



Q&A: Enrollment for Adult Long-Term Care Waiver Providers

The Wisconsin Department of Health Services (DHS) created a centralized enrollment system for providers who serve members and participants in the state's adult long-term care (LTC) waiver programs: [Family Care](#), [Family Care Partnership](#), [Program of All Inclusive Care for the Elderly \(PACE\)](#), and [IRIS \(Include, Respect, I Self-Direct\)](#). This system complies with federal requirements. DHS is also using this opportunity to standardize, streamline, and automate the Wisconsin Medicaid enrollment process for adult LTC waiver service providers.

Please note that this Q&A represents the information available at the time the questions were asked. Answers will be updated as needed. Relevant policy and guidance can be found in the [ForwardHealth Online Handbook](#) and [Adult Long-Term Care Updates](#), which are available on the ForwardHealth Portal (the Portal).

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Enrollment

Question	Answer
What are adult LTC waiver services?	<p>Adult LTC waiver services are services that allow certain members to receive services in their homes and in their communities, in addition to state plan services. Adult LTC waiver services are also referred to as home and community-based services (HCBS).</p> <p>Wisconsin offers adult LTC waiver services through the Family Care, Family Care Partnership, PACE, and IRIS programs.</p> <p>For service definitions, refer to the Family Care, Family Care Partnership, and PACE: Managed Care Organization (MCO) Contracts or the IRIS Service Definition Manual.</p>
What are state plan services?	<p>State plan services are services to which Medicaid and BadgerCare Plus members are entitled. State plan services include acute and primary medical services such as physician and hospital services, drugs, mental health and substance use treatment, and physical therapy. Other types of services covered under state plan services include nursing home services, personal care, non-emergency medical transportation, and other services. Service options vary based on the requirements of each program.</p>
What is a Wisconsin Medicaid Provider ID, and why is it necessary?	<p>A Medicaid Provider ID is a unique number that is assigned to identify a provider who has been approved and certified to provide services for members and participants enrolled in Wisconsin Medicaid programs. In the future, Wisconsin adult LTC waiver service providers must have a Medicaid Provider ID issued by ForwardHealth to provide services for and to contract with an MCO or onboard with an IRIS fiscal employer agent (FEA).</p>
Are all current adult LTC waiver service providers already in the ForwardHealth provider enrollment system?	<p>No. Providers who only render adult LTC waiver program services are required to enroll with Wisconsin Medicaid using the Portal.</p>

Question	Answer
<p>How are current adult LTC waiver service providers entered into the ForwardHealth provider enrollment system?</p>	<p>Individual or sole proprietor providers, provider agencies, and organizations are required to complete the application process through the Portal. DHS is coordinating outreach, training, and technical assistance for providers. Information about the availability and timing of these opportunities is available on the New Provider Enrollment System for Adult Long-Term Care page on the Portal.</p>
<p>Do providers need multiple Medicaid Provider IDs if they are providing different types of services?</p>	<p>It will depend on the provider, the types of services they offer, and whether those services are tied to a physical location. In most cases, multiple Medicaid Provider IDs will not be required, but there may be some providers who offer services in certain settings that require multiple Medicaid Provider IDs (for example, a community-based residential facility [CBRF] on the same campus as an adult day care).</p>
<p>Are employees of an agency (for example, a personal care agency) required to enroll individually?</p>	<p>No. Employees of an agency will not be required to enroll individually, nor will they receive a separate Medicaid Provider ID.</p>
<p>Where can providers find a list of the information and documents needed to enroll?</p>	<p>DHS has published Adult Long-Term Care Updates about enrollment policy. The ForwardHealth Online Handbook was updated in September 2024 with policy information. More information and training videos are available on the New Provider Enrollment system for Adult Long-Term Care page of the Portal.</p>

