



**SPC: 104**

**Provider Subcontract Agreement Appendix N**

**Purpose:** Defines requirements and expectations for the provision of subcontracted, authorized, and rendered services. Services shall be in compliance with the Provider Subcontract Agreement and the provisions of this service expectations document.

<b>1.0</b>	<b>Service Definition</b>
	<p>Inclusa follows the definitions and guidelines as defined for Supportive Home Care in the DHS Family Care contract, standard program category (SPC) 104.</p> <p>Supportive Home Care (SHC) is the provision of services to directly assist persons with daily living activities and personal needs to assure adequate functioning and safety in their home and community.</p> <p>Services include the following:</p> <ul style="list-style-type: none"> <li>• Hands-on assistance with activities of daily living, such as dressing/undressing, bathing, feeding, managing medications and treatments that are normally self-administered; toileting; assistance with ambulation (including the use of a walker, cane, etc.); carrying out professional therapeutic treatment plans; and grooming, such as care of hair, teeth or dentures. This may also include preparation and cleaning of areas that are used during provision of personal assistance, such as the bathroom and kitchen.</li> <li>• Direct assistance with instrumental activities of daily living, as well as observation or cueing of the member, to ensure that the member safely and appropriately completes activities of daily living and instrumental activities of daily living.</li> <li>• Providing supervision necessary for member safety at home and in the community. This may include observation to assure appropriate self-administration of medications, assistance with bill paying and other aspects of money management, assistance with communication, and arrangement and use of transportation and personal assistance at a job site and in nonemployment related community activities.</li> <li>• Routine housekeeping and cleaning activities performed for a member, consisting of tasks that take place on a daily, weekly, or other regular basis. These tasks may include: washing dishes, doing laundry, dusting, vacuuming, cooking, shopping, and similar activities that do not involve hands-on care of the member.</li> </ul> <p>An unrelated live-in caregiver may provide any or all of the types of supportive home care services. Services by a related live-in caregiver are subject conditions listed in section 3.5. Payment of a live-in caregiver may be reduced by the value of room and board in accordance with any applicable wage and hour laws.</p> <p>Services exclude training provided to a member intended to improve the member's ability to independently perform routine daily living tasks, which may be provided as daily living skills training.</p>
<b>2.0</b>	<b>Standards of Service</b>
2.1	Provider must follow the standards for Supportive Home Care. This Scope of Service reflects Inclusa policies and procedures.
2.2	Inclusa subcontracted providers of long-term care services are prohibited from influencing members' choice of long-term care program, provider, or Managed Care Organization (MCO) through communications that are misleading, threatening, or coercive. Inclusa and/or the Wisconsin Department of Health Services (DHS) may impose sanctions against a provider that does so.

	Per DHS, any incidents of providers influencing member choice in a Family Care program must be reported to DHS immediately.
2.3	Service must be provided in a manner which honors member's rights such as consideration for member preferences (scheduling, choice of provider, direction of work), and consideration for common courtesies such as timeliness and reliability.
2.4	It is understood that SHC workers will provide services only when the member is present in the home unless written agreement is provided by the member and confirmed by the Community Resources Coordinator (CRC) and/or Health and Wellness Coordinator (HWC) that services may be delivered without the member present.
2.5	Provider must incorporate practices that honor members' beliefs, being sensitive to cultural diversity and diverse cultural and ethical backgrounds, including supporting members with limited English proficiency or disabilities, and regardless of gender, sexual orientation, or gender identity. This includes fostering attitudes and interpersonal communication styles in staff and providers which respect members' cultural backgrounds.
