

Adult Long-Term Care UPDATE

Everyone living their best life



Adult Long-Term Care Provider Enrollment: Record Retention

This Adult Long-Term Care Update is part of a series of Updates for all providers of home and community-based services delivered under one of Wisconsin’s adult long-term care (LTC) waiver programs. As a provider of home and community-based services under an adult LTC waiver program, you will be required to enroll with Wisconsin Medicaid through the ForwardHealth Portal (referred to as the Portal for the remainder of this Update). For an introduction to the new requirements and the Update series, you should refer to Update [LTC 2024-01](#), “Adult Long-Term Care Provider Enrollment: Overview.”

Note: The way you currently bill and submit claims for Family Care, Family Care Partnership, Program of All-Inclusive Care for the

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.

Elderly (PACE), and IRIS (Include, Respect, I Self-Direct) services will stay the same.

This Update covers how long you must retain records.

Record Retention

You are required to keep records for 10 years as outlined in the Wisconsin Medicaid Provider Agreement and Acknowledgement of Terms of Participation Standard Agreement/Acknowledgement for Home and Community-Based Waiver Service (Adult Long-Term Care) Providers, F-00180C, according to the terms provided by Wis. Admin. Code chs. [DHS 101-108](#). The retention period specified in Wis. Admin. Code § [DHS 106.09\(9\)\(e\)2](#) is an exception to these terms.

This requirement includes any records related to:

- Providing services to members or participants funded through Wisconsin Medicaid, including home and community-based waiver services.
- Payments that were funded through Wisconsin Medicaid for providing services, including home and community-based waiver services.

If the Wisconsin Department of Health Services (DHS) requests records, you are required to provide them.

Releasing Protected Health Information

You are required to follow applicable federal and state laws that relate to the confidentiality and disclosure of medical records or other health information. This includes the Administrative Simplification Provisions of the Health Insurance Portability and Accountability Act of 1996. This applies to all services, information, transactions (including electronic transactions), privacy, and security standards.

For more information, refer to the Confidentiality and Proper Disposal of Records topic ([#200](#)) of the ForwardHealth Online Handbook.

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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Resources to Help You Stay Informed

Portal Training Videos

As a reminder, the [Adult Long-Term Care Programs](#) area of the Portal has important resources for you. DHS encourages you to watch these training videos to learn how to use this area of the Portal:

- [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)

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

Check Out the ForwardHealth Online Handbook

Information regarding the provider enrollment process will be stored in the Family Care, Family Care Partnership, PACE, and IRIS program areas of the [ForwardHealth Online Handbook](#). This is your online resource for adult LTC waiver provider-related policy. 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. The Online Handbook contains up-to-date policy information and serves as a resource.



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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.

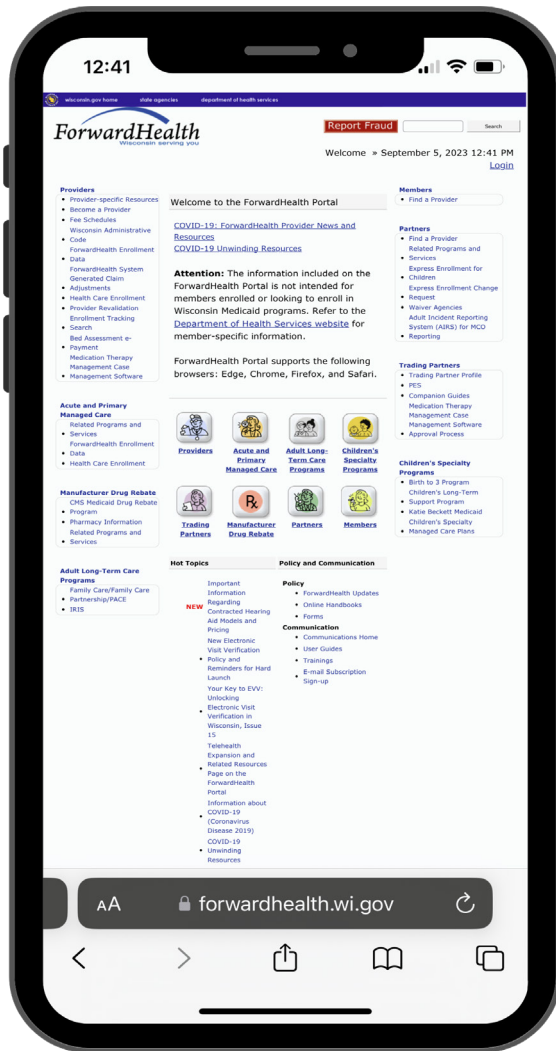
Family Care, Family Care Partnership, the Program of All-Inclusive Care for the Elderly (PACE), and IRIS (Include, Respect, I Self-Direct) are administered by the Division of Medicaid Services within the Wisconsin Department of Health Services (DHS).

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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