Question	Answer
<p>If a provider operates multiple facilities with different physical locations, does each one need to be enrolled separately?</p>	<p>Certain adult LTC waiver service providers must complete enrollment and receive a unique Medicaid Provider ID for each physical service location. Providers who must enroll by each physical location include:</p> <ul style="list-style-type: none"> • Residential providers: <ul style="list-style-type: none"> ○ 1–2 bed adult family home ○ 3–4 bed adult family home ○ CBRF ○ Residential care apartment complex • Aging and disability resource agency (when any of the following services are provided): <ul style="list-style-type: none"> ○ Adult day care services ○ Day services—facility-based • Non-residential day and vocational services (when any of the following services are provided): <ul style="list-style-type: none"> ○ Adult day care services ○ Day Services—facility-based ○ Prevocational services—facility-based
<p>Does the provider need to enroll separately for each county or tribe they serve?</p>	<p>No. Most provider types and specialties only need to enroll once and indicate which counties and tribes they serve on the provider application (for example, non-residential day and vocational services or supported employment—individual setting).</p>
<p>When enrolling, can a provider choose more than one provider type, or do they need to enroll for each provider type separately?</p>	<p>The provider will need to enroll in each provider type and specialty separately. The ForwardHealth enrollment system has grouped waiver services under provider types and specialties to minimize multiple enrollments as much as possible.</p>
<p>How are different addresses (physical and mailing) clarified for providers when enrolling using the Portal?</p>	<p>The enrollment application includes a separate field for different types of addresses. Specific instructions regarding address types for waiver providers are provided in training videos and presentations and in the Online Handbook Provider Addresses topic #23488.</p>
<p>Does DHS collect the provider’s email address and contact information?</p>	<p>Yes. DHS will collect an email address and other contact information as part of the enrollment application.</p>

Question	Answer
Can someone else enroll the provider on their behalf if the provider cannot enroll using the Portal?	MCOs and IRIS FEAs may agree to complete enrollment, re-enrollment, revalidation, or submit demographic updates on behalf of a provider as a third-party delegate. MCOs and FEAs are the only agencies authorized to serve as third-party delegates.
How do providers submit attestations if they enroll with assistance from a third-party delegate?	Providers need to provide all relevant attestations to the third-party delegate (the MCO or the IRIS FEA) completing the enrollment on their behalf.
Are self-directed support (SDS) workers and participant-hired workers (PHWs) required to enroll through ForwardHealth?	No. Individual SDS workers and PHWs will continue to enroll through MCOs and IRIS FEAs. These worker types will not enroll through ForwardHealth, but in the future, they will be assigned Medicaid Provider IDs. Agencies who employ SDS workers will need to enroll at the agency level as a Medicaid provider through the Portal.
What if a provider needs to be enrolled quickly (for example, for a member or participant who is being discharged from the hospital)?	In urgent situations, providers must contact the contracted MCO or the participant’s IRIS FEA for assistance.
How do I change my address?	If you need to update your address information before enrollment, reach out to the MCO or FEA you work with to get the information updated. After enrollment, you will update your address information using the demographic maintenance tool available on the Portal.
Is there a possibility for DHS to waive the enrollment requirement for some providers?	No, enrollment is a federal requirement. DHS cannot waive it, regardless of reason.
Is there an application fee to enroll?	No, there is not an application fee for providers who only serve members and participants in Family Care, Family Care Partnership, PACE, and IRIS.

Question	Answer
<p>UPDATED—When will I be able to start my enrollment on ForwardHealth?</p>	<p>The enrollment process began in September 2024. ForwardHealth published Adult Long-Term Care Update LTC 2024-12, “Adult Long-Term Care Provider Enrollment: Enrollment Is Open,” to announce enrollment is available.</p> <p>Supportive home care (SHC) organizations can begin enrolling in mid-August 2025. See the Supportive Home Care and Electronic Visit Verification section for more information.</p>
<p>NEW—How do I find which provider type and specialty to select on the application?</p>	<p>This information can be found in the Adult Long-Term Care Waiver Provider Enrollment Guide topic #23491.</p> <p>The Adult LTC Waiver Provider Enrollment Guide Training video on the ForwardHealth Trainings page demonstrates how to use the enrollment guide.</p>
<p>NEW—My business name is different from my facility name. Which one should I use on the ForwardHealth provider enrollment application?</p>	<p>Providers should use the facility name listed on the certificate from Division of Quality Assurance (DQA), DHS, or an MCO when completing the Name—Organization field in the application.</p> <p>Providers should enter the business name on the Owner/Controlling Interest page of the enrollment application.</p>
<p>NEW—Can I edit my application once it has been submitted?</p>	<p>No. Once the application has been submitted it cannot be edited.</p> <p>Call the ForwardHealth Provider Services Call Center at 800-947-9627 for help with application questions.</p>
<p>NEW—How would an agency that provides state plan services enroll to provide waiver services to members and participants?</p>	<p>The state plan provider would add waiver services to their existing Medicaid Provider ID.</p>

