



Building vibrant and inclusive communities



Provider Partners September 2018

STAGE 1

Effective 09/01/2018

- 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 10/01

Effective 11/01/2018

- 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

Effective 12/01/2018

- Prevocational Services

Effective 01/01/2019

- Residential Services (AFH/CBRF/RCAC)
- Supported Employment

Scope of Service Alignment Completed with Stage 2 Rollout October 1

Our project to update and align Includa scopes of service will be completed with the release of the second set of scopes on or before October 1. The Scope of Service is a contract document which defines the requirements and expectations for the provision of services to Includa members. Stage 1 scopes were published in August and became effective September 1, 2018. The effective dates for the scopes in Stage 2 vary by service type. (See list at left for details.)

The Stage 2 rollout process will be the same as the process for Stage 1:

1. Scope of Service documents will be published on the Includa website at www.includa.org in the Providers section **Contracting** page.
2. On or before the rollout date, each provider will be mailed 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 Includa 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 Includa.

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.

Provider Reminder: Return Signed Appendix N for September 1 Scopes

Stage 1 scopes are now active! Letters were sent via postal mail in July to approximately 900 providers of services with scopes of service that became effective September 1. (See list of services at left.) Each letter included your contract’s Appendix N which needs to be signed and returned to Includa to complete your contract. If you received this communication and have not yet responded, please sign the Appendix N to indicate your understanding of the scope(s) and agreement to follow the expectations as outlined, and return it to Includa.

To view your Scope(s) of Service, please go to the Providers – **Contracting** page of the Includa website at www.includa.org. You can return the Appendix N via email to ProviderRelations@Includa.org, fax to 608-785-5336, or mail to Includa, Inc., Provider Relations, 1407 St. Andrew Street, Suite 100, La Crosse, WI 54603. Note: Only the signed Appendix N needs to be returned to Includa, not the scope(s) of service.

If you are unable to access the scope documents on the Includa website or have questions about the scopes, please contact the Includa Community Resources/Provider Relations Department at ProviderRelations@includa.org or 1-888-294-7451.

.....

Stage 1 Scopes are now active! If you received an Appendix N and have not yet returned it, please do so as soon as possible.

.....

Business System Transition

Provider Referral Form

As of 07/01/2018, all providers within the Inclusa service area are now receiving written referral forms for new services or updates to service authorizations (with the exception of residential). The referral form is used to communicate details of the authorization to the provider. This is a change for those providers who previously received authorization information only through the CareDirector Provider Portal.

Important things to note about the referral form:

- The referral form serves as written approval to provide the service. The authorization number and other details will be available in the Inclusa Provider Portal within 2-3 days of receipt of the referral form.
- All referral forms follow a general format containing three sections:
 - Member Information
 - Authorization Information
 - Referral-Specific Information
- An example of the referral form is located on the the [Providers/ Business System Transition](#) page at www.inclusa.org.
- In addition to the procedure code and authorization details, providers will also see a new field titled “SPC” (Standard Program Category). The SPC is used by Inclusa to group codes within a category of services and should not be included in any claims submissions. You will continue to use the procedure code listed on the authorization in the portal when you submit your claim to WPS.

CareDirector Portal Decommission

This is a reminder for legacy-CCCW/CareDirector providers that the **CareDirector (Central) portal will no longer be available as of 11/01/2018.**

- The CareDirector (Central) portal will be **decommissioned on 10/31/2018** and you will not be able to access it after that date.
- Please **download or print all authorization details** from the CareDirector (Central) portal as needed for your business **prior to 11/01/2018.**

Also note the following regarding CareDirector authorizations and updates:

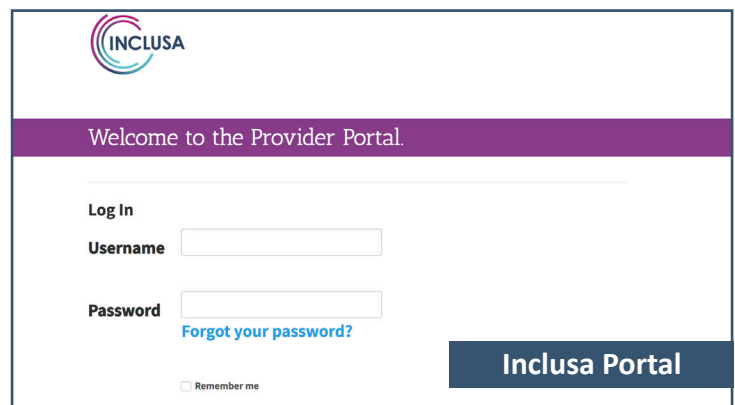
- Information/authorizations in the CareDirector (Central) portal are **valid only through 06/30/2018.**
- **Any changes after 06/30/2018** will not be reflected in the CareDirector (Central) portal.
- **Beginning 07/01/2018, providers will receive mailed updates** for any authorization changes for dates of service on or before 06/30/2018.

Inclusa Portal Account Setup and Access

All legacy-CCCW/CareDirector providers should now have set up an account in the Inclusa provider portal at providerportal.inclusa.org to view authorization information for **dates of service on and after 07/01/2018.**

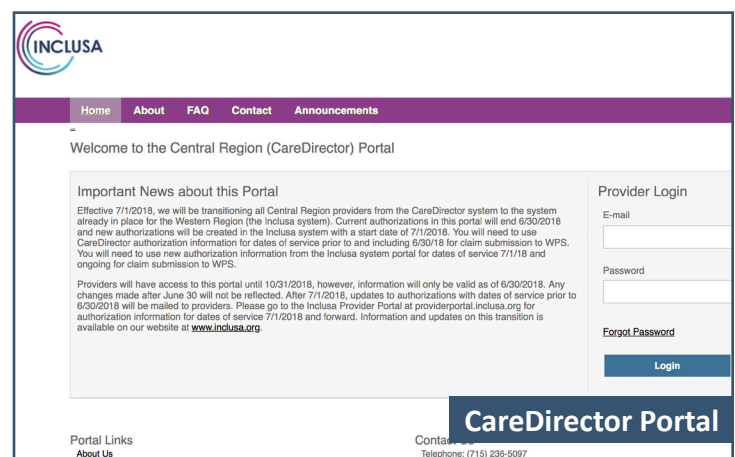
You should only access the CareDirector (Central) portal at providerportalcccw.crmhosts.net for authorizations with **dates of service on or before 06/30/2018.**

Please contact us at customerservice@inclusa.org or 1-888-544-9353 if you need assistance with the portal and/or claims and billing. We make every effort to answer each call; however, due to call volume there may be times when you will need to leave a voicemail message. Our goal is to return your call or email within 24 hours.



Log in to the Inclusa Portal for dates of service on and after 07/01/2018

providerportal.inclusa.org



Log in to the CareDirector portal for dates of service on and before 06/30/2018*

providerportalcccw.crmhosts.net

*This portal will no longer be available as of 11/01/2018.

Business System Transition

Provider Customer Service Update

Inclusa Provider Customer Service staff have been working in multiple ways to support providers during the Unified Business System transition. Our activities since Central Region providers were officially activated in the unified system on July 1, 2018, include:

- As of 08/16/2018, over 5,100 incoming calls from providers were processed.
- During our Provider Portal Support by Appointment initiative in July and August, we had 17 video or phone meetings with providers and conducted an additional 17 in-person meetings at our Hayward, Rhinelander, Stevens Point, and Janesville offices.

Wondering who to contact for help?

- For assistance with the **Inclusa Portal**, or if you have **claims** or **billing** questions, contact Inclusa Provider Customer Service at customerservice@inclusa.org or 1-888-544-9353 (toll-free).
- For assistance with **obtaining** or **changing an authorization**, contact the member's Care Team directly. For assistance reaching the Care Team, call our main reception line at 1-877-622-6700 (toll-free).
- For **general contracting** questions or more information about your **Scope of Service**, contact Inclusa Provider Relations at ProviderRelations@inclusa.org or 1-888-294-7451 (toll-free).