<b>3.0</b>	<b>Service Description</b>
	<p><b>Supportive Home Care</b></p> <p>Hands-on assistance with activities of daily living such as dressing/undressing, bathing, feeding, toileting, assistance with ambulation (including the use of a walker, cane, etc.), care of hair and care of teeth or dentures. Can also include preparation and cleaning of areas used during personal care activities such as the bathroom and kitchen.</p> <p>Assistance with household tasks such as dust, sweep/mop floor, vacuum, wash dishes, prepare meals, rotate food in refrigerator, clean bathroom, laundry, change bed linens, remove trash, grocery shop, run errands, transport to appointments, accompany member in the community, medication reminders.</p> <p>Incidental assistance with activities of daily living while in community setting is allowed under the Supportive home care benefit.</p> <p>Medication reminders are verbal or non-verbal reminders from the worker to the member for the member to take their medications. They are solely communicative. The worker may unlock and lock a container that holds the medication in its container. The worker may need to engage in incidental handling of the medication container but does not handle or dispense any medication from the container. The member understands, handles, and administers own medication. No agency nurse is required.</p>
3.1	
	<p><b>SHC-Intensive Care</b></p> <p>Intensive Care Services are the same types of services as described above in the supportive home care description; however, the member has characteristics as follows:</p> <ol style="list-style-type: none"> <li>1. Significant challenging behaviors or active mental health symptoms and/or;</li> <li>2. Has multiple services or significant service hours and is at risk without provider oversight and/or;</li> <li>3. Member has low comprehension and inability to communicate effectively with service providers and Inclusa team, and does not have natural supports to assist with effective communication and/or;</li> <li>4. Member has had two to three (2-3) failed referrals with other general SHC agencies. These agencies have exhausted all available staff and staffing patterns in an attempt to provide a successful working relationship with the member.</li> </ol> <p>Therefore, the provider agency is expected to offer administrative oversight staff with Bachelor of Science or Bachelor of Arts (BS or BA) credentials and/or appropriate experience to effectively monitor services and communication between member, Inclusa team and service providers to bring consistency and coordination to the member's daily routine of services, which may include long-term care services as well as general health care services. Inclusa teams will only authorize hours related to the direct care worker because the professional oversight and monitoring is included in the hourly reimbursement.</p>
3.2	

3.3	Members must be given the opportunity to direct some or all of their Supportive Home Care whenever possible to the extent of their ability and desire. Inlusa teams must determine the member’s ability and/or desire to direct services by assessment and by observation and address this in the member’s plan.
3.4	<p>Prior to authorizing payment to family members, the following conditions must be met:</p> <ol style="list-style-type: none"> <li>1. The service is authorized by the Inlusa team;</li> <li>2. The member’s preference is for the family member to provide the service;</li> <li>3. The Inlusa team monitors and manages any conflict of interest situation that may occur as a result of the family member providing services;</li> <li>4. The family member meets the MCO’s standards for its subcontractors or employees providing the same service; and</li> <li>5. The family member will either: <ol style="list-style-type: none"> <li>a. Provide an amount of service that exceeds normal family care giving responsibilities for a person in a similar family relationship who does not have a disability; or</li> <li>b. Find it necessary to forego paid employment in order to provide the service and is not receiving a pension (including Social Security retirement benefits).</li> </ol> </li> </ol>
<b>4.0</b>	<b>Units of Service and Reimbursement Guidelines</b>
4.1	<p><b>Supportive Home Care</b>  <b>SPC (104.30) (Procedure Code S5125)</b></p> <p>SHC as described in Section 3.0 is billed under one (1) SPC and procedure code at the quarter hour rate as defined in Appendix A of the Provider Subcontract Agreement. Service is billed in 15-minute increments.</p>
4.2	Inlusa teams will continue to assess attendant care and companion care time needed separately. Total time assessed will be combined for SHC Authorization.
