Adult Long-Term Care (LTC): Waiver Service Provider Enrollment and Portal Resources

ForwardHealth Training Department

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Agenda

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Adult LTC waiver services providers will need to enroll with Wisconsin Medicaid using the ForwardHealth Portal by January 1, 2026. Adult LTC waiver services providers will need an approved Wisconsin Medicaid provider enrollment to get a Medicaid ID, which allows services to be provided for Family Care, Family Care Partnership, Program of All-Inclusive Care for the Elderly (PACE), and IRIS (Include, Respect, I Self-Direct) members and participants. This enrollment process does not apply to individual self-directed services (SDS) workers or participant-hired workers. After your enrollment has been approved, you will be provided a Medicaid ID. This presentation will demonstrate the provider enrollment process. This training will also include important provider enrollment information and resources. First, there will be an introduction to the Portal, which is where you will go to complete your provider enrollment application. There is a list of information needed prior to enrollment, an explanation of the enrollment timeline, and important dates to remember. Then, there is a walkthrough of an entire provider enrollment application from start to finish. This presentation will show you how to save and exit a provider enrollment application and return to it later. Once the provider enrollment demonstration is over, you will see the three outcomes of the application. Then this training will direct you to various Adult LTC resources that contain valuable information to help you in your provider enrollment journey. This presentation will also direct you to other resources that can help you once you are enrolled.

Training Objective

By the end of this training, you will know:
- What information you'll need to begin enrollment.
- How to enroll as a provider.
- How to access Adult LTC resources on the Portal.

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ForwardHealth Portal Information

- Access the Portal at www.forwardhealth.wi.gov:
  - Supports Edge, Chrome, Firefox, and Safari browsers.
  - Used to complete provider enrollment.
  - Has a public and secure side.
- Click the ForwardHealth logo to get back to the Portal homepage.

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The ForwardHealth Portal is Wisconsin Medicaid's information hub. To access the Portal, make sure you are using a supported browser, such as Edge, Chrome, Firefox, or Safari. The Portal can be found at forwardhealth.wi.gov. LTC waiver provider enrollment will be completed through the Portal. The Portal has two sides, public and secure.

The public side is where you can access information on policy, trainings, the ForwardHealth Online Handbook, user guides, and ForwardHealth Updates. The secure side is accessible once you're enrolled and contains your account that allows you to do Portal functions such as receiving your secured messaging from ForwardHealth, adding or removing a waiver service or program, or performing demographic maintenance on your account. When navigating the Portal, you can click the ForwardHealth logo in the top left to reach the Portal homepage.

Information to Have Before Enrolling

- Tax ID number
- All licenses and certifications
- Mailing address
- Practice location information
- Medicaid member and provider count
- Background check information
- Ownership information
- Managing employee information

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Prior to enrollment, you should have the above information. This information is required, depending on the provider type, specialty, and waiver services selected.

Provider Enrollment Timeline

- You must be enrolled by January 1, 2026.
- Application processing usually takes 10 days but can take up to 60. Submit your application well in advance of the enrollment deadline to allow time for processing.
- You may save and exit your application and return to it later:
  - o An unsubmitted application will expire after 10 calendar days unless it is re-accessed.
  - o If the application expires, it will be deleted.
  - o The application can be saved and exited multiple times. After each save and exit, the 10-day clock will restart.

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You must be enrolled by January 1, 2026. Application processing usually occurs within 10 days but can take up to 60. Providers should submit their application well in advance of the enrollment deadline to allow time for processing. You may save and exit an application at any point and return to it later. An unsubmitted application must be re-accessed within 10 calendar days of starting or it will be deleted, and you will have to start from the beginning. The application can be saved and exited multiple times. After each save and exit, the 10-day clock will restart.

This is where we will begin, at the ForwardHealth Portal homepage. From here, click **Become a Provider**.

