

# Adult Long-Term Care

# UPDATE

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## Adult Long-Term Care Provider Enrollment: Obtaining Support for ForwardHealth Portal Tasks

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.

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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 provides information about how you can work with managed care organizations (MCOs) or IRIS fiscal employer agents (FEAs) to assist you in completing tasks on the Portal.

## How to Request Help for ForwardHealth Portal Tasks

The Wisconsin Department of Health Services (DHS) anticipates that many of you will be able to complete the adult LTC enrollment application on your own. However, if you need assistance, you may request that an MCO or IRIS FEA enter information into the Portal on your behalf. For example, such an entity could help you with completing your initial enrollment; making changes to the information in your profile; updating waiver services or programs; or doing your revalidation or re-enrollment. In doing this, they act as a third party delegate.

It is up to you, as a provider, to ask an MCO or IRIS FEA for assistance with tasks on the Portal. If you choose to do so, it is then your responsibility to ensure that all information you provide to the MCO or IRIS FEA for them to enter on your behalf is accurate.

Any MCO or IRIS FEA may act as a third party delegate. For example, if an MCO helps you with your initial enrollment, the same MCO or a different MCO may help you with revalidation. Even if a third party delegate helps you complete Portal tasks, you are still responsible for your own information, and you are still able to access your information in the Portal.

MCOs or IRIS FEAs will handle requests on a case-by-case basis and evaluate your need for assistance. If an MCO or IRIS FEA declines your request for assistance, you may call the ForwardHealth Provider Services Call Center at 800-947-9627 for help.

## What MCOs and IRIS FEAs Need From You

The MCO or IRIS FEA that is acting as a third party delegate will use their secure user account on the Portal to complete the

### 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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application or submit information on your behalf. They will require your contact information, such as your name, address, phone number, and email address, along with any other information needed for the task that you need help with. They will also need a physical signature from you on any required documents.

## Resources to Help You Stay Informed

### 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. 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/](http://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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