

# IRIS Participant Talking Points

## *Adult Long-Term Care Provider Enrollment*

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

### Topics to cover during your conversation with your provider

#### 1. Have you signed up with Wisconsin Medicaid through the ForwardHealth Portal?

- This is a requirement from the Wisconsin Department of Health Services.
- You needed to sign up this new way by December 31 to get paid for delivering my services on and after April 1, 2026.
- You're an important part of the care I get through IRIS.
- If you don't sign up, I'll have to find a new provider. And, your IRIS authorizations will end.
- You can still sign up if you want to keep delivering my IRIS services, but you need to start right now.
  - Your application and services need to be approved before my FEA can pay you. This can take a few weeks.
  - You might have a gap in payment if your signup isn't approved by March 31, 2026.
  - You can't backdate your enrollment to a date before you submitted your application.
  - And, I'm not responsible for paying you for services Medicaid won't pay you for.

#### 2. Let's talk about the two signup options.

- If you don't use electronic visit verification, or EVV, you need to go to the ForwardHealth Portal to start an enrollment application. This will give you a Medicaid provider ID.
  - Go to [forwardhealth.wi.gov](https://forwardhealth.wi.gov)
  - Select **Become a Provider** and go through the application.

- 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.
- If you are a supportive home care agency with an EVV-only provider Medicaid ID, you have a quicker process. You'll upgrade your EVV-only enrollment to a full Medicaid enrollment.
  - Go to [forwardhealth.wi.gov](https://forwardhealth.wi.gov) and log in to your EVV secure Portal Provider account.
  - Select **Revalidate Your Provider Enrollment** and provide the information requested.
  - You should only update your current EVV-only provider Medicaid IDs. You should not submit any new applications to create more Medicaid provider IDs.

### 3. The signup 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 signup process connects you directly with DHS for background checks, review, and enrollment.

### 4. I have resources to help you sign up.

- I have a flyer with information about how to sign up. It's a quick way to get the basics about this change.
- I also have enrollment and revalidation checklists. They walk you through the process and help you prepare information ahead of time.
- I also think you should go to the ForwardHealth Portal page. Find it by going to [forwardhealth.wi.gov](https://forwardhealth.wi.gov). Click on the "Adult Long-Term Care Waiver Programs" tile. Then click on "LTC Provider Enrollment" in the Quick Links section.
- If you have more questions about signing up, 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 signing up.
- If you have questions about getting paid or want someone to apply for you, contact my FEA.