Next, click **Start or Continue Your Enrollment Application.**

Next, you will want to begin a **Medicaid/Border Status Provider Enrollment Application**.
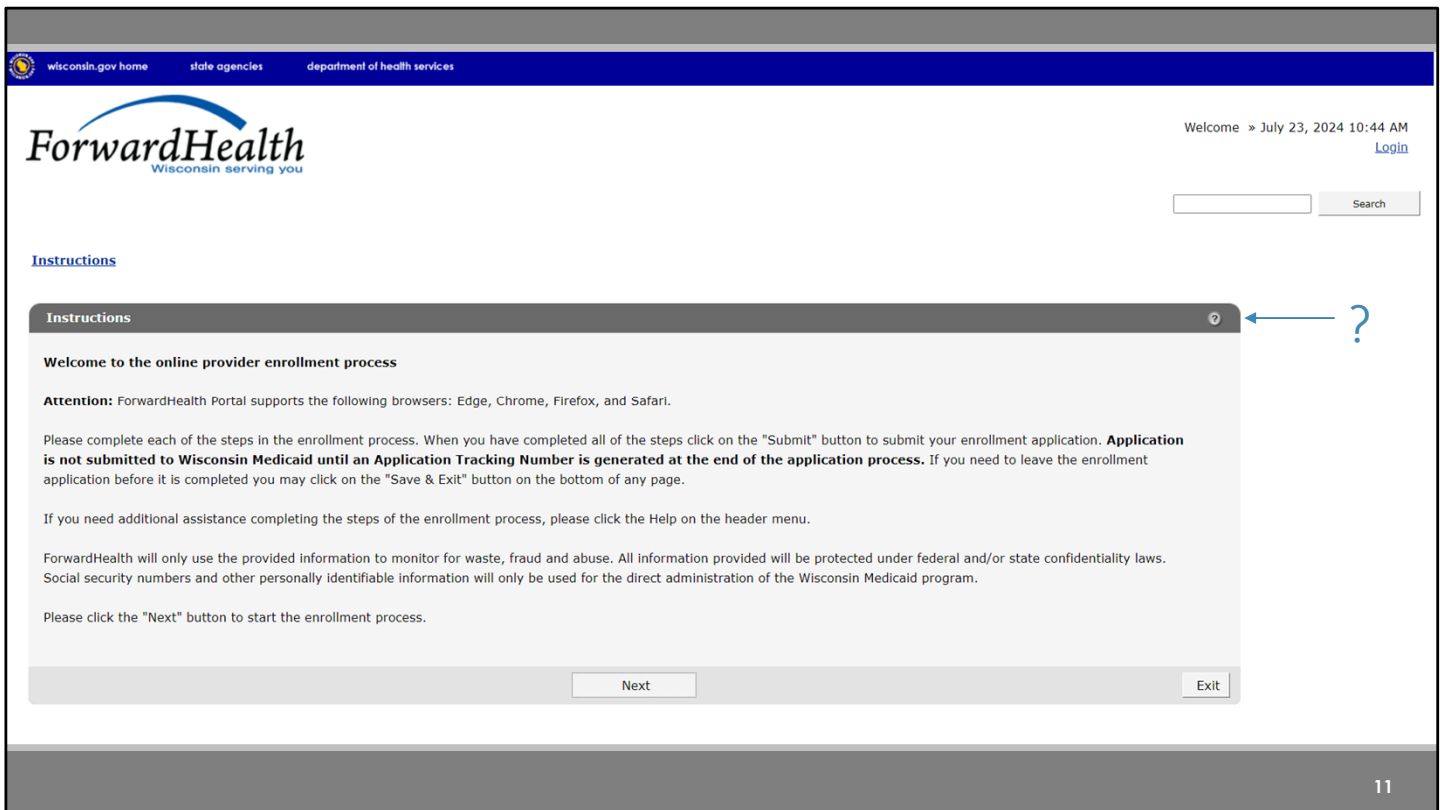
The provider enrollment application is a series of screens that will prompt you to enter specific information. This is a demonstration of a provider enrollment application that will show you these screens. Each screen will have notes that will clarify what the application is asking for. These notes may vary on the section, depending on the provider type, specialty, and waiver service selected. If you need additional assistance completing the steps of the provider enrollment process, please click the question mark on the top of the screen. When you are ready to begin, click Next.

Throughout the application, if you need to navigate to previous screens, use the Previous button that appears on the bottom, or use the blue links above the box. **Do not** use the browser's navigation buttons, such as the back arrow, or you may lose all the information you have entered to that point.

For type of applicant, you can either select individual or organization. This example will be an organization. If you are a sole Proprietor, select Organization. There will be some screenshots of the individual application to highlight key differences.

It is important to note that each screen will time out in 30 minutes if you have not moved onto a different screen. There is a countdown timer on the bottom of the page that will show you how much time is left. If the page times out, you will need to restart the application. If you need to pause and collect information, you can save and exit your application and return to it later. Instructions for that are given later in this training.

