

Adult Long-Term Care UPDATE

Everyone living their best life



Adult Long-Term Care Provider Enrollment: Enrollment Is Open

This Adult Long-Term Care Update is the last in a series of Updates telling providers who deliver home and community-based services under one of Wisconsin’s adult long-term care (LTC) waiver programs about how to enroll with Wisconsin Medicaid through the [ForwardHealth Portal](#) (referred to as the Portal for the remainder of this Update).

Enrollment is now open.

Supportive home care organizations should **not** enroll yet. Your provider type is not available in the application. ForwardHealth will let you know when you can enroll, likely in mid-2025.

You can find helpful information about enrolling in the previous Updates in this series as well as in training videos available on the

Affected Groups

- Family Care
- Family Care Partnership
- Program of All-Inclusive Care for the Elderly (PACE)
- IRIS (Include, Respect, I Self-Direct)

This Adult Long-Term Care Update is for adult LTC waiver program providers in Family Care, Family Care Partnership, PACE, and IRIS.

The information provided in this Adult Long-Term Care Update is published in accordance with Wis. Admin. Code § DHS 108.02.

[New Provider Enrollment System for Adult Long-Term Care](#) page on the Portal.

Reminder: Who Needs to Enroll

ForwardHealth requires you to be enrolled with Wisconsin Medicaid, as described in Wis. Admin. Code ch. DHS [105](#):

- If you only provide adult LTC waiver services, you will need to use the Portal to **enroll for the first time**.
- If you are an existing Medicaid provider who also provides waiver services, you will access the Portal to **add LTC waiver programs and services to your current Medicaid enrollment**.

Note: The way you currently bill and submit claims for Family Care, Family Care Partnership, PACE, and IRIS services will stay the same.

Enrollment Scenarios and Instructions to Get Started

If you only provide adult LTC waiver services and need to enroll for the first time:

1. Access the [Portal](#) homepage.
2. Select the **Become a Provider** link on the left side of the page. The Provider Enrollment Information homepage will display.
3. On the upper left side of the page, click [Start or Continue Your Enrollment Application](#).
4. In the To Start a New Medicaid Enrollment box, click [Medicaid/Border Status Provider Enrollment Application](#).
5. Click **Next** after reading the instructions.
6. Navigate through the enrollment wizard, enter or select the applicable information, and then click **Next** to continue.

If you are an existing Medicaid provider and need to add LTC waiver programs and services to your current Medicaid enrollment:

1. Access the [Portal](#) homepage.
2. On the upper right side of the page, click Login.
3. Log in to your secure Portal account. The secure Provider Portal page will display.
4. On the right side of the page in the Home Page box, click **Update Adult LTC Waiver Service(s) or Program(s)**.

Adult Long-Term Care

You can find the complete list of published Updates on the [Adult Long-Term Care Updates](#) page of the Portal.

SCAN HERE

To View the Portal



Refer to the [Attachment](#) to this Update for instructions on how to use QR codes.

The information provided in this Adult Long-Term Care Update is published in accordance with Wis. Admin. Code § DHS 108.02.

5. Click **Add LTC Waiver Service**.
6. Click **Next** after reading the instructions.
7. Navigate through the enrollment wizard, enter or select the applicable information, and then click **Submit** to continue.

Helpful Resources

ForwardHealth Online Handbook Updated With Enrollment Policy

Now that you can enroll through the Portal, information about the provider enrollment process is available in the Family Care, Family Care Partnership, PACE, and IRIS program areas of the [ForwardHealth Online Handbook](#). This is your online resource for adult LTC waiver provider-related policy.

Note: Updates **introduce** new policy information. A new Update could revise policy published in a previous Update. Refer to the Online Handbook for comprehensive and up-to-date policy information.

Enrollment Trainings Available

You are encouraged to attend a live virtual training on Zoom to help you prepare for enrollment. Trainings will cover the enrollment timeline and demonstrate how to enroll or how to add waiver services and waiver programs to your enrollment. The [New Provider Enrollment System for Adult Long-Term Care](#) page of the Portal has a [Training Schedule \(PDF\)](#) in the Quick Links menu. Make sure you are [signed up](#) for the **Adult LTC Waiver Provider** email subscription list to receive training registration links by email.

