

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 and 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 your fiscal employer agent to get 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.
- They are paid by Wisconsin Medicaid for the services they deliver in your home. They'll have to enroll this way to keep getting paid by Medicaid for the services they give you.

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.

- Participant-hired workers are **not** affected. They will keep working as usual and don't need to worry about this.
- Supportive home care organizations do not need to enroll **yet**. Their provider type is not available in the application until later this summer. We will make sure you know when they can enroll so you can talk with them about it.
- You can see what types of providers or vendors you have in your Individual Services and Supports Plan.

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

- Your providers and vendors are an important part of the care you get through IRIS. It's your responsibility to make sure they know about the new enrollment process and the deadline to get it done.
- You should:
 - Let them know what's changing.
 - Ask them to enroll with Wisconsin Medicaid through the ForwardHealth Portal.
 - Share resources with them.

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

- Use the IRIS Participant Talking Points. Find it online at dhs.wi.gov/iris/lcpcm-participant-tps.pdf. It has topics to cover during your conversation with your provider or vendor.
- You should cover four things:
 - What they have to do
 - When they have to enroll
 - Why they have to enroll 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 and vendors to get them started.
 - This flyer has information about how to enroll. It's a quick way to get the basics about this change.
 - You can also suggest they 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. 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
 - Information for specific provider types
 - A Q&A document for providers
 - Ways to stay up to date, like signing up for emails
 - Providers and vendors can call Provider Services at 800-947-9627 for extra help. They're available Monday through Friday, 7 a.m.-6 p.m.
 - 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.
- 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.

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 or vendors might ask you.