



Issue 4 • 2020

Have you visited iCare's website lately?

iCare's website — www.iCareHealthPlan.org — is a provider's resource for education, claims, prior authorization, training for newly contracted providers and annual training for those already in network, and a lot more. A snap shot of what you'll find on each page is below:

- ♦ **Claims:** Access claims processing, education and documents.
- ♦ **Prior Authorization:** Includes the latest updates to PA processes, services, requirements and documents.
- ♦ **Programs:** Some of the innovative programs developed in areas of Compliance and Quality. Also includes Follow to Home and Provider Rewards.
- ♦ **Education:** Check out educational resources from our Care Management, Pharmacy, Network Development and Provider Relations departments.
- ♦ **Provider Documents:** A central location providers can use to find forms, publications, reference manuals and other documents essential to providing care for iCare members. Filters make it easy to find exactly what you're looking for.
- ♦ **iCare Provider Portal:** Allows you to view service authorizations and view claim information for the iCare members you serve. Our newest feature allows providers to access their own Explanation of Payments (EOPs). This new feature is found on the Claims Screen, under Explanation of Payment - Click on *View EOP*.

Other topics of note:

PY2021 Member Documents: Check out our library of helpful information, from program brochures to plan documents like provider directories, Summary of Benefits, Evidence of Coverage, Formulary and more. If you have any questions about any of the information in our library or can't find something, give us a call. We are here to help.

Provider Reference Manuals: These documents are a provider's primary resource to efficiently conduct transactions related to *iCare* members. Please download and save a copy for your reference.

- [Medicaid/Medicare Reference Manual](#)
- [Family Care Partnership Manual](#)

Future versions will be posted to our provider [web page](#) (scroll down half way on this page and click on the appropriate button), sent out through a Provider Bulletin (email blast), and also included in this e-newsletter.

COVID Updates: A [central location to view](#) updated information and announcements related to COVID-19.

Provider Demographic/Affiliation Changes: Has any of your information changed? We strive to keep our records and our [provider directories](#) current not only to better serve our members, but also to remain compliant with DHS and CMS requirements. To update your information, please use the online forms on our website:

- The [Demographic Change Form](#) is for name, TIN, phone number or physical or billing address changes.
- The [Affiliation Change Form](#) is for adding or removing providers associated with a contracted provider group.

Please note: Organizations with delegated credentialing agreements should submit regular provider and facility rosters to providerupdates@iCareHealthPlan.org.

Our website holds a wealth of information for the Provider Community, we encourage you to visit often and if you have questions please [contact us](#).

Cultural Competency Training

iCare encourages and fosters cultural competency among staff and providers. *iCare* has adopted the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in an ongoing effort to carry out its mission, "to improve the quality of life for individuals with unique and complex medical, behavioral, and human service needs while providing value to our customers and stakeholders, embracing the diversity and dignity of those we serve."

The National CLAS Standards are a set of standards intended to advance health equity, improve quality and help eliminate health care disparities by establishing a blueprint for individuals and health care organizations to follow. To further promote cultural competency, *iCare* has placed two cultural competency training modules on the Provider Education page of its website. We encourage you to review them.

- [Cultural Competency Training](#)
- [Cultural Competency Webinar](#)

Did you know that iCare utilizes WISHIN and PatientPing?

- ♦ [WISHIN](#): Wisconsin's statewide Health Information Exchange Network
- ♦ [PatientPing](#): Real time notification of ED visits and facility admissions

Our Care Coordination staff use WISHIN and PatientPing notifications to conduct timely outreach to our members after a hospitalization or emergency department visit to help ensure proper continuity of care. Additionally, clinical information in WISHIN helps our staff tailor chronic disease management education and support.

Introducing a New Provider Blog Series

As iCare strives to meet our 5 Star Ratings and improve member satisfaction, we are looking to partner with our providers and their patients, our members, to improve the consumer experience. To do this, iCare is introducing a blog series on topics that emphasize and encourage a collaborative relationship between providers and members.

The blog series will focus on a variety of topics ranging from getting needed care, appointment availability, communication, customer service, prescription drugs and care coordination. These topics are driven by the CAHPS survey. CAHPS is a survey for members with Medicare Advantage & Prescription Drug Plans (MA & PDP) that encompasses Quality Assurance Protocols and certain technical specifications that impacts 5-Star Ratings and member satisfaction.

