

Adult Long-Term Care

UPDATE

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Adult Long-Term Care Provider Enrollment: Overview

Beginning in September 2024, the Wisconsin Department of Health Services (DHS) will require all providers of home and community-based services delivered under one of Wisconsin's adult long-term care (LTC) waiver programs to enroll with Wisconsin Medicaid through the [ForwardHealth Portal](#) (referred to as the Portal for the remainder of this Adult Long-Term Care Update). DHS requires you to be enrolled with Wisconsin Medicaid as described in Wis. Admin. Code ch. DHS [105](#).

If you only provide adult LTC waiver services, you will need to use the Portal to enroll for the first time. If you are an existing Medicaid provider who also provides waiver services, you will access the Portal to add LTC waiver programs and services to your current Medicaid enrollment.

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 long-term care 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.

Participant-hired workers (PHWs) and individual self-directed support (SDS) workers will not use the Portal to enroll with Wisconsin Medicaid. PHWs and individual SDS workers will continue to be screened and certified by managed care organizations (MCOs) and IRIS (Include, Respect, I Self-Direct) fiscal employer agents (FEAs).

This Adult Long-Term Care Update is the first of a series of Updates about enrollment.

Note: The way you currently bill and submit claims for Family Care, Family Care Partnership, Program of All-Inclusive Care for the Elderly (PACE), and IRIS services will stay the same.

Preparing for the Enrollment Process

DHS is committed to frequent communication with you to make the process easy to understand. The [New Provider Enrollment System for Adult Long-Term Care](#) page of the Portal provides a description and background, including a Q&A section, about the enrollment project. This page will be updated throughout the process with new information and links to materials developed to assist you in knowing what you need to do.

The process of enrolling adult LTC waiver program providers will begin in September 2024.

Contracting and Onboarding Requirement

If you only provide adult LTC waiver services, you must meet at least one of the following conditions after enrolling with Wisconsin Medicaid through the Portal in order to:

- Be contracted with one or more MCOs to provide services for Family Care, Family Care Partnership, or PACE members.
- Be selected by at least one IRIS participant and onboarded with one or more IRIS FEAs to provide services.

If you are already enrolled with Wisconsin Medicaid and also want to provide adult LTC waiver program services, then you must add those waiver services to your Medicaid provider file. You will continue to be Medicaid enrolled through ForwardHealth and contract for waiver services with MCOs and/or onboard with FEAs.



Beginning in September 2024, the Wisconsin Department of Health Services (DHS) will require all providers of home and community-based services delivered under one of Wisconsin's adult long-term care (LTC) waiver programs to enroll with Wisconsin Medicaid through the ForwardHealth Portal.

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After initial enrollment as a provider, you will be responsible for maintaining and updating your enrollment file.

Enrollment Policy Information

This is the first in a series of Updates being published between now and August 2024 providing critical information to help you prepare for Medicaid enrollment through the Portal. Updates will include key topics related to the enrollment process and will be sent to those who have signed up for email communications. Updates will also be linked on the New Provider Enrollment System for Adult Long-Term Care page of the Portal. Topics covered in this series will include:

- Risk level, federal and state database checks, and licensure and certification checks
- Reporting identifying information, provider counts, and member counts
- Change in ownership and demographic maintenance
- Effective date of enrollment, criminal background checks, and revalidation
- Provider agreement and attestations
- Physical service location
- Record retention
- Obtaining support for Portal tasks
- Termination policies
- Revalidation and re-enrollment

Resources to Help You Stay Informed

There are a range of ways you can stay current with information DHS is releasing about how to enroll as a Medicaid provider through the Portal.

Emails About New Updates and Trainings

The [E-mail Subscription Sign-up](#) page on the Portal has an email subscription list for Adult LTC Waiver Provider. DHS encourages you to sign up for this list, so you get an email when a new Update has been published. DHS will also send emails about upcoming provider enrollment trainings.

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](#)

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 [New Provider Enrollment System for Adult Long-Term Care](#) page of the Portal.



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[Subscription User Guide](#), P-00954. It contains helpful screenshots. The user guide is also linked on the E-mail Subscription Sign-up page.

Project Page on the ForwardHealth Portal

If you cannot find an Update or have a question about the process, the best place to start is on the New Provider Enrollment System for Adult Long-Term Care page on the Portal. Bookmark this page for easy access.

Training Schedule

In addition to Updates, DHS will provide trainings to help you prepare for enrollment. The New Provider Enrollment System for Adult Long-Term Care page on the Portal has a [Training Schedule](#) in the Quick Links menu.

ForwardHealth Online Handbook

The [ForwardHealth Online Handbook](#) is your online resource for adult LTC waiver provider-related policy. It contains comprehensive and up-to-date references to policy information about various Medicaid programs. This includes Family Care, Family Care Partnership, PACE, and IRIS. After DHS publishes an Update, the Online Handbook will be revised as appropriate and indicate when the policy information is effective.

Information regarding the provider enrollment process will be stored in the Family Care, Family Care Partnership, PACE, and IRIS program areas of the Online Handbook. Provider enrollment-related policy will be available starting in September 2024 when Medicaid enrollment through the Portal becomes available for adult LTC waiver providers.

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.

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.

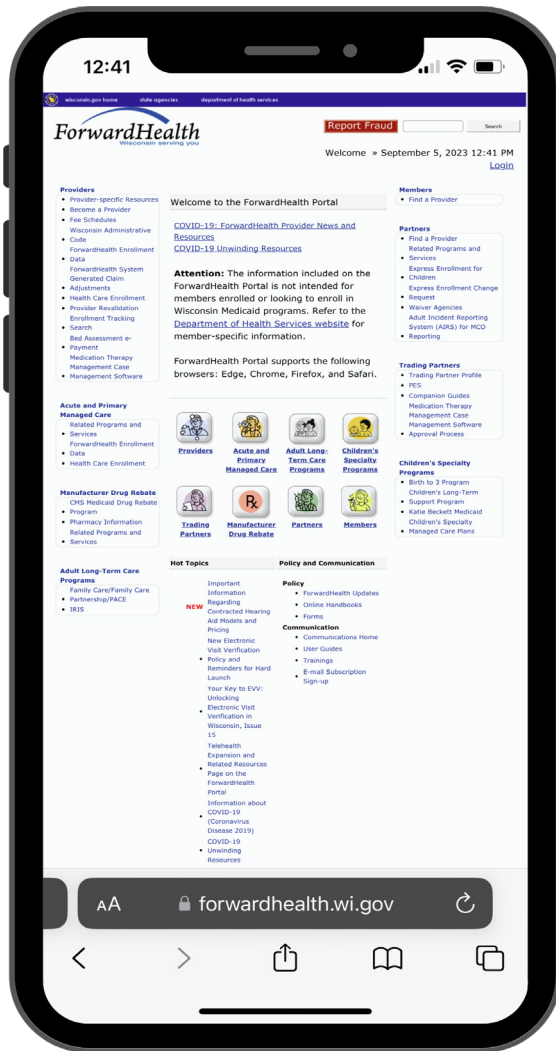
Family Care, Family Care Partnership, the Program of All-Inclusive Care for the Elderly (PACE), and IRIS (Include, Respect, I Self-Direct) are administered by the Division of Medicaid Services within the Wisconsin Department of Health Services (DHS).

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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