4.3	<p><b>Supportive Home Care – Intensive Care</b>  <b>SPC (104.30) Procedure Code (S5125, U9)</b></p> <p>Service is billed with the indicated SPC and procedure code at the quarter hour rate as defined in Appendix A of the Provider Subcontract Agreement. Service is billable in 15-minute increments.</p> <p>Supportive Home Care - Intensive Care is reimbursed at a higher quarter hour direct service rate to enable provider agencies to:</p> <ol style="list-style-type: none"> <li>1. Successfully recruit direct care workers who have the ability and training to effectively work with members who have significant challenging behaviors or active mental health symptoms and</li> <li>2. Have administrative oversight staff with BS/BA credentials and/or appropriate experience to effectively monitor services and communication between member, Inlusa team and service providers to bring consistency and coordination to the member’s daily routine of services, which may include long-term care services as well as general health care services.</li> </ol> <p>If SHC-Intensive Care is identified as a needed service, the Inlusa team, member, and provider need to determine the following:</p> <ol style="list-style-type: none"> <li>1. Outcome and progress (measurable terms)</li> <li>2. Member input on outcome</li> <li>3. Current recommendation/changes to outcome</li> <li>4. SHC agency administrative oversight and communication expectation</li> </ol>
4.4	<p><b>Supportive Home Care – Mileage Reimbursement</b> (with or for the member during service time)  <b>SPC (107.21) (Procedure Code S0215 RI U9)</b></p> <p>Supportive Home Care Providers will be reimbursed for mileage for supportive home care and/or intensive care services when transportation is needed with the member in the vehicle or for the member such as running an errand.</p>

	<p>Mileage reimbursement for miles incurred related to SHC tasks assigned and which are authorized starting at mile one (1) for miles per member per month.</p> <p>Service is billed with the indicated SPC and procedure code at the unit rate as defined in Appendix A of the Provider Subcontract Agreement.</p> <p>Inclusa does not reimburse separately for mileage for SHC worker to travel to/from the agency office to the location of care (member’s home), or in between visits. For more information about travel time reimbursement see section 4.5.</p> <p>Requirements for mileage authorizations per member per month are as follows:</p> <ol style="list-style-type: none"> <li>1. The Inclusa team will estimate appropriate mileage authorization with input from the member and SHC agency.</li> <li>2. Mileage authorizations will be for a one-month period unless care manager deems it necessary to update the authorization mid-month.</li> <li>3. Retroactive adjustments to mileage authorizations are not possible. Agencies, members, and the Inclusa team must plan ahead for anticipated miles related to SHC task assignment.</li> <li>4. Agencies may only bill for mileage incurred up to the mileage authorization. An agency may not charge for miles that were not needed. <ol style="list-style-type: none"> <li>a. For example, Community Resource Coordinator authorizes 60 miles per month. Caregiver only documents 40 miles per member per month. The agency may only bill for the 40 miles, not the full 60 miles as authorized.</li> </ol> </li> <li>5. Agencies must track the full miles per member per month.</li> <li>6. If a caregiver drives the member’s car for transportation of the member, member may request authorization for mileage reimbursement. Mileage is not allowable for the SHC agency under these circumstances.</li> <li>7. Inclusa will conduct random audits to verify documentation to support mileage reimbursement.</li> </ol>
4.5	<p><b>Travel Time</b></p> <p>Inclusa does not routinely reimburse for travel time to and from the member.</p>
4.6	<p><b>Minimum Referral Units</b></p> <p>There is no minimum for referral units; however, providers may refuse referrals at their own discretion if they are unable to cover time frame based on current staffing pattern. Referrals must be made based on member need, and teams should not increase units to meet a provider referral base line.</p> <ul style="list-style-type: none"> <li>• Time must be supported through assessment such as task list, median minutes, or time and task sheet</li> </ul>
4.7	<p><b>The SHC Agency will Only Bill for Authorized and Performed Services</b></p> <p>The SHC agency will only bill Inclusa for authorized and performed services using the SPC and procedure codes designated on the referral form. SHC providers are prohibited from billing for services not authorized in the service plan.</p>
4.8	<p><b>Electronic Visit Verification (EVV)</b></p> <p>Electronic Visit Verification (EVV) is a system that uses technology to verify that authorized services are provided. Through EVV, a worker providing personal care services or applicable supportive home care services sends visit data to an EVV vendor at the beginning and end of each visit using methods such as a mobile application, a home phone (landline or fixed Voice over Internet Protocol [VoIP]), or fixed device.</p> <p>Effective November 1,2020, SHC agencies will be required to use EVV to report member visits for the designated codes. SHC agencies will have the choice of using the EVV system developed by WI Department of Health Services (DHS) or their own existing EVV system as long as it meets DHS policy and technical requirements. Data collected from the EVV system will be used to</p>

	validate affected service codes against approved authorizations during the claim adjudication process.
