



DO FEDERAL VACCINE RECOMMENDATION CHANGES AFFECT WISCONSIN MEDICAID COVERAGE?

Great news! Wisconsin Medicaid still covers the current COVID-19 vaccine for eligible Medicaid members, including children and pregnant individuals. Any future changes to our vaccine coverage policy will be announced in ForwardHealth Updates.

On June 4, 2025, the Wisconsin Department of Health Services (DHS) [announced](#) that despite recent shifts in federal vaccine recommendations, DHS still recommends the current COVID-19 vaccine both during pregnancy and for every person aged 6 months and older to protect them from serious illness and prevent the spread to others.

These federal recommendations were not made based on new data, evidence, scientific studies, or medical studies, nor did the issued guidance follow standard processes.

Communicable disease experts at DHS will review all future federal changes to vaccine recommendations along with the

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recommendations of leading medical organizations to give members guidance grounded in the best scientific health and safety data available.

Please contact Provider Services at 800-947-9627 if you have any questions.

ADULT LONG-TERM CARE SUPPORTIVE HOME CARE AGENCIES

Get ready for enrollment with Wisconsin Medicaid

Enrollment is just around the corner for supportive home care agencies that provide adult long-term care (LTC) waiver services!

Last September, enrollment became available for home and community-based services providers who care for individuals who are part of one of Wisconsin's adult LTC waiver programs. Now, beginning August 11, 2025, supportive home care agencies will also be able to enroll with Wisconsin Medicaid.

The enrollment approval process can take up to 60 days, so we recommend you enroll early to avoid any payment disruptions. The deadline to enroll is January 1, 2026.

Resources to help you prepare

We have resources to help you prepare for enrollment.

- Check out the [enrollment checklist](#) (PDF).
- Watch a recorded training from the [Trainings](#) page on the ForwardHealth Portal (the Portal).
- Refer to the [Provider Enrollment for Adult Long-Term Care](#) page of the Portal.

Revalidate your electronic visit verification-only provider Medicaid ID

If you are a supportive home care agency with an electronic visit verification (EVV) only provider Medicaid ID, you will soon need to update your Wisconsin Medicaid enrollment. This applies to you if you deliver services under service codes S5125, S5126, T1019, and T1020.

When you first enrolled and got your EVV-only provider Medicaid ID, we collected some basic information about your organization. Now, we need additional information for you to be fully enrolled as a Medicaid provider.

We are using the term “revalidation” for the process to convert your EVV-only enrollment to full Medicaid enrollment.

Keep an eye on your mailbox! We will send you a mailed notice to let you know when you can log in to the Portal to update and provide additional information. The deadline to revalidate is January 1, 2026.

Helpful resources for revalidation

We have resources to help you prepare for revalidation.

- Join an informational session hosted by DHS. You can click either of the links below to register:
 - [Thursday, July 24, 2025, from 9–10 a.m.](#)
 - [Wednesday, August 6, 2025, from 3–4 p.m.](#)
- Go to a live training in August or September. Check out the [training schedule \(PDF\)](#) for a list of all training dates and the registration links.

We’re here to help! If you need American Sign Language, live captioning, or other assistance during the presentation, please email LTCProviderEnrollment@wisconsin.gov at least one week before the training you plan to attend.

FIELD REP SPOTLIGHT: AMBER

This month, we are highlighting Amber, one of the Wisconsin field rep team’s newest additions! The position of field rep is a natural fit for Amber, who has spent nearly a dozen years at Gainwell Technologies helping providers. In her new role, Amber covers several counties all along the Western Wisconsin corridor. Here’s what she shared about her time with Gainwell.



Areas represented: Buffalo, Colombia, Crawford, Jackson, La Crosse, Monroe, Pepin, Richland, Sauk, Trempealeau, Vernon, and Wood counties.

CARE TO SHARE?

We would love to hear your feedback on ForwardHealth Connect! Use this two-question survey to let us know what you think: <https://www.surveymonkey.com/r/G6QV395>.

Q&A

How long have you been a field rep?

I started as a field rep in May of this year, so just two months! But I've been with Gainwell for over 11 years, wearing many hats. I started in the Dental Call Center, then moved quickly to Provider Enrollment, where I was the trainer and team lead. From there, I moved on to the training team, first as a statewide provider trainer for EVV, and later assisting providers with Children's Long-Term Support Program (CLTS) Portal trainings.

What led you to become a field rep?

I've spent much of my career with Gainwell helping our providers! At the Dental Call Center, I worked on their suspended claims. In Provider Enrollment, I helped them get enrolled or revalidated. And during live webinar trainings, I helped them learn the new EVV system and how to use the Portal for CLTS. When I realized there was an open position on the Field Rep team, I knew I had to inquire.

What do you like best about your job?

This team! I love how we all work together and bring years of knowledge and experience to assist our Medicaid providers.

What's one of your favorite memories from your job?

Since I've just started as a field rep, I'm going to pick from my previous roles. One of my favorite memories was the positive feedback EVV providers gave during trainings. We all know change is hard, but it was truly wonderful to receive so many compliments about the friendly rapport I and other trainers built with attendees during the EVV implementation.

What's the best tool available in the Portal?

That's a tough call. The Portal has so many fantastic resources from the variety of trainings, user guides, and videos. But I have to say the best tool is the ForwardHealth Online Handbook. We have handbooks for each specific provider type, so they are really a great first step for new providers acclimating to working with ForwardHealth.

LOOKING FOR FIELD REP INFORMATION FOR YOUR COUNTY?

Check out the [Assigned Professional Field Representatives by County map \(PDF\)](#)!

What’s one tip you’d like to give providers?

Don’t be afraid to ask for help! We may not have an immediate answer, but we will work to find one for you.

POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

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| 2025-17 | Cranial Remolding Orthosis No Longer Requires Prior Authorization |
| 2025-16 | July 2025 Preferred Drug List Changes and Other Pharmacy Policy Changes |
| 2025-15 | New Modifier for Personal Care Service Prior Authorization Requests and Claims |
| 2025-14 | ForwardHealth Portal Prior Authorization Electronic Upload Enhancements for Personal Care Services |

CONNECT

ForwardHealth Connect is published monthly by the Division of Medicaid Services within the Wisconsin Department of Health Services. The newsletter contains valuable information and reminders for ForwardHealth providers. For policy information, refer to the [ForwardHealth Online Handbook](#).

For questions, call Provider Services at 800-947-9627 or visit www.forwardhealth.wi.gov.