It's Vaccination Time! Immunization Clinical Practice Guideline and Member Reporting

With influenza season right around the corner, now is the time to share information about **Inclusa's Immunization Clinical Practice Guideline (CPG)**. The guideline provides definitions and an overview of many diseases that can be prevented through the use of vaccinations, along with a resource list and other details. You can find the Inclusa Immunization CPG on the **Resources** page in the Providers section of our website at www.inclusa.org. The Centers for Disease Control and Prevention (CDC) website is also a good source of information (www.cdc.gov).

While there is value in all the recommended vaccines, Inclusa Care Teams pay special attention to ensure that our members are vaccinated against pneumonia and receive an annual influenza vaccination. Quality indicators focused on influenza and pneumococcal vaccinations require Inclusa to submit data each year to the Wisconsin Department of Health Services (DHS) and MetaStar (an independent quality reviewer that works with DHS) for members who have received these two types of immunizations.

In an effort to reduce multiple calls to residential facilities by Care Team staff to obtain this influenza and pneumococcal vaccine information, we are developing a process for residential providers to submit member vaccination information directly to Inclusa. We appreciate your collaboration in assisting us to collect the needed data.

Coming Soon to AFH, CBRF, RCAC, and Nursing Home Providers: Please watch for communication from Inclusa with details on how to provide vaccination data for your Inclusa member residents.

Communicating Member Disenrollments to Providers

A member may voluntarily choose to end their enrollment in Inclusa, or they may be disenrolled due to the member's death or other circumstances which impact eligibility for the Family Care program, such as a change in Medicaid status. With the recent alignment of our business system, we were able to expand the practice of providing written disenrollment notices to providers in our Central Region, so these notices are now going to all Inclusa providers.

When a disenrollment occurs, Inclusa sends any provider serving that member a disenrollment notice that includes the member's name, Medicaid number, date of birth, and effective date of disenrollment. This notice is sent to the Disenrollment contact that is identified by the provider. For Central Region providers that were recently migrated to the Inclusa system, notices will be sent to the Contract contact in our system unless a different person has been specified.

We will soon be sending a communication to all Inclusa providers requesting updated contact and demographic information. In order to ensure that we have the correct Disenrollment and other contacts assigned for your organization, please ensure that you respond to this request. In the interim, if you wish to update your Disenrollment contact, please contact us at ProviderRelations@inclusa.org or 1-888-294-7451.



DEMENTIA Did You Know?

Starting with the next *Provider Partners* newsletter, the Inclusa Dementia Leads will be contributing an article to each newsletter with best practice information and practical ways to support people living with dementia.

Our goal? To share short, quick-read articles that offer an opportunity to learn some basics of dementia, link you with evidence-based resources, and describe proven methods of care and support.

Some topics we plan to address include:

- What is Dementia?
- Communication of Unmet Needs
- Exit Seeking
- Mealtime Tips
- Expressions of Anger
- Early Signs and Symptoms

Providers, we want to hear from you! If you have a question about dementia or a suggestion for a topic you'd like us to cover, please submit your question or request to qualityinnovation@inclusa.org. We will explore it in a future article.



DQA/CCDET Trainings Encourage Caregiver Success, Opportunity, Advancement, and Retention

The University of Wisconsin Oshkosh Center for Community Development, Engagement and Training (CCDET), along with the WI Department of Health Services, Division of Quality Assurance (DQA) has developed a four-hour classroom training entitled, **Caregivers SOAR! Train-the-Trainer**.

SOAR! is designed to enhance interpersonal skills among caregiver staff and increase professional growth as members of a care team. Covered topics include communication, sympathy vs. empathy, conflict resolution and problem solving, dependability and accountability, professionalism, and relationship building.

