

# IRIS Consultant Agency Talking Points

## *Adult Long-Term Care Provider Enrollment*

Use these talking points to guide your conversation with IRIS participants 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, do 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 providers.
- This new signup process lets DHS have more control over provider background checks.
- The project has other benefits, too. You and other participants will be able to find providers 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.

## Use the step-by-step guide for your conversation.

- We have talking points you can use. Find it online at [dhs.wi.gov/iris/lcpm-participant-tps.pdf](https://dhs.wi.gov/iris/lcpm-participant-tps.pdf). It has topics to cover during your conversation with your provider.
- You should cover four things:
  - What they have to do
  - When they have to sign up
  - Why they have to sign up a different way
  - The resources available to help them

## Give them resources to get started

- Here are some printed copies to share with your providers to get them started.
  - This flyer has information about how to sign up. It's a quick way to get the basics about this change.
  - This signup checklist walks providers through the new process and helps them prepare materials ahead of time.
  - This revalidation checklist helps supportive home care agencies who use EVV understand the process to update their Medicaid enrollment.
- You can also suggest they go to the ForwardHealth Portal page. Find it by going to [forwardhealth.wi.gov](https://forwardhealth.wi.gov), select the "Adult Long-Term Care Waiver Programs" tile, and then select "LTC Provider Enrollment" in the Quick Links section.

- This page has a lot of other in-depth resources, like on-demand videos about how to enroll, links to the Online Handbook, Adult Long-Term Care Updates, and information for specific provider types.
  - It also has a Q&A document for providers, and shares ways to stay up to date, like signing up for emails.
- 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.
- You can get all the tools and resources you need online, too. Go to the IRIS Participant Toolkit at [dhs.wi.gov/iris/participant-ltcpm-toolkit.htm](https://dhs.wi.gov/iris/participant-ltcpm-toolkit.htm).

## Reach out to me for help

- If you have questions or need help understanding something, reach out to me.
- I can also help answer questions your providers might ask you.
- If you have already spoken with your providers and they said they do not plan to sign up, I can help you find a new provider before April.