

IRIS Participant Talking Points

Adult Long-Term Care Provider Enrollment

Talking points help guide a conversation. Use these to talk with your IRIS providers and vendors about the new way to enroll with Wisconsin Medicaid as a provider.

Topics to cover during your conversation

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

- This is a new requirement from the Wisconsin Department of Health Services.
- You enrolled with Wisconsin Medicaid by working with a fiscal employer agent.
- 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. We'll talk about them in a bit.

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

- You're an important part of the care I get through IRIS.
- You'll need to enroll as a Medicaid provider through the ForwardHealth Portal to stay on with me.
- 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.

3. 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.

4. I have resources to share with you to get the enrollment done.

- I have a flyer with information about how to enroll. It's a quick way to get the basics about this change.
- I also think you should 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 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
- If you have more questions or need help, 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.

5. You can get help enrolling from an FEA.

- You can ask an IRIS FEA for help enrolling.
- They can fill out your initial application, make changes in your profile, update services or programs, and help you re-enroll.
- You just need to ask them to a third party delegate.
- They might not agree to help. If that happens, call Provider Services at 800-947-9627 for help.