4.9	<p><b>Member No-Show/Unavailability for Services</b></p> <p>If member will be unavailable for services as scheduled, the member or Inclusa team must cancel the scheduled visit prior to the caregiver traveling to the member’s home. Agencies may bill a maximum of one (1) hour when the member or Inclusa team did not cancel the scheduled visit and the member was unavailable upon arrival for scheduled service. SHC agency must report in writing to the Inclusa team within 24 hours when a member did not cancel a scheduled visit and was unavailable when the caregiver arrived to provide service.</p>
4.10	<p><b>Activity Fees</b></p> <p>Activity fees for the caregiver who provides accompaniment into the community for integration, socialization, and recreation is included in the hourly reimbursement rate. It is the responsibility of the SHC agency to manage and minimize these costs through coordination with the caregiver, member, and Inclusa team.</p> <p>Any activity fees related to the member’s participation in community activities are the responsibility of the member.</p>
4.11	<p><b>SHC Agency Responsible for Personal Protective Equipment</b></p> <p>The SHC agency is responsible for providing any Personal Protective Equipment necessary for caregivers to perform their duties under OSHA guidelines. Cost of supplies such as gloves that are used by the worker for personal protection during supportive home care duties are covered within the hourly reimbursement rate.</p> <p>The agency is not responsible for providing supplies for any other caregivers in the home other than their own employees.</p>
4.12	<p><b>Remote Waiver Services and Interactive Telehealth</b></p> <p>Provider must include modifier 95 when submitting claims for services that are delivered remotely or through telehealth.</p>
<b>5.0</b>	<b>Staff Qualifications and Training</b>
	<b>Caregiver Background Checks</b>
5.1	Providers will comply with all applicable standards and/or regulations related to caregiver background checks and comply with Appendix H from the Inclusa Subcontract Agreement.
5.2	Staff that provide services shall complete required training within six (6) months of beginning employment unless training is needed before the staff can safely provide the service.
5.3	Provider agency must orient and train their staff on the Family Care Program, Inclusa, and Commonunity™, the trademarked care management model of Inclusa. Support materials regarding the Family Care Program and Commonunity™ are available on the Inclusa website at <a href="http://www.inclusa.org">www.inclusa.org</a> .
5.4	<p>The provider agency must ensure that staff have received training on the following subjects pertaining to the individuals served prior to member contact:</p> <ol style="list-style-type: none"> <li>1. Policy, procedures, and expectations of Inclusa and the SHC agency including training on: <ol style="list-style-type: none"> <li>a. Inclusa member rights and responsibilities</li> <li>b. Provider rights and responsibilities</li> <li>c. Record keeping and reporting</li> <li>d. Arranging backup services if the caregiver is unable to make a scheduled visit</li> <li>e. Other information deemed necessary and appropriate</li> </ol> </li> <li>2. Information about individuals to be served including information on individual’s specific disabilities, abilities, needs, functional deficits, strengths, and preferences. This training should be person specific for the people to be served and generally focused.</li> <li>3. Recognizing and appropriately responding to all conditions that might adversely affect the member’s health and safety including how to respond to emergencies and member-related incidents.</li> <li>4. Interpersonal and communication skills and appropriate attitudes for working</li> </ol>

	<p>effectively with members.</p> <ol style="list-style-type: none"> <li>5. Confidentiality laws and rules</li> <li>6. Procedures for handling complaints</li> <li>7. Use of adaptive aids and equipment</li> <li>8. Homemaking and household services, meal planning and preparation, shopping, housekeeping techniques and proper maintenance of a clean, safe and healthy living environment</li> <li>9. Personal health and wellness-related needs of the member including nutrition, dietary needs, exercise needs and weight monitoring/control</li> </ol>
5.5	Staff shall be trained in recognizing abuse and neglect, and reporting requirements.
5.6	Personal assistance services training shall be completed prior to providing personal assistance services. Household/chore services training shall be completed within two months of beginning employment (Reference: MCO Training and Documentation Standards for Supportive Home Care DHS P-01602).
