

Adult Long-Term Care UPDATE

Everyone living their best life



Adult Long-Term Care Provider Enrollment: Deadline To Enroll

The deadline for providers who deliver home and community-based services under one of Wisconsin’s adult long-term care (LTC) waiver programs to enroll with Wisconsin Medicaid or to add adult LTC waiver services and programs to your existing Medicaid enrollment is **January 1, 2026**. This applies to:

- Adult LTC waiver-only providers.
- Medicaid-enrolled providers who also provide adult LTC waiver services.

ForwardHealth requires you to enroll with Wisconsin Medicaid as described in Wis. Admin. Code ch. DHS [105](#). If you do not enroll, you cannot provide services or receive payment from managed care organizations (MCOs) or IRIS (Include, Respect, I Self-Direct) fiscal employer agents.

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.

Find information about enrolling as a Medicaid provider in previous Adult LTC Updates as well as in training videos available on the [New Provider Enrollment System for Adult Long-Term Care](#) page on the [ForwardHealth Portal](#) (the Portal).

As a reminder, **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.

Helpful Resources

ForwardHealth Online Handbook

Information regarding the provider enrollment process is available in the Family Care, Family Care Partnership, Program of All-Inclusive Care of the Elderly (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

You are encouraged to attend a live virtual training on Zoom to help you enroll. Trainings 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 [sign up](#) for the **Adult LTC Waiver Provider** email subscription list to receive training registration links by email.

There are also recorded trainings that can be easily accessed from the [New Provider Enrollment System for Adult Long-Term Care](#) page of the Portal.

Emails About New Updates and Trainings

The Wisconsin Department of Health Services (DHS) encourages you to [sign up](#) for the **Adult LTC Waiver Provider** email subscription list. Through this list, you will receive an email every time a new

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.

adult LTC Update is published. DHS will also send emails with the registration links for upcoming provider enrollment trainings.

The E-mail Subscription Sign-up page of the Portal includes email subscription lists for other Medicaid provider types. You are welcome to sign up for as many lists as you are interested in.

If you need instructions for how to sign up for an email subscription list, refer to the [ForwardHealth Portal Email Subscription User Guide](#), P-00954. It contains helpful screenshots. The user guide is also linked on the E-mail Subscription Sign-up page.

Information for Specific Provider Types Page

The [Information for Specific Provider Types](#) page of the Portal has 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.

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 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.

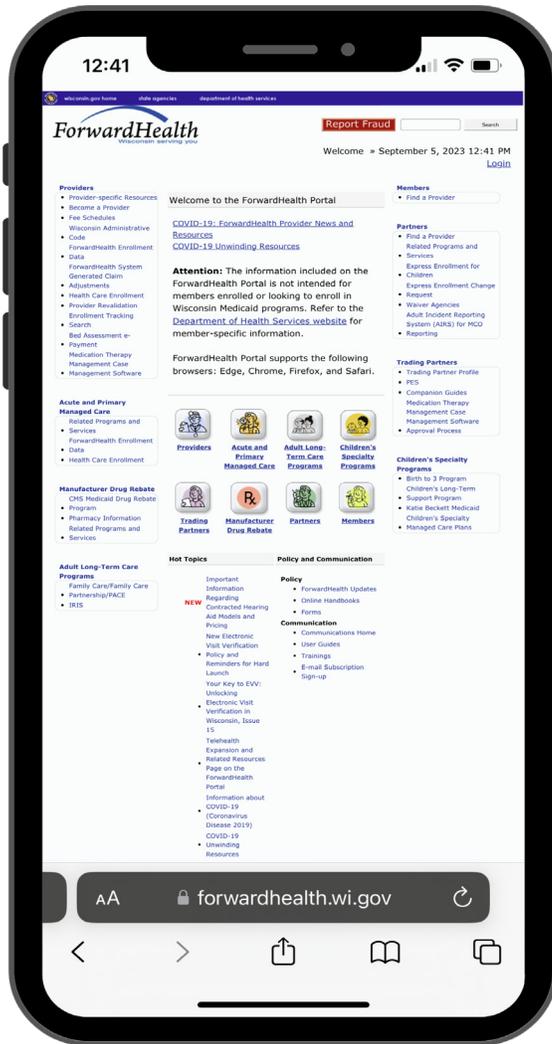
Family Care, Family Care Partnership, the Program of All-Inclusive Care for the Elderly (PACE), and IRIS (Include, Respect, I Self-Direct) are administered by the Division of Medicaid Services within the Wisconsin Department of Health Services (DHS).

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.