

Adult Long-Term Care *Everyone living their best life* UPDATE



Adult Long-Term Care Provider Enrollment: Supportive Home Care Agencies Can Enroll or Revalidate

Wisconsin Medicaid enrollment is now open for supportive home care agencies that deliver home and community-based services to individuals enrolled in one of Wisconsin's adult long-term care (LTC) waiver programs.

Revalidation is also available for supportive home care agencies who currently just have an electronic visit verification (EVV)-only provider Medicaid ID and deliver services under service codes S5125, S5126, T1019, and T1020. ForwardHealth is using the term "revalidation" for a shorter enrollment process to update your information with Wisconsin Medicaid.

The deadline to enroll or revalidate is **January 1, 2026**.

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.

Requirement to Enroll With Wisconsin Medicaid

To receive payment from managed care organizations (MCOs) or IRIS (Include, Respect, I Self-Direct) fiscal employer agents, all service providers must enroll with Wisconsin Medicaid by **January 1, 2026** per Wis. Admin. Code ch. DHS [105](#). Enrolling now gets you listed in the public-facing ForwardHealth Provider Directory. You can easily choose the services you want to deliver and the programs relevant to you. For an introduction to the new requirements and the Adult Long-Term Care Update series, you should refer to Update [LTC 2024-01](#), "Adult Long-Term Care Provider Enrollment: Overview."

You can enroll on the [ForwardHealth Portal](#) (the Portal). Use the [enrollment checklist \(PDF\)](#) to see what documents you will need and get step-by-step instructions.

Find more information on the [Provider Enrollment for Adult Long-Term Care](#) page of the Portal.

Requirement to Revalidate

You'll follow the revalidation process if you are a supportive home care agency with an EVV-only provider Medicaid ID who delivers services under service codes S5125, S5126, T1019, and T1020. If this applies to you, you must log in to the Portal to update (revalidate) your Medicaid enrollment.

When you first enrolled and got your EVV-only provider Medicaid ID, ForwardHealth collected some basic information about your organization. Now, ForwardHealth needs additional information for you to be fully enrolled as a Medicaid provider. **ForwardHealth is using the term "revalidation" for this process to convert your EVV-only enrollment to full Medicaid enrollment. You will keep the same provider ID after revalidation.** Once you revalidate, you will be a fully certified Medicaid provider and will meet all state and federal requirements to deliver adult LTC waiver services.

Use the EVV-specific [revalidation checklist \(PDF\)](#) to help you with what documents you will need and step-by-step instructions to walk you through the process. You can find more information about revalidation on the [Provider Enrollment for Adult Long-Term Care](#) page of the Portal.

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.

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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 for 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

Training videos that cover the enrollment timeline and demonstrate how to enroll are available on the [Trainings](#) page of the Portal under the Adult Long-Term Care Programs drop-down menu.

The trainings can also be easily accessed from the [Provider Enrollment for Adult Long-Term Care](#) page of the Portal.

ForwardHealth Provider Services Call Center

Need help or have more questions? Call Provider Services at **800-947-9627** and say, "LTC Waiver" at the menu prompt. Representatives are available **Monday–Friday, 7 a.m.–6 p.m.** Central Time.

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.



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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.

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