



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Adult Long-Term Care (LTC) Provider Enrollment Townhall Meeting

Division of Medicaid Services

June 2024
12:30–2 p.m.

Today's Agenda

Project Overview

- Introduction of provider enrollment requirement
- Who is affected
- Why DHS is implementing this process
- Enrollment timeline
- Provider next steps

Provider Resources

- ForwardHealth Online Portal
- Training information
- ForwardHealth Online Handbook
- Adult LTC Waiver Enrollment Guide
- Provider services

Question & Answer

Adjourn

How to Ask Questions

- Everyone will remain muted during the presentation.
- During the question-and-answer period, you will have the option to ask a question.
- Questions may be typed into the chat at any time during the presentation.

Project Overview

Project Video

[Placeholder to show video that OS video team is assisting with.]

The Adult LTC Waiver Provider Enrollment Project

- The system will enroll and certify home and community-based services providers with Wisconsin Medicaid through the ForwardHealth portal.
- After becoming certified with Wisconsin Medicaid, providers will be able to contract with MCOs or onboard with IRIS FEAs.

Who does the Adult LTC Waiver Provider Enrollment Project affect?

Adult LTC programs affected

- Family Care
- Family Care Partnership
- Program of All Inclusive Care for the Elderly (PACE)
- IRIS (Include, Respect, I Self-Direct)

Providers affected

- Organizations/Agencies
- Sole proprietors
- Individual providers
- Tribal providers
- Family Care FEAs



**Note: Individual self-directed support (SDS) workers and participant-hired workers (PHWs) will receive Wisconsin Medicaid IDs. They will not self-enroll through ForwardHealth.*

Why the change?

