



Viewing Nursing Home Authorizations In The Provider Portal:

When Inclusa receives a referral/RAD from IDT that an authorization is to be entered for a nursing home stay, an authorization will initially be entered with a default rate of .01. The text area of the authorization will note "Default rate used – facility needs to provide RUGS level".

When the facility views their authorizations on the portal, and sees an authorization with .01 authorized, they **need** to report the RUGS level via the process stated below so that the authorization can be updated. If a RUGS level is not provided and the provider bills for the stay, they will only be paid at a rate of .01 per day.

Reporting RUGS Levels To Inclusa:

When a new placement starts or a RUGS level changes, the nursing home facility needs to send the information to Inclusa so that the authorization can be updated. At minimum, they need to send the following information:

- Member Name
- New RUGS level
- Date of RUGS level change – level will be changed as of the date of the change

Nursing home providers will email the information to absenceandchangereporting@inclusa.org or fax to 608-785-6315. Or, they can complete the *Member Update Report for Nursing Home Provider Form* which can be found on the Inclusa website: <https://www.inclusa.org/providers/resources> and select the *Member Notification Form – Nursing Home*. The submission information is located at the top of the form.

If the nursing home needs to report a change for more than one member at the same time, the information can be sent via one email to: absenceandchangereporting@inclusa.org or faxed to 608-785-6315, providing the information as stated above. One form per member does not need to be completed.

If submitting the MDS report, ONLY section Z needs to be sent to: absenceandchangereporting@inclusa.org or faxed to 608-785-6315.

Note that *Member Update Report for Nursing Provider Form* must be used to report when a member enrolls in hospice care, as well as when the member is absent from the nursing home. The form can be emailed to absenceandchangereporting@inclusa.org or faxed to 608-785-6315.

A signature is only required on the form if the provider is requesting a bed hold due to a member absence.

Medicare Co-Insurance Stays

If it is reported that the member is at the nursing home under a Medicare qualifying stay, the authorization will be entered for 100 days at the current Medicare co-insurance rate. If at some point during the 100 days Medicare co-insurance coverage ends, the nursing home facility needs to inform Inclusa of the last Medicare co-insurance covered date and the date that Inclusa would start funding, along with the RUGS level.



RUGS Updates

At the beginning of each month, a report is run from the DHS website to check for updated RUGS rates.

Current authorizations will be ended based on the last date of service paid, and then a new authorization will be entered at the new rate with a start date the day after the last paid date.

Retro Requests:

RUGS rates are typically valid from July through the following June. Because Inclusa does not typically receive updated rates until January after the rates are effective, adjustments are necessary for the previous months that have already been paid.

It is the responsibility of the nursing home facility to request the retroactive payments within 90 days of DHS posting an updated rate for the nursing home. Providers can submit their retro requests via the EXCEL spreadsheet (attached). Retro spreadsheets need to be sent to: absenceandchangereporting@inclusa.org (please do not fax.)

Sample Retro Spreadsheet:

Member's ID	Member's First Name	Member's Last Name	DOB	DOS	RUG's Level	Old Rate	New Rate	Rate Difference per Day	Difference for entire month

For retro adjustments: Inclusa will enter an authorization for the difference due to the provider. Inclusa will submit the retro amounts on the provider's behalf since some of the dates are past the timely filing limits.

When submitting the retro requests, the facility needs to include a copy of the new RUGS for their facility.