



July 2018

# PROVIDER PARTNERS

*Building vibrant and inclusive communities*

## Business System Transition Completed July 1

Great news! We are now aligned into **one business system** and **one provider portal**. Business system alignment occurred on July 1, 2018, when Inclusa Central Region providers were transitioned from CareDirector to the ProNet System already in use by the Western Region. Thank you to our providers for your patience and assistance in making this a reality.

Our priority has been to make this transition as seamless as possible for you. In addition to the ongoing availability of Inclusa Provider Customer Service, the following were put in place to support providers during this time:

- [Business System Transition web page](#) with resources and regular updates
- Provider trainings held in June (see page 5)
- Support by appointment beginning July 30 (see page 5)

If you have questions or need assistance regarding the system transition, please contact Inclusa Provider Customer Service at [CustomerService@inclusa.org](mailto:CustomerService@inclusa.org) or 1-888-544-9353. If you previously used CareDirector and have not yet signed up for the Inclusa Portal, or are not sure if you are signed up, please contact Customer Service as soon as possible.

For more information and ongoing updates regarding the transition, please visit our Business System Transition page at [www.inclusa.org/providers/business-system-transition](http://www.inclusa.org/providers/business-system-transition).

### Other Alignment News:

#### Service Code and Rate Alignment

Service code and rate alignment occurred for some service types as part of the business system transition. If these alignments impacted services you provide, you should have received an updated fee schedule or contract addendum toward the end of June or beginning of July. Updates were not sent to providers that were not affected by these changes.

If rate alignment did not occur prior to July 1 for the type of services that you provide, please note that rate alignment for negotiated-rate (non-Medicaid) services will occur throughout 2018. Conversations will take place with providers prior to any rate changes or alignment, and contract addendums to update the services will be sent out as well.

#### Scope of Service Alignment

Thank you to those providers who met with us and provided recommendations and feedback on the scopes of service! Please see the article on page 2 for details about scope rollouts beginning in August.

**More System Transition News on pages 4-5**

## Scope of Service Alignment Complete, Rollout Begins August 1

Thank you to those providers who met with us and provided recommendations and feedback on the Inclusa scopes of service. It was invaluable to the completion of this project to align and update the scopes, which define the requirements and expectations for the provision of services to Inclusa members.

Implementation of the new scopes will take place in two stages, based on service type. The first set of scopes will be published on or before August 1, and become effective September 1, 2018. The second set will be published October 1, with effective dates to be announced. (See list at right for service types in each stage.)

The rollout will take place as follows:

1. Scope of Service documents will be published on the Inclusa website at [www.inclusa.org](http://www.inclusa.org) in the Providers section [Contracting](#) page.
2. On or before the rollout date, each provider will be sent a contract Appendix N listing any applicable service they provide that has a Scope of Service being rolled out.
3. The provider will go to the Inclusa website to obtain the scope document(s) for review.
4. The provider will sign the Appendix N to indicate their understanding of the scope(s) and their agreement to follow the expectations as outlined.
5. The provider will return the signed Appendix N to Inclusa.

Detailed instructions will be provided with the Appendix N, including how to request a paper copy of a scope if you cannot access the website. If there were significant changes to a scope, training opportunities will be provided for you to learn more.

### Stage 1

Rollout by 8/1, Effective 9/1

- Adaptive Aids – Service Dogs
- Community Support Program (CSP)
- Community Supported Living (CSL)
- Consultative Clinical and Therapeutic Services for Caregivers
- Consumer Education and Training (includes Mental Health Peer Specialists)
- Counseling & Therapeutic Resources (Non-MA)
- Environmental Accessibility Adaptations (Home Modifications)
- Financial Management Services - Representative Payee
- Home Delivered Meals
- Home Health
- Housing Counseling
- Independent Nursing
- Personal Emergency Response System (PERS)
- Support Broker for Self-Directed Supports
- Supportive Home Care
- Supportive Home Care – Chore Services
- Supportive Home Care – Days
- Training for Unpaid Caregivers
- Transportation (Specialized Transportation)
- Vocational Futures Planning & Support (VFPS)

### Stage 2

Rollout by 10/1, Effective Dates TBA

- Adult Day Care
- Daily Living Skills Training
- Day Habilitation Services (Adult Day Services)
- Financial Management Services for Self-Directed Supports
- Mental Health-AODA
- Physical Therapy, Occupational Therapy, and Speech & Language Pathology
- Prevocational Services
- Residential Services (AFH/CBRF/RCAC)
- Supported Employment

## Clinical Practice Guide: How to Identify Caregiver Strain

Formal and informal caregivers provide most of the long-term care to people with disabilities. Caregiving is recognized as an activity with perceived benefits and burdens. In this article we would like to share information about “caregiver strain” that is also used by Inclusa care management staff in supporting members and those providing their cares. More details can be found in the Inclusa [Caregiver Strain Assessment Clinical Practice Guideline](#) (CPG), located on the [Resources](#) page in the Providers section of our website at [www.inclusa.org](http://www.inclusa.org).

Caregivers are prone to depression, grief, fatigue, financial hardship, and changes in social relationships. They may also experience physical health problems. Perceived caregiver strain has been associated with premature institutionalization for care recipients, along with reports of unmet needs.

Screening tools are useful to identify caregivers who may benefit from a more comprehensive assessment of the caregiving experience. The Modified Caregiver Strain Index (MCSI) is a 13-question instrument used to quickly screen for caregiver strain in both formal and informal caregivers. The MCSI effectively identifies caregivers who may benefit from more in-depth assessment and follow-up.