Individual Applicant Screen: If you selected Individual for type of applicant, this would be the next screen. Indicate whether you are currently employed by a clinic. For Adult LTC Waiver Providers, this answer will always be No.

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Search

Instructions » Type of Applicant » **Type of Enrollment**

Type of Enrollment   ❓

Required fields are indicated with an asterisk (*).

- If you are a previously enrolled provider in the same provider type, select Re-enrollment of a Previous Enrollment.

Select type of enrollment *

🔘 Initial Enrollment
⚪ Re-enrollment of a Previous Enrollment
        Previous Provider ID [   ]

⚪ Change Of Ownership

                Previous Provider ID [   ]
Change of Ownership Effective Date [   ]

Previous   Next   Save & Exit   Exit

New providers will select Initial Enrollment.

○ Home Health Agencies / Personal Care Agencies	○ WIMCR Regionalization
○ Hospice Providers	● Waiver Aging and Disability Support Agency
○ Independent Labs	○ Waiver Community Services & Support
○ Inpatient/Outpatient Hospital Providers	○ Waiver Counseling & Therapeutic Services
○ Institute for Mental Disease	○ Waiver Equipment & Accessibility Related Services
○ Medical Equipment Vendors	○ Waiver Financial Management
○ Medical Supply Providers	○ Waiver Interpreter
○ Mental Health/Substance Abuse Clinics (includes Crisis/CSP/CCS)	○ Waiver Living Environment Adaptation
○ Nurse Practitioners	○ Waiver Microboard
○ Nursing Homes	○ Waiver Non-Residential Day & Vocational Services
○ Occupational Therapists	○ Waiver Nurse Service
○ Opticians	○ Waiver Personal Emergency Response Systems
○ Optometrists	○ Waiver Residential Services
○ Pharmacies	○ Waiver Retail Store
○ Physical Therapists	○ Waiver Supportive Home Care Agency
○ Physicians	○ Waiver Transportation
○ Podiatrists	○ Waiver Tribal Provider

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Select your provider type. The provider type is how a provider is enrolled with Wisconsin Medicaid. Provider types are divided into subtypes, referred to as provider specialties. The specialty refers to services a provider is licensed or qualified to provide. In this demonstration, we will use Waiver Aging and Disability Support Agency. The list is in alphabetical order. All waiver provider types are at the end of the list.

Enter the provider specialty. The options available are determined by the provider type selected on the previous screen. We will use Aging and Disability Support Agency.

In the next section, you will be asked to add all waiver services that you intend to perform. We will add three waiver services: Consumer Education and Training Services, Daily Living Skills, and Home Delivered Meals. Enter the waiver services and click Next. The system is configured to display services on this screen, depending on the provider type and specialty selected on the previous sections.

In this section, you will select one or more waiver programs for which you intend to supply services. For this training, we will use Family Care. Select the Waiver Programs applicable to you, then click Next.

Next, you will be prompted to enter identifying information. This includes the organization's name and languages spoken. If you have a DQA Certificate or License, then the organization name entered here must exactly match the Facility Name on the DQA Certificate or License. Enter the information, then click Next.

Enter the type of business, then click Next. This example will be a corporation for non-profit.

Individual Applicant Screen: If you selected Individual Enrollment, the Individual Name screen will appear instead of the Type of Business screen. Enter your name and information and click next.

Practice Location

Required fields are indicated with an asterisk (*).

- Practice Location is the street address where provider's office is physically located, even if services are delivered in a home or community setting.
- A provider directory search will be made available to the public. The address and Telephone Number for Member Use will be included in the provider directory.
- Medicaid Contact Person and Telephone Number for Contact Person will be used for Medicaid administrative purposes only.

Street Address Line 1*	123 ForwardHealth Dr.
Street Address Line 2	
City*	Madison
State/ZIP*	WI 53702 - 0021
County	Dane
Medicaid Contact Person*	Michael Jones
Telephone Number - Contact Person*	(608)424-9385 Ext.
Telephone Number - Member Use*	(608)424-9385

[Previous] [Next]   [Save & Exit] [Exit]

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The next section includes practice location and contact information. The practice location is the street address where the provider's office is physically located, even if the services are delivered in a home or community setting. Some providers will receive a different panel note for practice location. These providers are called "location-based providers." The alternative panel note will say "Practice location is the street address where your facility is physically located and/or where you render services."

Enter the name, phone number, and extension of the Medicaid contact person. This information will be used for Medicaid administrative purposes only.

