Adult Long-Term Care UPDATE

Everyone living their best life

Introducing the Adult Long-Term Care Update and ForwardHealth Portal Enhancements

Welcome! You are reading the first issue of a new type of publication called an **Adult Long-Term Care Update** (also called an **Update** for short). The Wisconsin Department of Health Services (DHS) created this Update to share important information that affects service providers and other stakeholders for Wisconsin Medicaid's adult long-term care (LTC) programs.

Adult LTC providers include people who work under the adult LTC programs Family Care, Family Care Partnership, IRIS (Include, Respect, I Self-Direct), and the Program of All-Inclusive Care for the Elderly (PACE). Other stakeholders include managed care organizations, fiscal employer agents, IRIS consultant agencies, participants, and members of adult LTC programs. This issue of the

Affected Groups:
- Family Care
- Family Care Partnership
- IRIS
- Program of All-Inclusive Care for the Elderly

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

WISCONSIN DEPARTMENT *of* **HEALTH SERVICES**

Update is for all providers and stakeholders. Future Updates may target specific audiences based on topic and content. All Adult Long-Term Care Updates will be posted and available for review on the ForwardHealth Portal.

We will use Updates to tell you about changes in policy, waiver updates, and other program information. Updates will tell you about our new initiatives and new requirements from the federal Centers for Medicare & Medicaid Services and/or the Wisconsin state legislature. These Updates are opportunities to further clarify policy but do not replace information in contracts, waiver requirements, state laws, and federal rules. These Updates will be published on an as-needed basis.

> **We will use Updates to tell you about changes in policy, waiver updates, and other program information.**

Please note that these Updates are only for adult LTC programs. They are separate from ForwardHealth Updates and do not replace information in ForwardHealth Updates. If you are also a provider or stakeholder connected to other programs, such as BadgerCare Plus, Wisconsin Medicaid, SeniorCare, Wisconsin Chronic Disease Program, Wisconsin AIDS Drug Assistance Program, or Wisconsin Well Woman Program, or you provide health care services to members as part of an adult LTC program, then you are responsible for following policy detailed in ForwardHealth Updates.

You can find information about Wisconsin's specialty programs for children on the [Services for Children with Delays or Disabilities](#) page of the DHS website.

How to Read Updates

The top right corner of each Update will have the month and year that it was published.

Each Update will also have a publication number in the top right corner. This Update is 2022-01 because it was published in the year 2022 and is the first Update published this year ("01"). The next Update will be 2022-02. The first Update of next year will be 2023-01, and so on.

In the colored box on the right-hand side of page 1 (in this case, a green box), you will see a list of the affected groups for the Update. The list of affected groups includes both affected programs and

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

affected stakeholders. This particular Update applies to all of our adult LTC programs: Family Care, Family Care Partnership, IRIS, and PACE. Because it also applies to all stakeholders, we are only listing the programs. Future Updates may apply to all adult LTC programs, one program, or another combination. They may also apply to one or more types of stakeholders. For example, an Update's affected groups could be PACE providers or IRIS participants. Be sure to check the affected groups list so you know which program or programs and stakeholders we are discussing in an Update.

On the final page of each Update, you will see a colored box at the bottom of the page (in this case, a green box) that contains contact information that you can use to ask follow-up questions.

Some Updates, like this one, may include an additional section at the end of the document called an Attachment. Attachments contain important information related to the Update.

ForwardHealth Portal

The [ForwardHealth Portal](#) (called the Portal for short) is a website for providers, contractors, and others who work with Wisconsin Medicaid or ForwardHealth programs. The Portal contains important program information and resources. **On May 16, 2022,** the Portal will be updated to include resources for the adult LTC programs Family Care, Family Care Partnership, IRIS, and PACE. It will also be updated to include resources about children's specialty programs. The existing Managed Care Organization button and corresponding page will be renamed Acute and Primary Managed Care and it will apply to BadgerCare Plus HMOs and SSI HMOs.

MAY
16

How to Find Published Updates

Updates will be published on the Portal. You will be able to find the complete list of Updates on the Adult Long-Term Care Updates page. Refer to the Attachment to this Update for directions about finding Updates on the Portal.

Note: Adult Long-Term Care Updates are different than ForwardHealth Updates. Providers and stakeholders who also provide services affected by ForwardHealth policy are responsible for maintaining awareness and adherence to policy changes described in ForwardHealth Updates.

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

Sign Up to Get an Email About New Updates

We will be adding email subscription lists for Family Care Partnership, IRIS, and PACE to the E-mail Subscription Sign-up page on the Portal. (A list already exists for Family Care.) Signing up for one or more of our email subscription lists will make sure that you get an email when a new Update has been published.

You are welcome to sign up for as many lists as you are interested in. Anyone can sign up with their preferred email address, regardless of whether it is a personal or company email address.

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.

Upcoming Changes to the Portal Home Page

The Portal home page will be updated to include LTC resources. There will be new buttons for adult LTC programs and children's specialty programs that will send you to the webpages described below.

There will also be two new menus on the home page. They will be called Adult Long-Term Care Programs and Children's Specialty Programs. These menus will contain direct links to individual program pages.

Upcoming New Portal Pages for Adult Long-Term Care and Children's Specialty Programs

The Adult Long-Term Care Programs button will take you to a page with information for providers and stakeholders of these programs:

- Family Care
- Family Care Partnership
- IRIS
- PACE

The Children's Specialty Programs button will take you to a page with information for providers and stakeholders of these programs:

- Birth to 3 Program
- Children's Long-Term Support Program

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.

