

Fiscal Employer Agent Talking Points for Providers

Adult Long-Term Care Provider Enrollment

Use these talking points to guide your conversation with adult long-term care waiver services providers if they call with questions about the new requirement to enroll with Wisconsin Medicaid through the ForwardHealth Portal.

All providers needed to submit an enrollment or revalidation application with Wisconsin Medicaid through the ForwardHealth Portal by December 31.

- This affects all providers of home and community-based services under adult long-term care waiver programs. This includes providers for Family Care, Family Care Partnership, PACE, and IRIS.
- This does **not** affect you if you're a participant-hired worker.
- The deadline was December 31, 2025.
- If you chose not to apply, you will not get reimbursed by Wisconsin Medicaid for dates of service on and after April 1, 2026. And, your IRIS authorizations will end.

If you apply now, you can minimize impact to your Medicaid payments.

- You must apply if you want to keep delivering IRIS services.
- Your application must be approved and your services must be authorized before you can be paid by Wisconsin Medicaid. This can take several weeks.
- You may see a lapse in payment if your application is not approved by March 31, 2026.
- You cannot backdate your enrollment to a date before you submitted your application.
- And, you cannot hold Medicaid members and families liable for paying for Medicaid services you don't get reimbursed for.

- Most providers should submit a new provider enrollment application on the ForwardHealth Portal to get a Medicaid-issued provider ID.
 - Go to forwardhealth.wi.gov.
 - Select **Become a Provider** and follow the prompts to apply.
 - You may need to submit more than one application. It depends on what services you provide and how many locations you have. The Online Handbook has more information. Search for Topic 23490 for information about enrollment by location.
- If you are a supportive home care agency with an EVV-only provider Medicaid ID, you have a quicker process. You'll convert your EVV-only enrollment to full Medicaid enrollment. It's called revalidation.
 - Go to forwardhealth.wi.gov
 - Log in to your EVV secure Portal Provider account
 - Select **Revalidate Your Provider Enrollment** and provide the information requested.
 - You should revalidate your current EVV-only provider Medicaid ID. You should not submit any new applications to create more Medicaid provider IDs.

The enrollment process changed because federal law changed.

- A federal law called the 21st Century Cures Act required states to have more control over Medicaid provider enrollment.
- And, the Affordable Care Act required states to look at providers more closely.
- The new enrollment process connects providers directly with DHS for background checks, review, and enrollment.

There are resources to help you apply.

- I recommend you go online to the ForwardHealth Portal page. Find it by going to forwardhealth.wi.gov, select the "Adult Long-Term Care Waiver Programs" tile, and then select "LTC Provider Enrollment" in the Quick Links section.

- It has a lot of resources, like an enrollment checklist that walks you through the application process and helps you prepare all materials and information you'll need.
 - There are also on-demand videos about how to enroll, links to the Online Handbook, Adult Long-Term Care Updates, and information for specific provider types.
 - A Q&A document for providers answers many of the questions you might have.
 - And, the page shares ways to stay up to date, like signing up for emails.
- If you have questions about applying, you can call Provider Services at 800-947-9627. They're available Monday through Friday, 7 a.m.-6 p.m. When you call, say "LTC Waiver" at the menu prompt to talk with someone about enrollment.

We can help with new enrollment applications if needed.

- As an FEA, we can fill out your initial enrollment application, make changes in your profile, update services or programs, and help you re-enroll.
- If we do this, we're acting as what's called a third-party delegate for you.
- We just need your contact information, required documentation, and a physical signature on required documents.