Background Checks

Question	Answer
Does DHS conduct background checks on all staff and employees at agencies or organizations?	No. DHS performs background checks and ongoing screening on owners, persons with a controlling interest, agents, and managing employees. Organizations and agencies must perform and attest that they are performing necessary background checks and ongoing screening on their staff to ensure compliance with DHS requirements for participation in the Medicaid program.
Does the new provider enrollment system account for different background check criteria among programs?	Yes. During enrollment, agencies or organizations will select the program(s) they want to serve and must complete that program's background check process. If a provider wants to serve multiple programs, and there is a discrepancy between background check processes for the programs (for example, IRIS and Family Care), the more stringent background check criteria will apply.
Are additional background checks required for facilities already certified or licensed by the DQA, MCO, or DHS?	No. Licensed or certified facilities (adult family homes, CBRFs, residential care apartment complexes, adult day cares) do not need additional background checks during Medicaid enrollment or revalidation. The background checks performed during MCO or DHS HCBS certification and DQA licensure of the facility will be considered sufficient for credentialing purposes.
NEW—I have a minor offense from several years ago. Do I need to list it on the Background Information Disclosure page of the application?	Yes. All previous convictions, regardless of severity, should be listed on the Background Information Disclosure page of the application.

Provider Qualifications: Credentials, Licensing, and Other Screenings

Question	Answer
Are there any changes in the requirements to be a provider for adult LTC waiver programs?	The enrollment process has changed, but all the standards and requirements outlined in the 1915b & c waivers continues to apply.

Question	Answer
Does the provider enrollment system ensure that licenses, certifications, and/or other required credentials are valid and current?	Yes. Providers are not able to enroll or re-enroll and will be terminated as active providers if their credentials, licenses, and other required credentials are invalid or expired.
Residential providers have license numbers for each location; can they use the license number instead of assigning individual Medicaid Provider IDs?	No. A Medicaid Provider ID is specific to Wisconsin's ForwardHealth system. It is assigned as a part of provider enrollment. The system cannot use other license numbers as Medicaid Provider IDs.
Have the procedures for screening, certification, and enrollment for PHWs and SDS workers changed?	No. PHWs and SDS workers continue to be screened, certified, and enrolled by MCOs and IRIS FEAs. These worker types will not enroll through ForwardHealth.
Are providers checked against the Social Security Death Master File and other federal exclusion databases?	Yes. ForwardHealth checks the Social Security Death Master File and other federal exclusion databases regularly.
MCOs verify certain information annually. Does the provider enrollment system verify this information annually?	The provider enrollment system continuously verifies information from various sources on a regular basis. Additionally, some provider types are required to submit updated credentials such as licenses annually.
Does the provider enrollment system automatically check for insurance information on an annual basis? If providers submit insurance documents to the system, does the enrollment system serve as a repository for insurance information that MCOs or IRIS FEAs could access?	The provider enrollment system does not collect insurance information and is not a repository for insurance documents. The MCO or IRIS FEA will still need to collect insurance documents from providers.
What must the provider do to maintain their Medicaid enrollment?	The provider must revalidate enrollment every three years, update their demographic information when changes occur, and ensure all licenses and DQA, MCO, DHS, or other credentials remain current.

Provider Type-Specific Questions

Question	Answer
How do 1–2 bed adult family homes (AFHs) become certified?	1–2 bed AFHs will continue to be certified by an MCO in Family Care, Family Care Partnership, or PACE or DHS for IRIS. These providers need to enroll with ForwardHealth after the 1–2 bed AFH has been certified.

Services and Billing

Question	Answer
Are there any impacts on the service definitions and service codes currently in place for waiver programs?	No. Service definitions and service codes for billing purposes have not changed because of centralized provider enrollment.
If the provider bills through an MCO or IRIS FEA, do they still have to enroll as a Medicaid provider using the Portal?	Yes. All adult LTC waiver service providers need to enroll with Wisconsin Medicaid through the Portal except individual SDS workers and PHWs. Once the provider is enrolled, the MCO will contract with the provider, and the provider may complete onboarding with IRIS FEAs.
Are there new billing requirements for waiver providers?	The current billing and claim submission process for Family Care, Family Care Partnership, PACE, and IRIS services has not changed as a result of the provider enrollment project. To stay informed about any changes that could occur for other reasons, providers should reach out to the MCO or IRIS FEA they work with.

