

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 and vendors if they call with questions about the new requirement to enroll with Wisconsin Medicaid through the ForwardHealth Portal.

Key messages

You may have to enroll with Wisconsin Medicaid through the ForwardHealth Portal.

- This affects most providers and vendors of home and community-based services under adult long-term care waiver programs. This includes providers and vendors for Family Care, Family Care partnership, PACE, and IRIS.
- This does **not** affect you if you're a participant-hired worker.
- Also, if you're a supportive home care organization, or if you have a unique EVV provider agency ID, **you need to wait to enroll**. Your provider type is not available in the application yet. The Wisconsin Department of Health Services will let you know when you can enroll, likely later this summer.

This is a new requirement from DHS in order to comply with federal law.

- You previously enrolled with Wisconsin Medicaid by working with us.
- Now, you have to go to the ForwardHealth Portal to enroll. This will give you a Medicaid-issued provider ID.
 - Go online at www.forwardhealth.wi.gov
 - Click **Become a Provider** in the top left of the screen
- There are a lot of resources to help you enroll. I'll talk about them in a bit.

You have to enroll this new way by January 1, 2026.

- You're an important part of the care IRIS participants receive.

- You'll need to enroll as a Medicaid provider through the ForwardHealth Portal to stay on with the IRIS participants you serve.
- It's best to enroll early, so you don't have to worry about it later this year. This will also help avoid any delays with application processing. It can take up to 60 days for everything to go through.

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 and vendors more closely.
- The new enrollment process connects providers and vendors directly with DHS for background checks, review, and enrollment.

There are resources to help you with this enrollment.

- I recommend you go online to the ForwardHealth Portal page. Find it by going to www.forwardhealth.wi.gov, click on the "Adult Long-Term Care Waiver Programs" tile, and then click on "LTC Provider Enrollment" in the Quick Links section on the right. It has a lot of resources, like:
 - A flyer with information about how to enroll. It's a quick way to get the basics about this change.
 - On-demand videos about how to enroll
 - Links to the Online Handbook
 - Adult Long-Term Care Updates
 - Information for specific provider types
 - A Q&A document for providers
 - Ways to stay up to date, like signing up for emails
- If you have more questions or need help enrolling, 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 you enroll.

- As an FEA, we can fill out your initial 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.

Questions and answers

Why can't SHC organizations or providers with a unique EVV provider agency ID apply now?

Many SHC organizations use EVV, which means they have a partial Medicaid enrollment. DHS is working to streamline the enrollment process for all SHC agencies to avoid confusion and extra work. For the time being, DHS has not included the SHC provider type in the application.

How do I know if I'm a SHC organization?

SHC organizations employ workers who provide these services to members and participants in Family Care, Family Care Partnership, IRIS, or PACE. Many SHC organizations use EVV.

What if I'm employed by an SHC agency?

You do not have to enroll with Wisconsin Medicaid using the ForwardHealth Portal. This only applies to the organization that employs you.

When can SHC organizations and providers with a unique EVV provider agency ID apply using the new system?

Most likely mid-2025. DHS will let you know when you can enroll. You can get notified when you can enroll by subscribing to our mailing list for adult LTC waiver services providers. Go to www.forwardhealth.wi.gov, scroll to the bottom of the page, and select "E-mail Subscription Sign-up" in the **Policy and Communication** section.