Portal** in order to confirm and view the information for your new authorizations in the Inclusa system.
  - Use authorization information from the **CareDirector portal** for **dates of service prior to and including 6/30/2018** for claim submission to WPS.
  - Use the new authorization information from the **Inclusa Portal** for **dates of service 7/1/2018 and ongoing** for claim submission to WPS.
- The CareDirector Portal will be decommissioned on 10/31/2018.

\*As a reminder, Inclusa providers are required to confirm all service authorizations using our provider portal. This fulfills an obligation set forth by the Centers for Medicare and Medicaid Services (CMS), the federal agency responsible for administration of the Medicaid program, and is part of the contract Inclusa has with Wisconsin Department of Health Services (DHS) to provide Family Care services.

#### **What do I need to access the Inclusa Portal?**

- You will need internet access on a device that uses one of the following web browsers:
  - Microsoft Internet Explorer (versions 11, 10, 9)
  - Google Chrome (most recent version)
  - Mozilla Firefox (most recent version)



### How do I sign up for the Inclusa Portal?

- Submit your Portal Administrator Application **as soon as possible** to allow for your organization to be set up in the portal. Once your application is submitted and processed, you will receive additional information about the portal. You can [complete and submit the application online](#), or [download a printable PDF form](#). For additional information, see the [Provider Portal](#) page in the Providers section of our website at [www.inclusa.org](http://www.inclusa.org).

### How do I learn more about the Inclusa Portal?

- Portal administrators will receive a link to an introductory video as part of their user setup confirmation. Additional user videos and a user guide will be available for access on the portal under the Resources tab.
- In-person training sessions will be available in multiple locations in early June. Session details and registration information will be posted in late April on the [Business System Transition](#) page in the Providers section of our website.

### What if I am a provider already using the Inclusa (Western Region) Portal?

- If your Portal Administrator has not changed, you will not need to take any action.
- If you no longer have a Portal Administrator for your business, you will need to submit a new application.
- We are asking that you review your users to ensure you have user access set up as needed for any locations added to the Inclusa portal that are related to CCCW services. If you need to add additional users, please contact the Portal Administrator for your organization.

### How can I get more information about this transition?

We are committed to providing support to make this transition as smooth as possible for you. For assistance with the Inclusa Portal, contact us at [customerservice@inclusa.org](mailto:customerservice@inclusa.org) or 1-888-544-9353. In addition,

- The March issue of our *Provider Partners* newsletter contains several articles about the transition, including portal questions and answers, and background information about the legacy portals. See the [Provider Partners](#) page in the Providers section of our website.
- During the next few months we will post business system transition communications, training information, and resources to our [Business System Transition](#) page. Please visit this page regularly for updates.

Sincerely,



Erin Smith  
Vice President-Community Resources/Provider Relations

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