5.7	Services provided by anyone under the age of 18 shall comply with Child Labor Laws.
<b>6.0</b>	<b>Supervision and Staff Adequacy</b>
6.1	The provider agency shall maintain adequate staffing to meet the needs of members referred by Inclusa and accepted by the agency for service.
6.2	Providers must have an acceptable backup procedure, including notification of member and agency when provider is unable to show for a scheduled visit.
6.3	<p>Provider agency will ensure:</p> <ul style="list-style-type: none"> <li>• Staff are supervised and assessed to assure they are working effectively and collaboratively with members by conducting adequate on-site supervision and review.</li> <li>• Performance issues with staff are addressed promptly and Inclusa teams are kept informed about significant issues that affect the Inclusa member.</li> <li>• Supervisory staff are involved in assessment, goal planning and tracking, and supervision for Inclusa members.</li> </ul> <p>Provider staff are working collaboratively and communicating effectively with Inclusa staff.</p>
<b>7.0</b>	<b>Service Referral and Authorization</b>
7.1	The Inclusa team will provide a written service referral form to the provider agency which specifies the expected outcomes, amount, frequency, and duration of services.
7.2	<p>The provider agency must notify the Inclusa team within two (2) business days of receiving a referral regarding the ability to accept the member for services. If the referral is accepted, notification should also include the anticipated start date or any delays in staffing by the requested start date.</p> <p>The provider agency must continue to report the status of an open referral on a weekly basis to the Inclusa team until the referral is filled.</p>
7.3	The Inclusa team will issue a new written referral form when the tasks assigned, amount, frequency, or duration of the service changes.
7.4	The provider agency will retain copies of the referral forms in the agency file as proof of authorization.
7.5	<p><b>Authorizations for Member Services</b></p> <p>The Inclusa Provider Portal is used by providers to obtain information about current authorizations. In addition, the provider must use the portal to acknowledge all new authorizations. The provider agency is responsible for ensuring that only currently employed and authorized staff have access to the provider portal, and for using the member authorization information available on the portal to bill for services accurately.</p> <p>For authorization needs such as new authorizations, additional units, or missing authorizations, during normal Inclusa business hours (8:00 a.m. to 4:30 p.m.) the provider should contact the Inclusa team (Community Resource Coordinator or Health and Wellness Coordinator).</p>

	<p>If your authorization request is an emergent need impacting the member’s health and safety and you cannot reach the Inclusa team:</p> <ul style="list-style-type: none"> <li>• During Inclusa business hours – call 877-622-6700 and press 0 for assistance.</li> <li>• After Inclusa business hours – call 877-622-6700 and press 9 to be connected to our after-hours support.</li> </ul> <p>Questions regarding billing or claims for current Supportive Home Care authorizations and requests for Provider Portal assistance should be directed to the Inclusa SHC-SDS-Home Health Support Team at <a href="mailto:ACS-SHC-SDS-HomeHealth@inclusa.org">ACS-SHC-SDS-HomeHealth@inclusa.org</a> or 888-544-9353, ext. 7.</p>
7.6	<p><b>Remote Waiver Services and Interactive Telehealth</b></p> <p>Provider may not require members to receive a service via interactive telehealth or remotely if in-person service is an option.</p> <ol style="list-style-type: none"> <li>1. Remote Waiver Services <p>Remote waiver services are waiver services delivered using audiovisual communication technology that permits 2-way, real-time, interactive communications between a provider and a member. Remote waiver services do not include communications delivered solely by audio-only telephone, facsimile machine, or electronic mail. The IDT cannot require the use of remote services to authorize the service.</p> <p>The IDT must first determine the service is necessary to support an outcome by using the RAD or other Department approved alternative and then determine whether it can be authorized remotely.</p> <p>To authorize a waiver service for remote delivery, the IDT must:</p> <ol style="list-style-type: none"> <li>a. Determine that the service can be delivered remotely with functional equivalence to face to face as the in-person service. Functional equivalence exists when there is no reduction in quality, safety, or effectiveness of the in-person service because it is delivered by using audiovisual telecommunication technology.</li> <li>b. Obtain informed consent from the member to receive the service remotely.</li> <li>c. Determine that the member has the proper equipment and connectivity to participate in the service remotely. The MCO is not required to provide the proper equipment and connectivity to enable the member to access the service remotely.</li> </ol> </li> <li>2. State Plan Services Via Interactive Telehealth <p>Interactive telehealth is telehealth delivered using multimedia communication technology that permits 2-way, real-time, interactive communications between a certified provider of Medical Assistance at a distant site and the Medical Assistance recipient or the recipient's provider.</p> </li> </ol>