Opportunity



Centralization and Automation



Standardization of Provider Vetting



Data Management and Reporting Enhancement



Efficiency Gains

Compliance



CMS Managed Care Rule



21st Century Cures Act



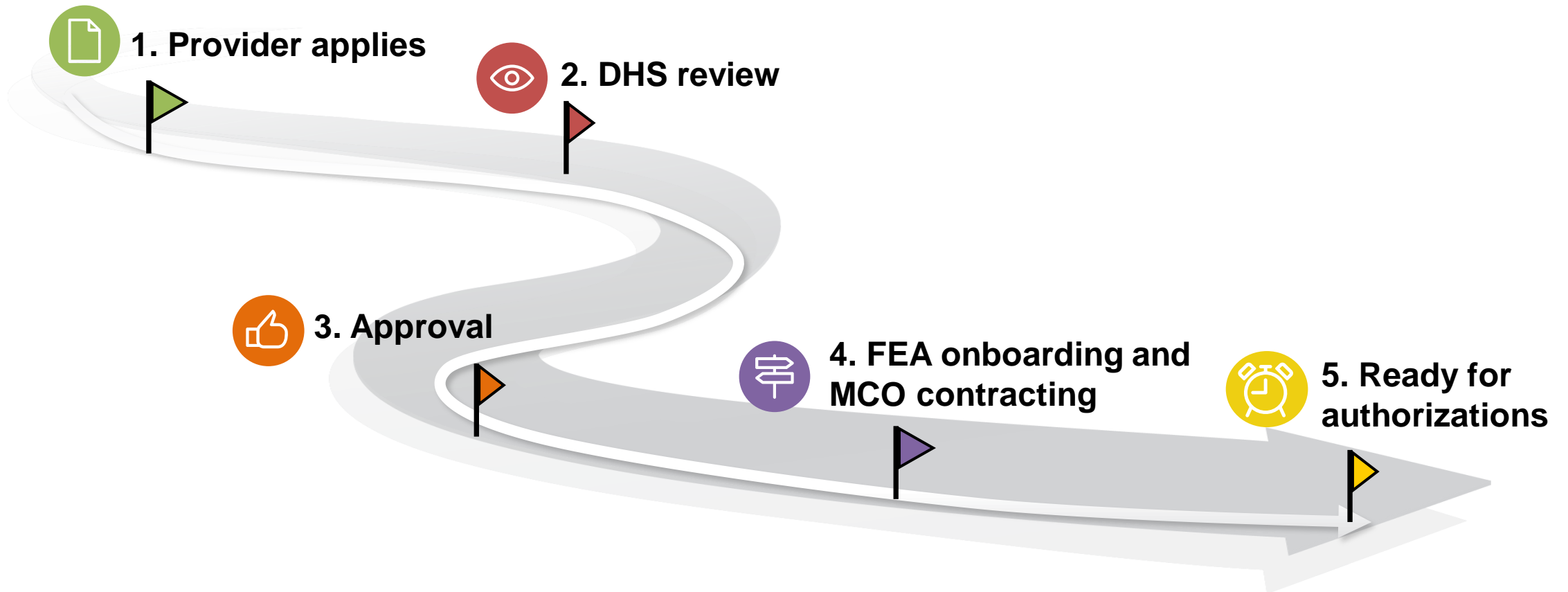
Affordable Care Act

Benefits and Goals

- Short term benefits—providers will:
 - Be listed in the public-facing ForwardHealth Provider Directory
 - Easily choose the services and programs relevant to them
 - Easily supply information directly to DHS for background checks
- Long-term goal:
 - Streamline the Medicaid certification process so that providers supply credentials directly to DHS

New Enrollment Process

High-level view of the future enrollment process for organizations and agencies, sole proprietors, Tribal providers, and individuals who are **not** SDS workers or PHWs.



LTC Waiver Providers ForwardHealth Enrollment Timeline



Feb. – Aug. 2024	Aug. 2024	Sep. 2024	Sep. 2024 – Sep. 2025	Oct. – Dec. 2025	Jan 1, 2026
Introduction	Training	Application Available	Roll Out Period	Catch-Up	Enrollment Deadline
ForwardHealth webpage Email notifications Adult LTC Updates	Live virtual training sessions scheduled through March 2025	ForwardHealth begins accepting LTC waiver provider applications	Providers complete applications	Ensure providers who need additional assistance are enrolled	Providers must be enrolled with Medicaid through ForwardHealth to be authorized and reimbursed for services

Provider Preparation

- Attend trainings
- Ask questions
- Review Adult LTC Updates for enrollment-related policy information
- Check out all provider resources



Provider Enrollment Process

- Begin applications in September 2024
- Submit information directly to Wisconsin Medicaid through the ForwardHealth Portal application, including:
 - Demographic information
 - Licensing and credential information
 - Background check information
- The ForwardHealth Portal will guide providers through the application process, reducing errors



Provider Enrollment Deadline

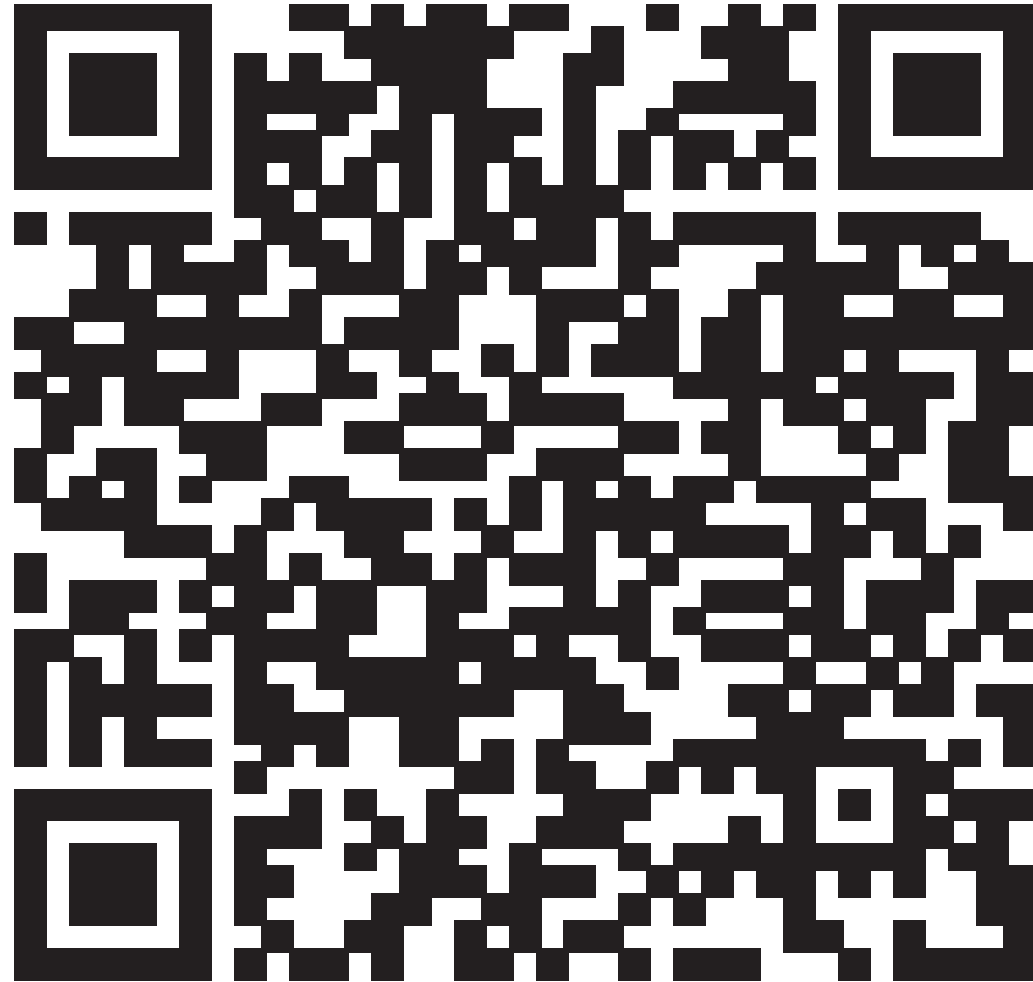
Providers must complete their applications before the **January 1, 2026** enrollment deadline.

