

Adult Long-Term Care UPDATE

Everyone living their best life



Adult Long-Term Care Providers Must Start Their Enrollment or Revalidation Immediately

All Wisconsin Medicaid home and community-based services providers must submit an application to enroll or revalidate using the ForwardHealth Portal (the Portal) by **December 31, 2025**. You must start this process now so your application is approved by March 31, 2026. This will allow you to get paid in 2026. This also means you'll keep:

- Receiving payment from managed care organizations (MCOs) or IRIS (Include, Respect, I Self-Direct) fiscal employer agents (FEAs).
- Getting reimbursed by Wisconsin Medicaid for dates of service on and after April 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.

The enrollment or revalidation requirement applies to providers who deliver home and community-based services under one of Wisconsin's adult long-term care (LTC) waiver programs:

- Family Care
- Family Care Partnership
- Program of All-Inclusive Care for the Elderly (PACE)
- IRIS

If your enrollment or revalidation is not approved by March 31, 2026:

- You cannot be paid for dates of service beginning April 1, 2026, to people covered by Wisconsin Medicaid.
- Your contracts with the MCO or IRIS participants you work with will be cancelled.
- Any IRIS authorizations you have will be cancelled.
- You will force the people who depend on you for vital services to find other providers.
- You will worsen the provider shortage in Wisconsin, causing more strain on remaining providers.

Enrollment or Revalidation Requirement

Submit a **new provider enrollment application** using the Portal if you're an adult LTC waiver-only provider.

Submit a **revalidation application** if you're a supportive home care agency with an electronic visit verification (EVV)-only provider Medicaid ID and you bill under codes S5125, S5126, T1019, and T1020. This upgrades your EVV-only enrollment to full Medicaid enrollment.

Enrollment Requirement Details

Adult LTC waiver-only providers must submit a new provider enrollment application on the Portal.

If you're a **Medicaid-enrolled provider who also offers adult LTC waiver services**, you must:

- Add adult LTC waiver services to your current enrollment if applicable. Refer to the [Information for Specific Provider Types](#) page to determine which adult LTC waiver services you can add to your current enrollment.

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.

Project Portal Page

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



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- Submit a new provider enrollment application if you provide additional waiver services outside what is allowed for your current enrollment. Refer to the ForwardHealth Online Handbook Adult Long-Term Care Waiver Provider Enrollment Guide topic #[23491](#) for a list of waiver services and their provider types and specialties.

How to Enroll

Go to the [Provider Enrollment Application](#) on the Portal.

ForwardHealth has these helpful resources:

- Step-by-step instructions: [enrollment checklist \(PDF\)](#)
- Recorded training: [Adult LTC: Waiver Service Provider Enrollment](#)

You will receive a confirmation letter with your Medicaid-issued provider ID once your enrollment is approved.

Revalidation Requirement Details

All supportive home care agencies with an EVV-only provider Medicaid ID that provide services under service codes S5125, S5126, T1019, and T1020 must submit a revalidation application. This upgrades your EVV-only enrollment to full Medicaid enrollment.

How to Revalidate

Log in to the [Portal](#) and provide the information requested to apply for enrollment as a Wisconsin Medicaid provider. Once your application is approved, your enrollment will be complete, meaning you will meet all state and federal requirements to keep delivering adult LTC waiver services to Medicaid members.

ForwardHealth has these helpful resources:

- Step-by-step instructions: [EVV Provider Revalidation Checklist \(PDF\)](#)
- Recorded training: [Adult LTC: EVV Provider Revalidation and Portal Resources](#)

Once your revalidation is approved, you will receive a confirmation letter. You will have the same provider ID after revalidation.

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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Additional Resources

ForwardHealth offers several resources to help:

- **Training and information:** Go to the [Provider Enrollment for Adult Long-Term Care](#) page of the Portal.
- **Help:** Call Provider Services at **800-947-9627**.
 - Representatives are available Monday–Friday, 7 a.m.–6 p.m. Central Time.
 - Say “LTC Waiver” at the menu prompt to speak with a representative about LTC provider enrollment.
- **Updates and notifications:** [Subscribe to Adult LTC Waiver Provider emails](#).

Dates to Remember

- Deadline to submit your application: **December 31, 2025**
- How long it takes for the application to process: **Six weeks**
- Date your application **must** be approved: **March 31, 2026**

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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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