Contracts and Rates

Question	Answer
Are rates shared across MCOs and IRIS FEAs?	No. Contract-specific information, including rates, remain between the provider and the MCO or the IRIS FEA because of centralized provider enrollment.
If an MCO or IRIS FEA terminates a contract with a provider, will that information be made available to other MCOs or IRIS FEAs through the new system?	No. Contract-specific information between the providers and the MCOs and IRIS FEAs is not part of a provider's enrollment file and will not be visible to other MCOs or IRIS FEAs.

Supportive Home Care and Electronic Visit Verification

Question	Answer
NEW —What is electronic visit verification (EVV)?	EVV information is available on DHS' website .
NEW —I'm an SHC organization who uses EVV. When can I enroll with Wisconsin Medicaid through the Portal?	<p>Current providers who use EVV will be able to log in to update their EVV provider file beginning mid-August 2025. Training sessions will also begin in August.</p> <p>Providers must update their EVV file with Medicaid through ForwardHealth by January 1, 2026, to be authorized and paid for services.</p> <p>This only applies to SHC organizations.</p>
NEW —How will I update my EVV provider file with Medicaid through ForwardHealth?	<p>Providers will receive a letter from ForwardHealth in late August 2025 directing them to revalidate their Medicaid enrollment.</p> <p>Providers will log in to their Portal account to complete revalidation.</p>
NEW —Why are these changes happening?	<p>Currently, EVV organization providers are enumerated with a "shell" record that has minimal information. As of January 1, 2026, EVV providers will be required to have a full provider file with Wisconsin Medicaid through ForwardHealth. Rather than having EVV organization providers complete a separate enrollment with a different Medicaid ID, they will update their partial enrollment to a fully certified waiver provider.</p>
NEW —How will DHS communicate to EVV providers?	DHS will send out emails to providers and hold informational sessions in summer 2025.
NEW —What type of training will be available for EVV providers?	<p>Virtual training sessions for current EVV providers will be held later this year. Registration for the trainings will be sent through the Adult LTC Waiver Provider email subscription.</p> <p>A training video will be on the ForwardHealth training page.</p>

Question	Answer
<p>NEW—How do SHC providers enroll if they are not participating in EVV?</p>	<p>SHC providers who do not provide services requiring them to participate in EVV will complete a new provider enrollment application and select Supportive Home Care—non-EVV as the service.</p> <p>Providers will use the Medicaid/Border Status Provider Enrollment Application to enter all needed information to become fully certified.</p>

System Features

Question	Answer
<p>Does the system collect a provider's financial information to eliminate the need for providers to give that information to each MCO or IRIS FEA?</p>	<p>No. This system will verify a provider's credentials and, if qualified, enroll the provider with Wisconsin Medicaid. MCOs or IRIS FEAs will remain responsible for collecting any required financial information from the provider.</p>
<p>Is Children's Long-Term Support part of this provider enrollment system?</p>	<p>No. The new provider enrollment system is specific to adult LTC waiver service providers.</p>
<p>Does the provider enrollment system indicate when a provider has a contract with an MCO or IRIS FEA?</p>	<p>No. The provider enrollment system does not list the MCOs or IRIS FEAs that a provider is contracted with. However, most providers will be listed on the MCOs' or IRIS FEAs' provider directory.</p>
<p>Which providers will be included in the ForwardHealth provider directory?</p>	<p>All enrolled adult LTC waiver service providers, except for tribal adult LTC waiver service providers, will be included in the ForwardHealth provider directory.</p>
<p>Would MCOs and IRIS FEAs be able to search the system for all the services connected to a single Medicaid Provider ID?</p>	<p>MCOs and IRIS FEAs will be provided files that list all the services each provider is certified for.</p>
<p>What do I do if I can't remember my Portal password?</p>	<p>Call the Portal Help Desk at 866-908-1363, Monday–Friday, 8:30 a.m.–4:30 p.m. (Central time) for assistance.</p>
<p>Who do I call if I need assistance with the Portal?</p>	

Outreach

Question	Answer
Has outreach to providers started yet?	Yes. DHS began outreach to all providers in spring of 2024. More information about the project is on the New Provider Enrollment System for Adult Long-Term Care page of the Portal. The page includes information about training resources. DHS also published Adult Long-Term Care Updates about provider enrollment.