<b>8.0</b>	<b>Communication, Documentation and Reporting Requirements</b>
8.1	<p>Inclusa communicates with providers regularly in the following formats:</p> <ul style="list-style-type: none"> <li>• Vendor forums</li> <li>• Mass notifications via email, fax, or mail</li> <li>• Notices for expiring credentialing</li> </ul> <p>Notices are sent to providers via email when the provider has email available to ensure timeliness of communication.</p> <p>Provider agencies are required to ensure that Inclusa Community Resources/Provider Relations (CR/PR) staff, Inclusa teams, guardians, and other identified members of the interdisciplinary team for a member have accurate and current provider contact information to include address, phone numbers, fax numbers, and email addresses.</p> <p>Providers can update their information by contacting Provider Relations at 877-622-6700 (select Option 2, then Option 3) or <a href="mailto:ProviderRelations@inclusa.org">ProviderRelations@inclusa.org</a>.</p>
8.2	The provider agency shall report to the Inclusa team whenever:

	<ol style="list-style-type: none"> <li>1. There is a change in service provider</li> <li>2. There is a change in the member's needs or abilities</li> <li>3. The member or provider is not available for scheduled services (within 24 hours unless an alternate date is scheduled between provider and member)</li> </ol>
8.3	Providers will notify MCO of formal complaints or grievances received from MCO members within 48 hours of receipt. Written notification of completed complaint investigations will be forwarded to the Includa interdisciplinary team.
8.4	Includa interdisciplinary team will receive timely, accurate, and comprehensive information relating to the services provided (e.g., treatment plans, progress notes, etc.).
8.5	<p><b>Member Incidents</b></p> <p>Provider agencies shall report all member incidents to the Includa team. Providers must promptly communicate with the Includa team regarding any incidents, situations, or conditions that have endangered or, if not addressed, may endanger the health and safety of the member. Acceptable means of communicating member incidents to the Includa team would be via phone, fax, or email <b>within 24 hours</b>. Additional documentation of incidents may be requested by the team or Includa Quality Assurance.</p> <p>Incident reporting resources and training are available in the Providers section of the Includa website at <a href="http://www.includa.org">www.includa.org</a>.</p>
8.6	<p>The provider agency shall give at least 30 days' advance notice to the Includa team when it's unable to provide authorized services to an individual member. The provider agency shall be responsible to provide authorized services during this time period.</p> <p>The Includa team or designated staff person will notify the provider agency when services are to be discontinued. The Includa team will make every effort to notify the provider at least 30 days in advance.</p>
8.7	<p>The provider agency must maintain the following documentation; and make available for review by Includa upon request.</p> <ul style="list-style-type: none"> <li>• Provider meets the required standards for applicable staff qualification, training and programming</li> <li>• Verification of criminal, caregiver and licensing background checks as required.</li> <li>• Policy and procedure related to supervision methods by the provider agency including frequency, intensity, and any changes in supervision.</li> <li>• Policy and procedure for responding to complaints, inappropriate practices or matters qualifying as member-related incidents. The policy and procedure should also cover expectation of work rules work ethics and reporting variances to the program supervisor.</li> <li>• Employee time sheets/visit records which support billing to Includa.</li> </ul>
<b>9.0</b>	<b>Quality Assurance</b>
9.1	<p><b>Purpose</b></p> <p>Includa quality assurance activities are a systematic, departmental approach to ensuring and recognizing a specified standard or level of care expected of subcontracted providers. These methodologies are established to review and inspect subcontracted provider performance and compliance.</p> <p>Includa will measure a spectrum of outcomes against set standards to elicit the best picture of provider quality.</p> <p>Includa provider quality assurance practices:</p> <ol style="list-style-type: none"> <li>1. Establish the definition of quality services;</li> <li>2. Assess and document performance against these standards; and</li> <li>3. Detail corrective measures to be taken if problems are detected.</li> </ol> <p>It is the responsibility of providers and provider agencies to maintain the regulatory and contractual standards as outlined in this section. Includa will monitor compliance with these standards to ensure the services purchased are of the highest quality.</p>



	Resulting action may include recognition of performance at or above acceptable standards, working with the provider to repair and correct performance if it is below an acceptable standard, or action up to termination of services and/or contract should there be failure to achieve acceptable standards and compliance with contract expectations.
