

# Fiscal Employer Agent Talking Points for IRIS Participants

## *Adult Long-Term Care Provider Enrollment*

Use these talking points to guide your conversation with IRIS participants if they call with questions about the new requirement for their providers to enroll with Wisconsin Medicaid through the ForwardHealth Portal.

### **Your IRIS providers needed to sign up as Medicaid providers in a new way.**

- Your providers do things you need help with through IRIS.
- Wisconsin Medicaid pays your providers for the things they do for you.
- Wisconsin Medicaid has asked your providers to sign up in a new way to get paid to deliver your services.
- Participant-hired workers, or PHWs, did not need to sign up. They will keep working as usual. PHWs are workers you sign or approve timesheets for.
- All of your other providers who are not PHWs needed to sign up to be a Medicaid provider using the ForwardHealth Portal by December 31, 2025.

### **The signup process changed because federal law changed.**

- Federal law requires the Wisconsin Department of Health Services to find a way to look more closely at vendors.
- This new signup process lets DHS have more control over vendor background checks.
- The project has other benefits, too. You and other participants will be able to find vendors online using the ForwardHealth Provider Directory.

### **If your providers don't sign up right away, you'll have to find new providers.**

- Signing up is important so you can keep them as your provider.
- If they don't sign up right away, their signup may not get approved in time for them to get paid to deliver your services by April 1, 2026.
- That means you'll have to find new providers before April 2026.

## Here's what you need to do:

- First, ask your providers who are not PHWs if they signed up. Check to make sure they have an application tracking number. That means they signed up and their application is in process.
- Then, tell providers who didn't sign up that they should start right now. They may not get approved by April 1, but they should still sign up if they want to keep providing your IRIS services.
- If you have already spoken with your provider and they said they do not plan to sign up, ask your IRIS consultant for help finding a new provider. They will help you make a plan to find new providers before April.

## There are lots of resources to help.

- Find resources to help you talk with your providers online. Go to [dhs.wi.gov/iris/participant-ltcpm-toolkit.htm](https://dhs.wi.gov/iris/participant-ltcpm-toolkit.htm).
- If you have questions or need help understanding something, talk with your IRIS consultant.
- If your providers have questions about signing up, they can call Provider Services at 800-947-9627 Monday–Friday, 7 a.m.–6 p.m.
- If your providers have questions about getting paid, ask them to contact your fiscal employer agent.
- FEAs can help providers with new enrollment applications if needed. FEAs can fill out their initial application, make changes in their profile, update services or programs, and help them re-enroll. They just need to ask their FEA to be a third-party delegate.