



Building vibrant and inclusive communities



Provider Partners

September 2019

EXPANSION UPDATE **Inclusa to Begin Serving New Counties in October & January**

We are pleased to announce that the Wisconsin Department of Health Services (DHS) has completed our certification, and Inclusa will be offered as an additional option for Family Care in Ozaukee, Sheboygan, and Walworth counties beginning October 1.

Additionally, we have completed an initial certification to serve seven new counties in northeastern Wisconsin. Pending final DHS review, Inclusa will begin serving residents of Brown, Door, Kewaunee, Marinette, Menominee, Oconto, and Shawano counties as of January 1, 2020.

We look forward to joining these new communities, meeting new providers, and serving the citizens within. If you have service locations in any of these areas and would like to join our network or add new locations to your existing contract, or have any questions regarding expansion, please feel free to contact Inclusa Community Resources/ Provider Relations at 888-294-7451 or ProviderRelations@inclusa.org.

When it comes to long-term care, choice matters!

We're excited to support new areas where local, community-centered support is available and easily accessible to those needing long-term services and supports.

— Mark Hilliker, Inclusa CEO

What You Should Know for the 2019–2020 Flu Season

Getting a flu vaccine every year is the best way to protect yourself, your employees, and everyone around you—especially the people you serve—from influenza and its potentially serious complications. The Centers for Disease Control and Prevention (CDC) recommends that everyone aged six months and older get vaccinated by the end of October of this year.

What is new this flu season?

- Flu vaccines have been updated to better match circulating flu viruses.
- Any licensed, age-appropriate flu vaccines are recommended.
- The nasal spray flu vaccine (LAIV) will again be an option in some cases. Each person should talk to their health care provider about which vaccine is right for them.

Visit the CDC website at www.cdc.gov/flu to learn more about influenza, including answers to **Frequently Asked Flu Questions: 2019-2020 Influenza Season**.

Fight the flu this season by getting your flu vaccine and encouraging others to protect themselves and their loved ones by doing the same. Think about how you can create opportunities for the people you serve to get the flu vaccine, too! Join the conversation on social media with hashtag #FightFlu.

TAKE 3 ACTIONS TO FIGHT THE FLU

- 1** Get Vaccinated
- 2** Help Stop the Spread of Flu Viruses
- 3** Take Antiviral Drugs If Your Doctor Prescribes Them

#FIGHT FLU www.cdc.gov/flu

New Centralized Toll-Free Number Coming October 1

We are excited to let you know that Inclusa is working toward a centralized toll-free number to reach all Inclusa offices and departments. Implementing a centralized toll-free number will simplify processes, procedures, technology, and usage for members, providers, and other stakeholders by only having one phone number to call for all needs and services. This will also improve customer service outcomes by calls being answered and handled in a consistent manner throughout Inclusa.

Effective October 1, Inclusa's unified toll-free phone number will be 1-877-622-6700. An automated attendant will route calls to appropriate teams or departments based on the options a caller selects in the automated attendant menu. A dedicated reception team will be established to answer all inbound calls that are not routed to specific care teams or departments.

- With the initial October rollout, current Inclusa regional and local office telephone numbers will be forwarded to the centralized toll-free line, with a plan for those numbers to be decommissioned in six months. Inclusa staff will retain their current direct-dial numbers.
- The Provider Relations and Authorization & Claims Support numbers will not change on October 1. Information about the rollout for changes to these numbers will be forthcoming.



- The WPS/Family Care Contact Center toll-free number (1-800-223-6016) will not be changing, and you should continue to use this number for claim status questions.

This change will assist in ensuring that you continue to receive the high level of dedicated collaboration and support from Inclusa that you have been able to expect through the years.

Changing the Way People Think, Talk, and Act About Dementia

FREE INFORMATIONAL SESSION FOR YOUR ORGANIZATION!

WHAT: Dementia Friends Informational Session, presented by Inclusa Dementia Champions.

WHO: Anyone can become a Dementia Friend.

WHY: In the time it takes for this 60-minute session, approximately 55 people in the United States will develop dementia. People with dementia need to be understood and supported in their communities. You can help by becoming a Dementia Friend.

WHEN: Schedule with Inclusa when it works for you, your team, and your organization.

WHERE: Wherever is most convenient for you.

COMMITMENT: Turn your understanding into action. You decide, no act is too small!