Adult Long-Term Care Programs

Children's Specialty Programs

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

- Katie Beckett Medicaid
- Children's Specialty Managed Care Plans, which include:
  - Care4Kids
  - WrapAround Milwaukee
  - Children Come First

Upcoming Revised Portal Page for Acute and Primary Managed Care

The Acute and Primary Managed Care button will lead to a revised page that will contain information for:
- BadgerCare Plus HMOs.
- SSI HMOs.

Specific sections will be available for:
- HMO administrators.
- HMO providers.
- HMO members.

Note: The URL for the Managed Care Organization page will change when it is revised. If you have a personal browser bookmark or favorite, you will need to update it after May 16, 2022.

Acute and Primary Managed Care

Portal Training Videos

We created five training videos to walk you through the upcoming changes to the Portal home page and the revised and new Portal pages. The first video is an overview of the Portal changes, and the other four videos are about Portal pages for specific programs. We strongly encourage you to watch the first training video and all other training videos that apply to programs you work with. The training videos provide more detail and visuals than we can show in this Update.

TRAINING AVAILABLE

You can open the training videos directly from the links below:
- Module 1: Introduction to New Areas on the ForwardHealth Portal (7 minutes, 58 seconds)
- Module 2: Acute and Primary Managed Care Public Portal (8 minutes, 32 seconds)
- Module 3: Adult Long-Term Care Programs: Family Care, Family Care Partnership, PACE Public Portal (11 minutes, 43 seconds)
- Module 4: Adult Long-Term Care Programs: IRIS Public Portal (12 minutes, 19 seconds)
- Module 5: Children's Specialty Programs Public Portal (12 minutes, 10 seconds)

The training videos are also on the [Trainings](#) page of the Portal. You can find the Trainings page link on the Portal home page under the Policy and Communication section and the Communication heading.

ForwardHealth Online Handbook

The [ForwardHealth Online Handbook](#) is an online resource for program policy. It contains up-to-date references to program policy information about various Medicaid programs. The Online Handbook will be updated to include information for Family Care, Family Care Partnership, IRIS, and PACE, effective May 16, 2022. After we publish an Update, we will revise the Online Handbook as appropriate. You can find the Online Handbooks link on the Portal home page under the Policy and Communication section and the Policy heading.

Note: Updates will **introduce** new policy information. A new Update could revise policy published in an older Update. The Online Handbook will contain up-to-date policy information and serve as a real-time resource. We encourage you to refer to the Online Handbook for policy information rather than old Updates that could be out-of-date.

Navigating the Online Handbook

When you first open the Online Handbook (or after 30 minutes of inactivity), you will see a page called License for Use of Physicians' Current Procedural Terminology, Fourth Edition (CPT). This is a licensure agreement. You will need to click "I Accept" and the Submit Agreement button at the bottom of the page to proceed.

After this step, there are two basic ways to navigate. The first way is to use the navigation menu, like you would use the table of contents in a book:

1. In the drop-down menu in the top-left corner of the page, you can select the program whose policy you want to see. Family Care, Family Care Partnership, IRIS, and PACE will be displayed on this list on May 16, 2022.
2. Once you make a selection, you will see a list of handbook sections on the left side of the page. Click a section to view the chapters within it.

QUICK LINKS

- [ForwardHealth Portal](#)
- [E-mail Subscription Sign-up](#) page
- [Trainings](#) page
- [Online Handbook](#)

3. Click a chapter to view the topics within it.
4. Click a topic link to open it on the right side of the page. Or click **All Topics** to open all the topics that exist in that chapter on a single page.

The second way to navigate the Online Handbook is to use the Search field. This functions like a search engine. Each topic has a topic number (the number displayed by the topic title). You can use the Search field to search for a topic by its number, title, or keywords:

1. Enter a topic number, title, or one or more keywords in the Search field. Hint: Click **Search Tips** next to the Search button for tips on how to get the best search results.
2. Click **Search**. You will see search results on the right side of the page.
3. Click **[show links]** to show where the topic is located. You will see the topic's program, section, and chapter. If the topic exists in more than one location in the Online Handbook, you will see a numbered list that describes each location.
4. Click one of the links to open the topic.

You can use the Save Preferences button above the Search bar to save the program handbook that you have open. The next time you open the Online Handbook, that program handbook will automatically open. You can also click the Preferences Home link at any time to open your saved preference.

You can also watch a video about how to navigate the Online Handbook. Watch Module 1: Introduction and Resources of the Portal Basics for New Users training. It is available on the Trainings 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.

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 more information or if you have questions, email DHSDMSLTC@dhs.wisconsin.gov with program questions or call the ForwardHealth Portal Help Desk at 866-908-1363 with ForwardHealth Portal questions.

ATTACHMENT
How to Find Published Adult Long-Term Care Updates on the ForwardHealth Portal

Adult Long-Term Care Updates will be published online on the [ForwardHealth Portal](#). You will be able to find the complete list of Updates on the new Adult Long-Term Care Updates page beginning May 16, 2022.

Follow these steps to find published Updates:

1. On the Portal home page, scroll down until you see the Policy and Communication section in the middle-right of the page.
2. Click **Communications Home** under the Communication heading.

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

3. Click **Adult Long-Term Care Updates** on the left side of the page under the Policy heading.

4. In the Search Criteria section, you can use one or more of the navigation tools to search for Updates:
   - Use the Update Year drop-down menu to search by year of publication.

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

- Use the Program drop-down menu to search by an impacted program.

- The Keyword box lets you enter a keyword to search.

5. Once you have selected or entered your search terms, click **Search**.

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