Please note: After January 1, 2026, MCOs or IRIS FEAs *cannot pay* providers who are not enrolled using the new process.



Provider Resources

ForwardHealth Portal & Project Page



Online Handbook

[Hide Table of Contents](#)

Select an Online Handbook

Choose a program: ▾

Choose a program:
BadgerCare Plus and Medicaid
Family Care
Family Care Partnership
IRIS
PACE
WCDP-Adult Cystic Fibrosis
WCDP-Chronic Renal Disease
WCDP-Hemophilia Home Care
Wisconsin AIDS Drug Assistance Program
Wisconsin Well Woman Program

[Search Tips](#)

- Search within the options selected above
- Search all handbooks, programs and service areas
- Search by topic number

Providers

To begin using the Online Handbooks

- Select a value from the user type located on the upper left side of
- Once you select the minimum information required, a list of sections and chapters appear.
- Within each chapter, you can select a topic to view.
- Once you select a topic, the data content. Each topic is assigned a topic number may be entered into the Advanced Search tools to find the corresponding topic. Topic number

Adult LTC Waiver Provider Enrollment Guide (Online Handbook)

Adult Long Term Care Waiver Provider Enrollment Guide

This guide was created to assist home and community-based service providers to choose the applicable provider type and specialty as they enroll with Wisconsin Medicaid through [ForwardHealth](#).

LTC Waiver Service	Required Attestation	Provider Type / Provider Specialty
Adult Day Care Services	LTC Waiver Incidental Personal Care Attestation	<ul style="list-style-type: none"> • Waiver Aging and Disability Support Agency / Aging and Disability Support Facility¹ • Waiver Non-Residential Day & Vocational Services / Non-Residential Day & Vocational Facility¹ • Waiver Residential Services (All Specialties)^{1, 2}
Assistive, Communication, or Adaptive Aids	N/A	<ul style="list-style-type: none"> • Waiver Aging and Disability Support Agency / Aging and Disability Support Agency • Waiver Equipment & Accessibility Related Services/Assistive, Communication, or Adaptive Aids • Waiver Equipment & Accessibility Related Services/Medical Equipment & Supplies • Waiver Retail Store • Waiver Microboard
Assistive, Communication, or Adaptive Aids – Assessment	N/A	<ul style="list-style-type: none"> • Waiver Aging and Disability Support Agency / Aging and Disability Support Agency • Waiver Equipment & Accessibility Related Services/Accessibility Assessment • Waiver Equipment & Accessibility Related Services/Assistive, Communication, or Adaptive Aids
Assistive, Communication, or Adaptive Aids –	N/A	<ul style="list-style-type: none"> • Waiver Interpreter

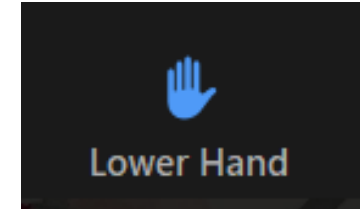
Provider Services

- Call Provider Services for questions about the enrollment process
- ForwardHealth Provider Service Call Center
 - 800-947-9627
 - Available Monday through Friday, 7 a.m.–6 p.m. Central Time (with the exception of state-observed holidays)

Q&A

How to Ask a Question

- Click the raise hand button if you would like to ask a question verbally
- The button will turn blue if your hand is raised
 - ◆ DHS will turn your microphone on
 - ◆ You will get a message to unmute yourself
 - ◆ You will have up to four minutes for each verbal comment



It will look like this when your hand is raised.