Inclusa Interdisciplinary Team (IDT) staff complete the MCSI as part of the assessment process for all caregivers who have a primary role in providing care to members and ensuring their ongoing health and safety. Caregivers considered for this assessment include those serving in the role of a natural support (family, friend, neighbor, etc.), those employed by the member through self-directed supports (SDS), or a provider in an owner-occupied adult family home. IDT staff do not assess caregivers from a contracted agency; however, agency leaders are encouraged to be mindful of caregiver strain in their employees. If there are concerns about caregiver strain, we encourage caregivers and providers to use this tool, and to reach out to the member’s IDT staff (care team) for additional resources.



### Need Help with Authorizations, Claims, or Billing?

For the fastest service, be sure to contact the resource that best relates to your question or issue. This will help minimize delays in response time and ensure that your question is being handled appropriately.

- **Provider Portal, Billing Process** – For Inclusa Portal Setup, other provider portal issues, and “how to bill” questions, contact Inclusa Provider Customer Service at [customerservice@inclusa.org](mailto:customerservice@inclusa.org) or 1-888-544-9353.
- **Authorizations** – For authorization-specific questions such as a missing or incorrect authorization, contact the member’s care management team. EXCEPTION: If an authorization that was in CareDirector is missing or was incorrectly migrated to the Inclusa System, please contact Inclusa Provider Customer Service at 1-888-544-9353 or [customerservice@inclusa.org](mailto:customerservice@inclusa.org).
- **Claims and Payments** – For the status of submitted claims, or questions about payments you have received, contact the WPS-Family Care Contact Center at 1-800-223-6016.

Business System Transition News & Notes

**July 1 = One Inclusa Portal**

It’s finally here: The business system transition is completed! As of July 1 dates of service and forward, all authorization activity will occur in one portal.

**If you use CareDirector and have not yet signed up for the Inclusa Portal, please do so as soon as possible.** Information in the CareDirector (Central) portal is only valid through 06/30/2018. You will need to use the Inclusa Portal to get the authorization information you need to provide and bill for services as of July 1.

To sign up for the Inclusa Portal, please submit a Portal Administrator Application Form. Online and printable application options, as well as additional information, are available on our Provider Portal page at [www.inclusa.org/providers/provider-portal](http://www.inclusa.org/providers/provider-portal).

If you have questions about getting set up in the portal, please reach out to Inclusa Provider Customer Service at [customerservice@inclusa.org](mailto:customerservice@inclusa.org) or 1-888-544-9353.

**Central Region/CareDirector Portal Decommissioned October 31**

The CareDirector Portal will be **decommissioned on 10/31/2018**. Please download or print all authorization details needed for claim submissions prior to this date.

Although you will be able to view information in the CareDirector portal until 10/31/2018, **the information in this portal is only valid up to and including 06/30/2018**. Any changes made after 06/30/2018 will not be reflected.

As of 07/01/2018, providers will receive mailed updates for any changes to legacy authorizations with dates of service on or before 06/30/2018.

Please go to the [Inclusa Portal](#) for authorization information for dates of service 07/01/2018 and forward.

**July 1 System Transition Does Not Impact Billing Method for Most Providers**

**Some Changes for Therapy, Supported Employment, and Transportation Providers**

For most providers that transitioned to the Inclusa system on July 1, the method used to submit claims will not change—you will continue to submit your claims as you have been. However, there are some changes for therapy, supported employment, and transportation services, and separate communication has occurred with those providers.

Although your billing method may not change, *all* providers need to be aware that authorizations in the Central (CareDirector) system ended on 06/30/2018 and new authorizations were created in the Inclusa system, effective for dates of service on and after 07/01/2018. You must **use the new authorization numbers** from the Inclusa Portal when billing **for dates of service on and after 07/01/2018, or your claims will deny for payment**.

Please check your authorizations in the Inclusa Portal for accuracy. If there are issues, contact Inclusa Provider Customer Service at [customerservice@inclusa.org](mailto:customerservice@inclusa.org) or 1-888-544-9353.



Information in the CareDirector (Central) portal is only valid for dates of service through 06/30/2018. You will need to use the Inclusa Portal to get the authorization information you need to submit claims for dates of service on and after 07/01/2018.

**Business System Transition News & Notes**

**Inclusa Provider Portal Support by Appointment**

**For Providers Transitioned to the Inclusa Business System on 07/01/2018**

Inclusa is offering additional support opportunities surrounding claim submissions, authorizations, and your provider portal account. Appointments are available to meet with an Inclusa representative via phone, video chat, or in person at one of our office locations in Hayward, Rhinelander, Stevens Point, or Janesville. Please note that meetings are by appointment only and registration is required.

**Registration Details**

**Phone or Video Chat**

- July 30 – August 31
- Monday through Friday
- 9:00 a.m. – 3:00 p.m.
- One-hour meetings by appointment only
- 72-hour advance registration requested

**In-Person Meeting**

**Hayward** – Tuesday, July 31

**Rhinelander** – Tuesday, August 7

**Stevens Point** – Tuesday, August 14

**Janesville** – Tuesday, August 21

- 9:00 a.m. – 3:00 p.m.
- One-hour meetings by appointment only
- Registration must be received no later than the Thursday prior to the Tuesday meetings.

**To register, contact Laura Lambert**

608-785-6212 • [Laura.Lambert@inclusa.org](mailto:Laura.Lambert@inclusa.org)

**Appointments Available  
July 30 – August 31, 2018**

**Provider System Training a Success**

Over 450 individuals took part in the Inclusa System trainings during the month of June, via webinar or by attending in person at one of nine locations throughout the state. These events were held to support providers as we transitioned into one business system and one provider portal.

A [PDF version of the training presentation](#) is available in the Resources section of our website [Business System Transition page](#). A narrated version is available in the [Inclusa Portal](#) in the Training Videos section under the Resources menu.



 [inclusa.org](http://inclusa.org)

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