CONTACT: Carla Lundeen at Carla.Lundeen@inclusa.org or 608-785-6271 for more information and to schedule a session.

LEARN: Check out these resources to learn more:

- Visit the [Dementia Friends Wisconsin web page](#)
- View this [short video from Dementia Friends USA](#)





DEMENTIA Did You Know?

Dementia and Challenging Forms of Communication (aka Behaviors)

When someone says, “so and so’s behavior...” what comes to mind? Maybe descriptors such as demanding, difficult, or defiant?

The Inclusa Dementia Toolkit defines behavior as a form of communication. We all communicate through our “behaviors,” but unfortunately when someone is diagnosed with a type of dementia, we tend to label behavioral communications as negative.

These communications are negative to us because we do not understand their “language,” so they are challenging to us. Having a language barrier can interfere with a person’s needs being met, sometimes causing offensive and/or violent behavioral communications, which can lead to caregiver burnout. The toolkit was developed to help mitigate this.

The toolkit facilitates a collaborative process, with members of the person’s support system working together to develop an individualized plan for each “behavior” to better support the person living with dementia, as well as the caregiver, family member, and/or provider.

The toolkit is comprised of the following documents:

1. History Form
2. Observation Form
3. Problem “Behavior” Flowchart
4. Plan of Action Form

To learn more and to access the Inclusa Dementia Toolkit, go to www.inclusa.org/providers/resources/dementia-care-resources. For additional information or to schedule a presentation of the toolkit, please contact any one of the following:

- Nancy Tischbein, Inclusa Member Relations Manager
715-635-5420, Nancy.Tischbein@inclusa.org
- Becki Mein, Inclusa Regional Operations Senior Manager
715-635-5403, Becki.Mein@inclusa.org
- Cindy Melander, Inclusa Certified Screen Specialist
715-398-2615, Cynthia.Melander@inclusa.org

Remember: You are not in this alone. Reach out for support!

COMING SOON:

Weekly Vacancy Survey for AFH/CBRF/RCAC Providers

Inclusa would like to enhance our partnership with your organization! We feel there is an opportunity for us to optimize the services of our residential providers and minimize the number of inquiries made by our organization to yours regarding vacancies. In order to achieve this outcome, we are finalizing a process for sending a weekly survey via email that you can use to let us know whether you have any openings.

In this way our Interdisciplinary Teams will have the most up-to-date vacancy information, which will reduce vacancy inquiries to your facility. In order for us to have the most current vacancy information, we ask that you complete this survey on a regular basis. We are very excited about this opportunity to better partner with you. Please watch for this survey email in the near future.

Provider Incident Report Training – New and Improved Options for Providers

Inclusa providers currently respond to the following attestation as part of the Inclusa Subcontract Agreement:

Providers must attest that they have reviewed the Provider Incident Report PowerPoint Training located on the Inclusa.org website in the Provider Resources section. Provider also attests that they understand the contractual requirements of the training and will also educate all applicable staff working directly with Inclusa members.

The Provider Engagement Incident Report Training Committee is happy to report that we have partnered with Inclusa's Talent, Learning and Culture Department (TLC) to support training opportunities for provider staff to view Incident Report Training for their specific organization and obtain verification of completion. This option will be an alternative to the current option to view the **Provider Incident Report Training PowerPoint presentation** located on our website **Providers/ Resources** page. Our goal is to have the TLC training option available by January 1, 2020. Stay tuned for more details!

As an additional support, the committee has created a new Provider Incident Report Form for providers, also available on our website. The form assists providers in reporting member incidents as required by the Wisconsin Department of Health Services (DHS) and the Inclusa Subcontract Agreement. This optional form was developed to support providers in gathering the specific information Inclusa is required to report to DHS in support of DHS regulatory requirements. The information requested on the form helps to eliminate the need for multiple follow-up conversations, as many of the questions Inclusa staff would ask are included.

The above information was presented to the Provider Quality Advisory Committee for feedback and recommendations from provider representatives who attended the September 5, 2019, meeting.

Contact Information

Inclusa General

Member-Related Questions, Authorizations

Phone: 877-622-6700

Email: info@inclusa.org

Web: www.inclusa.org (See the Providers menu for additional provider resources)

Inclusa Provider Customer Service

Inclusa Portal and Authorization & Claims Support

Phone/Email: New service-specific support teams to assist you! Find contact information for your team at www.inclusa.org/providers/claims-billing or call 888-544-9353.

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

