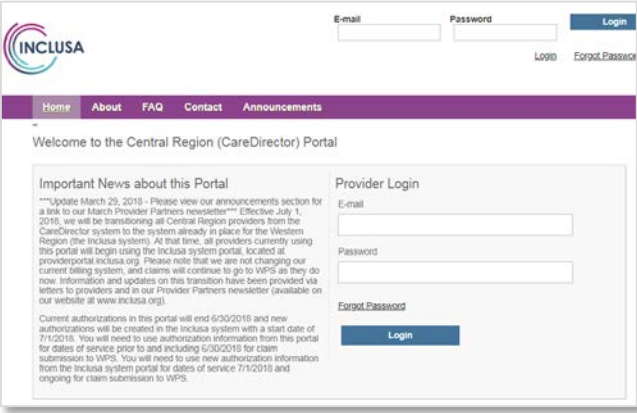
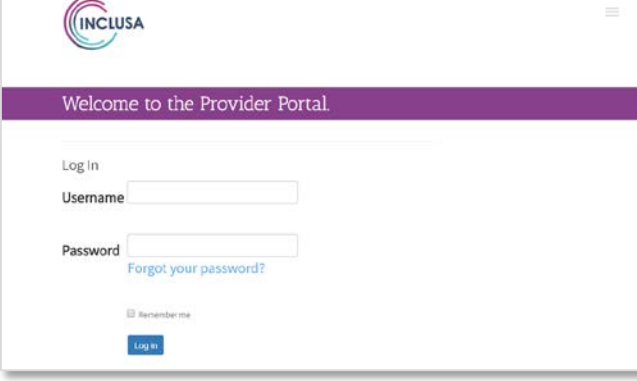




Unified Business System Transition Frequently Asked Questions

QUESTION	RESPONSE
<p>Will I have to change how I do my billing?</p>	<p>The current <u>method</u> used to submit claims will not change; you will continue to submit your claims as you are now, however there are some changes for therapy, supported employment, and transportation services, and separate communication will occur with those providers. All providers should be aware that authorizations in the Central (CareDirector) system will end on 6/30/18 and new authorizations will be created in the Inclusa system effective for dates of service on and after 7/1/18.</p>
<p>How do I know which portal system I currently use?</p>	<p>The login address for the Central (CareDirector) portal is: https://providerportalcccw.crmhosts.net/.</p> <p>The login screen looks like this:</p>  <p>The login address for the Western (Inclusa) portal is: https://providerportal.inclusa.org/.</p> <p>The login screen looks like this:</p> 
<p>What are the “Central” and “Western” Regions?</p>	<p>The Central region was once served by legacy organization Community Care Connections of WI (CCCW) and supported by the CareDirector portal. The Inclusa portal supports the Western region and was served by legacy organizations Western WI Cares (WWC) and ContinuUs (CU).</p>
<p>How do I sign up for the Inclusa portal?</p>	<p>Visit our Provider Portal page at: https://www.inclusa.org/providers/provider-portal/. The portal administrator application is available in either an online format or as a printable PDF. If you have any questions, please contact our Provider Customer Service staff at: customerservice@inclusa.org or 1-888-544-9353 and select option 1.</p>

QUESTION	RESPONSE
Does this change have any impact on authorizations ending before 6/30?	No. You will submit any claims for dates of service on or before 6/30/18 using the authorizations on your CareDirector portal accessible at: https://providerportalcccw.crmhosts.net/
Do I have to sign up for the new portal if my authorization ends before 6/30?	It is highly recommended that all providers with an active Inclusa subcontract agreement sign up for the Inclusa portal regardless of active authorizations as of 7/1/18. Doing so will prepare you for any future authorizations you might obtain. Your portal account does <u>not</u> expire.
How do I log in to the new portal?	Visit our Provider Portal page at: https://www.inclusa.org/providers/provider-portal/ . If you have any questions, please contact our Provider Customer Service staff at: customerservice@inclusa.org or 1-888-544-9353 and select option 1.
Where can I get updates and more information about this transition?	Visit the Inclusa website page dedicated to the business system transition: https://www.inclusa.org/providers/business-system-transition/ . For more information and/or assistance, contact our Provider Customer Service staff at: customerservice@inclusa.org or 1-888-544-9353 and select option 1.
Will I still be able to see my information in the old (CareDirector) portal after July 1?	The CareDirector portal will be available until 10/31/18. After that date, you will not be able to access the portal. What does this mean for you? All authorizations for dates of service 6/30/18 and prior will be available for viewing in the CareDirector portal until 10/31/18. No new authorizations will be posted in the CareDirector portal for dates of service on and after 7/1/18. Any changes made to authorizations in the CareDirector portal after 6/30/18 will not be reflected. Providers will receive mailed updates to authorizations with dates of service prior to 6/30/18. We strongly encourage you to download/export authorization information from the CareDirector portal for your records.
Will I see a change in procedure codes or rates for the services I provide?	As part of the system transition, some procedure codes and rates were aligned. Updated rate sheets will be sent to those providers who are impacted by these changes.