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Please share this information with your billing and other staff as appropriate

March 7, 2018

Dear Central Region Provider,

Inclusa is excited to share information regarding progress on alignment of our business systems. This work includes transitioning all Inclusa Central Region providers from CareDirector to the ProNet system already in place for the Western Region (now called the Inclusa system), and will bring all provider activity into one system and one portal. As a provider using our Central Region portal (the CareDirector system), you will be impacted by this transition. The system change will go into effect 7/1/2018.

What does this change mean for you?

- **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 use authorization information from the CareDirector system for dates of service prior to and including 6/30/2018 for claim submission to WPS.**
- **You will need to use new authorization information from the Inclusa system for dates of service 7/1/2018 and ongoing for claim submission to WPS.**

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 in the process of entering all CareDirector providers into the Inclusa system so there will be a seamless transition for your organization.

We are planning to offer training opportunities in early June for those providers who have not worked with the Inclusa system provider portal. More information will be sent when dates and avenues for trainings have been identified.

We look forward to supporting our provider partners through this important transition. Please stay tuned for updates, including information about online resources that will be available soon.

Sincerely,

Erin Smith
Vice President-Community Resources/Provider Relations