Recorded trainings also can be easily accessed from the [New Enrollment System for Adult Long-Term Care Providers](#) page on the Portal.

Information for Specific Provider Types Page Updated

ForwardHealth has updated the [Information for Specific Provider Types](#) page of the Portal to include information about adult LTC provider enrollment. You can find enrollment information and requirements that are specific to your provider type, and in some cases, your specialty or waiver service.

Project Portal Page

You can find helpful project information on the [New Provider Enrollment System for Adult Long-Term Care](#) page of the Portal.



The information provided in this Adult Long-Term Care Update is published in accordance with Wis. Admin. Code § DHS 108.02.

ForwardHealth Provider Services Call Center

Call Provider Services at 800-947-9627 if you have more questions or need help. Representatives are available Monday–Friday, 7 a.m.–6 p.m. Central time. When you call, say, “LTC Waiver” at the menu prompt to speak directly with a representative about LTC provider enrollment.

In the Know

Stay current by [signing up](#) for ForwardHealth’s email subscription service. Select from a list of service areas to receive policy, training, and benefit information specific to those areas.



The information provided in this Adult Long-Term Care Update is published in accordance with Wis. Admin. Code § DHS 108.02.

Adult Long-Term Care Updates announce changes in policy, contract amendments, waiver updates, and other program information.

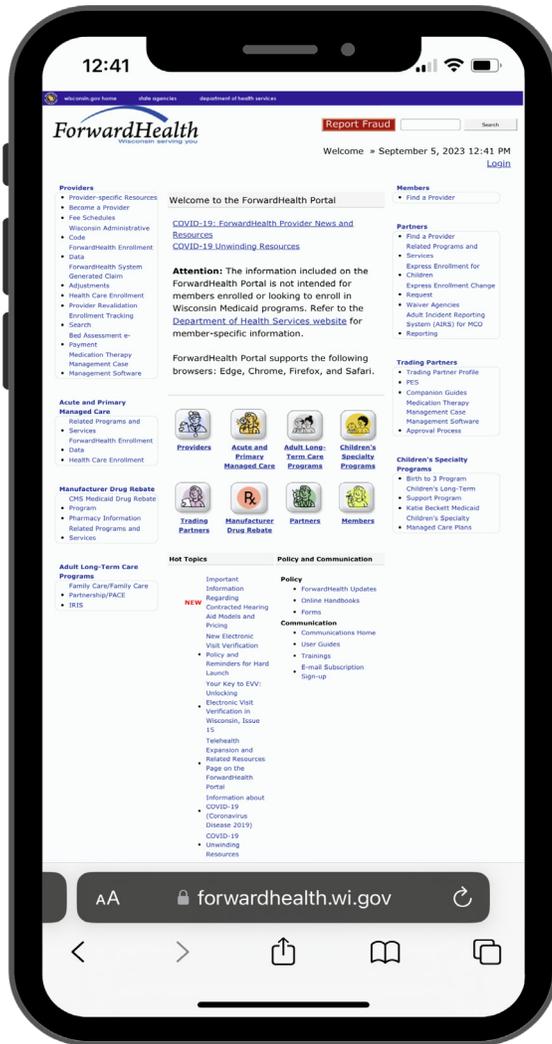
Family Care, Family Care Partnership, the Program of All-Inclusive Care for the Elderly (PACE), and IRIS (Include, Respect, I Self-Direct) are administered by the Division of Medicaid Services within the Wisconsin Department of Health Services (DHS).

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

ATTACHMENT

How to Use QR Codes

TWO EASY STEPS TO ACCESS THE ONLINE PORTAL



1.

OPEN YOUR CAMERA APP

Open your smartphone's camera app and hold it over the QR code so you see the QR code as if you were taking a picture of it. A prompt to follow a link should appear on your screen.



2.

CLICK THE LINK

If it does not, you can download a QR code reader from your app store, for free, to then scan and open the QR code's hyperlink. Open the QR code reader, hold it over the QR code, and it will help you open the link.

The information provided in this Adult Long-Term Care Update is published in accordance with Wis. Admin. Code § DHS 108.02.