Assistance for Providers

Question	Answer
What resources are available to providers during enrollment?	DHS offers communications, training, and education, as well as phone and online support for providers, MCOs, FEAs, and other impacted stakeholders.
Who do providers contact if they are having issues completing an application?	Providers should contact ForwardHealth Provider Services at 800-947-9627.
How do I sign up to learn about adult LTC announcements?	The E-mail Subscription Sign-up page on the Portal has an email subscription list for Adult LTC waiver providers. DHS encourages providers to sign up for this list to receive an email when a new Update has been published.

Revalidation and Re-Enrollment

Question	Answer
What is the timeframe for revalidation of provider enrollment?	All providers must revalidate their Medicaid enrollment every three years. If they do not complete revalidation, the provider's enrollment will terminate, and they will no longer be able to provide Medicaid adult LTC waiver services.
Will all provider enrollments have the same revalidation date?	No. Each provider will have a revalidation date three years from the initial enrollment or last revalidation date.

Question	Answer
What happens to providers whose credentials end within the three-year enrollment period?	All licenses and credentials need to remain current and valid through the three-year enrollment period; otherwise, the provider's enrollment will be terminated from Wisconsin Medicaid for not complying with enrollment requirements.
How can I keep my provider information current on my ForwardHealth file?	Providers should log in to their Portal account and use the Demographic Maintenance tool to update credential, address, and other provider related information.
Will providers be reminded when their revalidation date is approaching?	Yes. DHS will communicate multiple times to remind providers when they need to revalidate enrollment. DHS will send 90-day, 45-day, and 15-day advance reminders.
If a provider needs to re-enroll, can their enrollment be backdated?	No. If a provider fails to complete their revalidation, their Medicaid enrollment will end. If they want to become a Medicaid adult LTC waiver service provider again, they must submit a re-enrollment application. Depending on when their new application is approved, there may be a lapse in enrollment.

Key Definitions

Term	Definition
Adult Long-Term Care (LTC) program	<p>The adult LTC program refers to:</p> <ul style="list-style-type: none"> • Family Care. • Family Care Partnership. • IRIS (Include, Respect, I Self-Direct). • PACE (Program of All-Inclusive Care for the Elderly).
Background Information Disclosure (BID)	<p>The Wisconsin Department of Health Services (DHS)-issued form F-82064 gathers information to conduct caregiver background checks.</p>
Background Information Disclosure Addendum—IRIS	<p>DHS-issued form F-01246 gathers additional information to conduct caregiver background checks.</p>
Division of Quality Assurance (DQA)	<p>As a DHS division, DQA is responsible for regulating and licensing more than 40 different programs and facilities including:</p> <ul style="list-style-type: none"> • Adult day care centers. • 3–4 bed adult family homes (AFHs). • Community-based residential facilities (CBRFs). • Residential care apartment complexes (RCACs).
EVV	<p>EVV uses technology to make sure that members and participants receive the services they need. Workers check in at the beginning and check out at the end of each visit using a smart phone or tablet, small digital device, or landline telephone.</p>
LTC	<p>LTC includes any service or support that a person may need because of a disability, getting older, or a chronic illness that limits their ability to do the things that are part of their daily routine.</p>

Medicaid Identification Number (MAID)	An MAID is a number assigned to a provider when their ForwardHealth application is approved.
Medicaid Management Information System (MMIS), interChange, and ForwardHealth Portal	These terms are used to refer to the single-access point for provider enrollment.
Practice location	<p>A non-location-based provider’s practice location is the street address where the provider’s office is physically located, even if services are delivered in a home or community-based setting.</p> <p>A location-based provider’s practice location is the street address where the facility is physically located and/or where the services are rendered.</p>
Provider service	A provider is qualified and certified to provide home and community-based waiver services according to requirements in the Family Care 1915(b) and (c) waivers and IRIS 1915(c) waiver .
Provider type	<p>This is the category the provider selects to begin enrollment with Wisconsin Medicaid based on services they provide.</p> <p>For example, a provider type could be a waiver residential provider.</p>
Provider specialty	<p>Provider types are divided into subtypes, referred to as provider specialties. The specialty refers to services the provider is licensed or qualified to provide.</p> <p>For example, a waiver residential provider type may have a 1–2 bed AFH specialty.</p>
Sole proprietor	This is an unincorporated business that has one owner with no separation between the business and the owner.