

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 or vendors to enroll with Wisconsin Medicaid through the ForwardHealth Portal.

Many of your IRIS providers and vendors have to enroll as Medicaid providers in a new way.

- Right now, your providers and vendors work with us to be certified with Medicaid.
- Now, they will have to go to the ForwardHealth Portal (www.forwardhealth.wi.gov) and enroll as a Medicaid provider there.

They'll need to enroll this way by January 1, 2026.

Your IRIS providers and vendors need to enroll through the ForwardHealth Portal by January 1, 2026.

The enrollment process changed because federal law changed.

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

Not all your providers and vendors need to do this enrollment right now.

- Participant-hired workers do not need to enroll at all. The requirement doesn't apply to them and they can keep working as usual.

- Supportive home care organizations do not need to enroll **yet**. Their provider type is not currently available in the application. DHS will announce when this changes. There will be time for them to enroll before the deadline.
- You can see what types of providers or vendors you have in your Individual Services and Supports Plan.

You should talk with your providers or vendors about the new way to enroll.

- Let them know what's changing.
- Ask them to enroll with Wisconsin Medicaid through the ForwardHealth Portal.
- Share resources with them.
- Get all the tools and resources you need to have this conversation online. Go to the IRIS Participant Toolkit at dhs.wi.gov/iris/participant-ltcpm-toolkit.htm.

Help is available

- If you have questions or need help understanding something, talk with your IRIS consultant.
 - They know about this new enrollment requirement.
 - They can help you figure out how to talk with your providers or vendors about it.
- There are tools and resources for you in the IRIS Participant toolkit at dhs.wi.gov/iris/participant-ltcpm-toolkit.htm.
- If your providers have questions, they can call Provider Services at 800-947-9627 Monday–Friday, 7 a.m.–6 p.m. Central time.
- FEAs can help providers and vendors enroll if they have trouble doing it themselves. 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.