While some of this may seem to be common knowledge for majority of the population, iCare's demographic consists of members with:

- ♦ Low socioeconomic status
- ♦ Low health literacy
- ♦ Disabilities including mental health and substance abuse challenges
- ♦ Unstable housing
- ♦ Comorbidities including serious health challenges such as diabetes, COPD, Cardiovascular Disease and others
- ♦ Limited English Proficiency

The main goal of the blog series is to improve communication between members and stakeholders. In partnership, we are also educating the members on the same topics and encouraging them to take an active role in their healthcare.

Stay tuned, the first blog will on our website December 2020.

Medicare Annual Wellness Visits are Engaging Patients and Providers

Many patients are hesitant to see a doctor during the pandemic, even for potentially serious issues. But, by offering incentives to patients *and* providers, a new program is changing behaviors. The program started on July 1 with a September 31 deadline to enroll, but due to the overwhelming response of members and providers alike, we extended the date to December 31, 2020.

Patient Incentives:

iCare members earn a \$25 Visa gift card for attending a [Medicare Annual Visit](#) (AWV) in person or a \$10 gift card for a telehealth AWV.

Provider Incentives:

- Because patients want to earn their rewards, appointment no-show rates are reduced.
- Providers earn a **\$100** add-on payment for each Medicare Annual Wellness visit — including virtual visits! — billed under HCPCS codes G0438 or G0439.
- Providers earn **another \$100** add-on payment by submitting medical record documentation to iCare per qualifying Medicare Wellness Visit.
- iCare is helping create demand and helping providers make up for missed appointments due to COVID-19.

iCare strongly encourages you to reach out to your patients insured by us to schedule their AWV. If you need assistance with your outreach efforts please contact us.

What's Next?

After you visit the [Add-on Payment Program details page](#) on the iCare website and sign up for the program, you will be contacted by a Network Development Representative to complete your enrollment.

Questions about this add-on program? Contact the iCare Network Development Department at netdev@icarehealthplan.org

Nurse Practitioners Wanted for In-Home Health Assessments Contract Opportunities Available Now!

Do you know a Nurse Practitioner (NP), or are you a NP, looking to build their practice, serve society's most vulnerable members, impact how health care is managed, and make a difference in our communities? Working with iCare can help NP's do all this and more.

iCare is growing our network. We're seeking to contract with NPs to conduct in-home health assessments, including past medical history, physical examinations, medication review and mental health screenings with iCare's Medicaid and Medicare populations. Other duties are to perform immunizations and conduct other tests and screenings, as appropriate. You would also identify diagnoses to be use in care management and active medical management, and communicate your findings to iCare.

NPs can participate in the iCare Provider Payment Program!

Refer to the previous article for program details.

[Learn more about iCare and why you should join](#) our provider network.

[Connect with us](#) about joining iCare's Provider Network.

Virtual Emergency Preparedness Training

On October 19, iCare providers had the opportunity to attend a virtual emergency preparedness training entitled “Be Prepared, Have a Plan: Personalizing your Needs in Emergencies and Turning Plans into Realities”. The training was offered to all iCare in-network providers in collaboration with the Wisconsin Council on Physical Disabilities and the Wisconsin Department of Health Services.

The presentation focused on assisting and empowering people with disabilities to have an individualized plan during an emergency or natural disaster. It included:

- Information about the Council, tools and resources;
- Tips for communicating with people with disabilities during emergency situations; and
- Information on disability sensitivity, disability etiquette, and apps designed for volunteers and first responders working with people with disabilities.

If you missed the training, the Emergency Preparedness information including the [toolkit documents](#) can be found on the CPD website.

Your Help is Needed with Vaccination Season

Every back-to-school and Flu season, iCare highlights the importance of vaccinations for people of all ages. The Centers for Disease Control and Prevention (CDC) created several helpful flyers to navigate common questions and concerns.

- [Infant Immunizations FAQ](#)
- [Adult Vaccines: Know What You Need](#)
- [Preparing for Questions Parents May Ask about Vaccines](#)

This year — especially considering the COVID-19 pandemic — iCare is taking a proactive approach to encourage flu vaccination of its members and you can help!