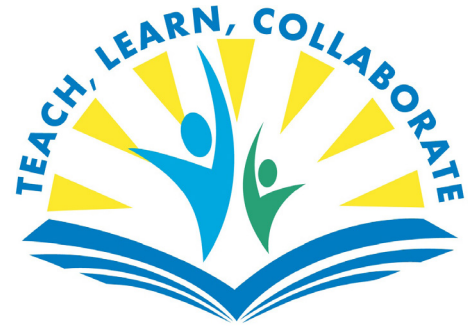
This training is for long-term care facility staff such as managers, supervisors, trainers, direct caregivers, and nursing and social service staff. Upon completion of the classroom training, participants will be able to train direct caregivers and other staff in their own facilities using ready-made training materials provided as part of the class.

Upcoming Train-the-Trainer classes are scheduled on:

October 10, 2018 – Eau Claire	November 6, 2018 – De Forest (Madison area)
October 23, 2018 – Milwaukee	

Registration and additional course information are available at:

www.uwosh.edu/ccdet/caregiver/CaregiversSOAR.htm. Cost of the training is \$150 per participant. For additional information, contact caregiver@uwosh.edu.



2018 FOCUS Conference Registration Now Open!

The Wisconsin Department of Health Services (DHS), Division of Quality Assurance (DQA), is pleased to announce that registration is now open for the 17th Annual FOCUS Conference!

Special Session

Wednesday, November 14, 2018

“The Art and Science of Mental Health”

Keynote: Mettie Spiess

“There’s No Health Without Mental Health”

FOCUS 2018 Conference

Thursday, November 15, 2018

“Teach, Learn, Collaborate”

Keynote: Desiree Matel-Anderson

“Innovating Real-Time In Disasters”

Register and Review Breakout Session Descriptions now at the [Conference Registration web page](#).

For additional details visit the [DHS FOCUS Conference web page](#).

For Registration questions, contact UW-Stevens Point Continuing Education at uwspce-conf@uwsp.edu.

For Content or Breakout Session questions, contact Leann Graffin at leann.graffin@wi.gov.

Inclusa Chosen to Provide Family Care Services in GSR 7 through 2023

On August 1, 2018, Inclusa was notified that our Request for Proposal (RFP) submission to the Wisconsin Department of Health Services (DHS) to continue providing Family Care services for Geographic Service Region 7 (GSR 7) was chosen for contract award. GSR 7 is comprised of 11 counties in northwest Wisconsin: Ashland, Barron, Bayfield, Burnett, Douglas, Iron, Polk, Price, Rusk, Sawyer, and Washburn. Inclusa was the only Managed Care Organization (MCO) to submit an RFP for GSR 7, so we will operate in that area as the sole MCO for an additional five years. The new contract begins on January 1, 2019. We are very pleased to continue working with our members and stakeholders in this area!

Inclusa Office Changes

We are excited to announce the opening of our new offices in Waukesha and Madison. Both locations will allow us to provide support to members and stakeholders in the south-central and southeast areas of Wisconsin, and are available by appointment. We have closed our Crandon and Eagle River offices, and our Rhinelander office will continue to support members and stakeholders in the northeast part of the state.

Upcoming Provider Training – Residential Scopes of Service (AFH/CBRF/RCAC)

Provider training for the updated residential scopes of service is currently in development, and will be offered after the updated scopes are published on October 1, 2018. All contracted Adult Family Home (AFH), Community Based Residential Facility (CBRF), and Residential Care Apartment Complex (RCAC) providers will be offered the opportunity to participate in training prior to the implementation of these scopes on January 1, 2019.

Please watch for your invitation with location, date, and time options, and plan to attend. We look forward to sharing this updated information, as well as our continued partnership with all residential providers.

Contact Information

Inclusa General

Member-Related Questions, Authorizations

Phone: 877-622-6700

Email: info@inclusa.org

Web: www.inclusa.org (See the Providers menu accessed at the top of any page for provider-specific resources)

Inclusa Provider Customer Service

Inclusa Portal, Claims Submission

Phone: 888-544-9353

Email: CustomerService@inclusa.org

Web: www.inclusa.org/providers/provider-portal, www.inclusa.org/providers/claims-billing

Inclusa Provider Relations

Contracting, Scopes of Service

Phone: 888-294-7451

Email: ProviderRelations@inclusa.org

Web: www.inclusa.org/providers/contracting