9.2	<p><b>Quality Performance Indicators</b></p> <ul style="list-style-type: none"> <li>• Legal/Regulatory Compliance- evidenced by regulatory review with no deficiencies, type of deficiency, and/or effective and timely response to Statement of Deficiency</li> <li>• Education/Training of staff- effective training of staff members in all aspects of their job, including handling emergency situations. Established procedures for appraising staff performance and for effectively modifying poor performance where it exists.</li> <li>• Performance record of contracted activities- <ul style="list-style-type: none"> <li>○ tracking of number, frequency, and outcomes of Inclusa Incident Reports related to provider performance</li> <li>○ tracking of successful service provision (member achieving goals/outcomes, increased member independence and community participation, etc.)</li> </ul> </li> <li>• Contract Compliance- the formal or informal review and identification of compliance with Inclusa contract terms, provider service expectation terms, and applicable policies/procedures for Inclusa contracted providers</li> <li>• Availability and Responsiveness- related to referrals or updates to services, reporting and communication activities with Inclusa staff.</li> </ul>
9.3	<p><b>Inclusa Sources and Activities for Measuring Provider Performance</b></p> <ul style="list-style-type: none"> <li>• Member satisfaction surveys</li> <li>• Internal or external complaints and compliments</li> <li>• Onsite review/audits</li> <li>• Statement of Deficiency (SOD)- state regulated entities</li> <li>• Quality Teams- as assigned based on significant incidents, trend in quality concerns or member-related incidents, or issued Statement of Deficiency.</li> <li>• Tracking of performance and compliance in relation to the subcontract agreement and appendices</li> <li>• Statistical reviews of time between referral and service commencement</li> </ul>
9.4	<p><b>Expectations of Providers and Inclusa for Quality Assurance Activities</b></p> <ul style="list-style-type: none"> <li>• <b>Collaboration:</b> working in a goal oriented, professional, and team-based approach with Inclusa representatives to identify core issues to quality concerns, strategies to improve, and implementing those strategies</li> <li>• <b>Responsiveness:</b> actions taken upon request and in a timely manner to resolve and improve identified issues. This may include submitted documents to Inclusa, responding to calls, emails, or other inquiries, keeping Inclusa designated staff informed of progress, barriers, and milestones achieved during quality improvement activities</li> <li>• <b>Systems perspective toward improvement:</b> approaching a quality concern, trend, or significant incident with the purpose of creating overall improvements that will not only resolve the issue at hand, but improve service and operations as a whole</li> <li>• <b>Member-centered solutions to issues:</b> relentlessly striving to implement solutions with the focus on keeping services member-centered and achieving the goals and outcomes identified for persons served</li> </ul> <p>Inclusa is committed to interfacing with providers to collaboratively and proactively discuss issues identified with processes and assist with implementing improvements and reviewing the impact of the changes as a partner in the mission to serve members.</p>