We know that your professional recommendation is the most important factor in member decisions on vaccinations. During the COVID-19 pandemic, decreasing the overall occurrence of respiratory illnesses is key to protect populations at risk, reduce burden on the healthcare system, and preserve other critical infrastructure. Thus, healthcare providers should use every opportunity during the influenza vaccination season to administer influenza vaccines to all eligible persons, including:

- **Essential workers:** Healthcare personnel, including nursing home, long-term care facility, and pharmacy staff, and other [critical infrastructure workforce](#).
- **Persons at increased risk for severe illness from COVID-19:** Including adults age 65 years and older, residents in a nursing home or long-term care facility, and persons of all ages with certain underlying medical conditions. Severe illness from COVID-19 has been observed to disproportionately affect members of certain [racial/ethnic minority groups](#).

- **Participation in the [Wisconsin Immunization Registry](#) (WIR)** is also necessary to document vaccine administration to the Department of Health. If a COVID vaccine becomes available, providers must be registered with WIR in order to administer the COVID vaccine.
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iCare Clinical Practice Guidelines

iCare is dedicated to enriching the quality of clinical care provided to our members by making our Clinical Practice Guidelines (CPGs) available to not only iCare staff, but to our valued providers. iCare's CPGs reflect current, peer-reviewed and evidence-based practice recommendations created by national medical associations and/or health organizations and can be used to enhance the quality and consistency of care delivered to all patients.

Our CPGs represent an additional tool to help support you in treating members with chronic disease, providing preventative care, and facilitating provider-member interactions. Find iCare's CPGs on this [dedicated page](#) on our website.

How to Look Up a Patient's Medicare Beneficiary Identifier (MBI)

You may know that the Centers for Medicare and Medicaid Services (CMS) removed Social Security number-based Health Insurance Claim Numbers (HICNs) from Medicare cards and reissued Medicare cards with Medicare Beneficiary Identifiers (MBIs). As of January 1, CMS rejects transactions submitted by health plans using HICNs. But there's a new tool to look up a patient's MBI. [Open this document](#) to learn more about the tool, including instructions on how to use it.

Electronic Visit Verification

Electronic Visit Verification (EVV) affects all personal care, supportive home care, and home health services paid for by Medicaid. This includes services authorized through Medicaid and BadgerCare Plus fee-for-service, health maintenance organizations (HMOs), long-term care managed care organizations (MCOs), and IRIS (Include, Respect, I Self-Direct).

Following is an update from iCare on the EVV program and how it impacts you as a provider contracted with us:

- The soft launch of EVV was November 2.
- iCare will not deny claims for missing or inaccurate information during soft launch and will communicate with providers when errors are identified.
- If you are not currently in communication with Provider Relations, please [email](#) your contact information.
- iCare will not require EVV for live-in workers.
- Providers will be required to collect and retain verification documents for all live-in workers and may be required to submit documentation to iCare for validation.

- Claims for live-in workers should be submitted with KX modifier to bypass EVV requirements.

IMPORTANT: If you are not a Medicaid-enrolled agency (and we anticipate many supportive home care agencies are not), you will need to request a provider agency ID through the ForwardHealth portal. Please refer to pages 18-19 of the [ForwardHealth Update](#) for instructions on how to request a provider agency ID.

[EVV Training](#) of the Sandata system is available via DHS.

[Electronic visit verification \(EVV\) training resources](#) are available to you. Please check the website regularly for updates.

Questions? Contact Wisconsin EVV Customer Care by [email](#) or by phone at 833-931-2035. Customer Care hours are Monday – Friday, 7 a.m. – 6 p.m., CT

Infection Prevention and Control for Assisted Living Providers

With the danger of COVID to the elderly population who rely on others to care for them, it is imperative that providers and care-givers remember to practice basic infection control processes. Residents and patients depend on you each day for their health and well-being. By reminding staff the importance of disease prevention protocols and reviewing these measures regularly, we can reduce the spread of infection and ultimately save lives.

The CDC offers [infection prevention training courses](#) to aid in the prevention and spread of disease within long-term care facilities.

DHS also offers many [resources and guidance](#) for health care professionals and residential care facilities.

Fraud, Waste, and Abuse

Do you suspect that someone is committing or has committed any form of Fraud, Waste or Abuse (FWA)? To report FWA directly or anonymously, please do one of the following:

- Fill out the [electronic form](#)
- Contact Customer Service at 1-800-777-4376
- Email: compliance@iCareHealthPlan.org

Learn more about [iCare's Compliance Program, which includes Fraud, Waste and Abuse information.](#)