Enter the telephone number for member use. This is the phone number that members should use to contact the provider. If applicable, this number and address will be made available to the public in a provider directory search.

If you have more than one practice location, then you must complete a separate provider enrollment application for each location. This is a requirement for location-based providers with multiple practice location addresses. Additional information

on Enrollment by Physical Location is available in the Online Handbook.

A P.O. Box is not allowed in the practice location fields, but it is allowed in the mailing address fields. Some fields have a character limit. If the information you are trying to enter exceeds the character limit, then you will need to shorten it to fit in the field. The character limit in the address line fields is 30.

If the mailing address is different from the practice location, you can enter it here. If not, select the Mailing Address is same as Practice Location Address option. This address is where Wisconsin Medicaid will send general information and correspondence. You are required to enter your email address on the bottom of this screen.

The next section is where you will enter your taxpayer information. The 1099 Mailing Address section at the bottom of the screen can be left blank if the above taxpayer information has been previously reported to Wisconsin Medicaid. We recognize that LTC waiver-only providers won't be getting 1099s from ForwardHealth; however, these fields are required for a complete provider profile. A 1099 Mailing address still must be given to an MCO (Managed Care Organization) or IRIS FEA (Fiscal Employer Agent), as this is not the same as reporting to Wisconsin Medicaid.

County and Tribe Served for LTC Waiver Services

- Select the Counties and Tribes for which services will be provided.
- Use ">" to add selected counties from the Available Counties list.
- Use ">>" to add all counties from the Available Counties list.
- Use "<" to remove counties from the Selected Counties List.
- Use "<<" to remove all counties from the Selected Counties List.

Counties Served

Available Counties   Selected Counties

	<
	<<
	>
	>>

Selected Counties:
Adams
Ashland
Barron
Bayfield
Brown
Buffalo
Burnett

Tribes Served

☐ Bad River Band

☐ Forest County Potawatomi

☐ Ho-Chunk Nation

☐ La Courte Oreilles Band

☐ Lac du Flambeau Band

☐ Menominee Indian Tribe

☐ Oneida Nation

☐ Red Cliff Band

☐ Sokaogon Chippewa Community

☐ St. Croix Chippewa Community

☐ Stockbridge-Munsee Band of Mohican

Previous   Next   Save & Exit   Exit

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Next, select the Counties and Tribes for which services will be provided, then click Next.

Next, you will enter the approximate number of staff members at your agency who service Medicaid members. The Medicaid Service Provider Count encompasses providers who serve Medicaid members, including those enrolled in an LTC program. Do not include administrative or other staff who do not provide services to Medicaid members.

The Medicaid Member Count is the approximate number of Medicaid members, including members enrolled in an LTC program, that the organization can typically serve at any given time.

Regarding DQA and DSPS License numbers: This screen is where you can enter other license credential certification information that is applicable to your ForwardHealth enrollment. The DQA and DSPS license number should only include the numbers. The letters or dash before or after the numbers should not be entered.

The next section will ask what Medicare/Medicaid programs you are enrolled in. Enter the CMS certification number and the effective date as applicable, then click Next.

Next, enter any criminal conviction/termination disclosures, then click Next.

Individual Applicant Screen: Provider applicants enrolling as an individual will have to indicate whether they have a controlling interest in any other disclosing entity, then click Next.

Individual Applicant Screen: If the answer is yes, then provider applicant will enter details of the organization needed to disclose. if there is no owner information to report, then click Next to continue. If you answered yes, then at least one disclosure is required on this screen.

Next, you will have to disclose any ownership/controlling interest of your organization.
Repeat this step for all owners with more than 5% controlling interest, then click Next.

Ownership structure screening is required by the federal government to be reported for organizations to ensure the applicant (or its parent organization) is not owned or controlled by somebody who is banned/excluded from working on government contracts (including Medicaid/with CMS as a whole).

ForwardHealth passes this information through exclusion databases. This check is done to make sure the owners and other controlling interests listed are alive and real, not using somebody else's Social Security number, and most importantly, not showing up on lists of people who cannot work with the government.

Enter the required information and click Next.

This next section includes managing employee information. Enter required information of a managing employee and click Add. Repeat this step, as necessary.
Once all managing employees are added, click Next.

The next section asks to disclose any subcontractors and owner relationships to subcontractors. Answer the questions on screen and click next.

Certain waiver services will require an attestation in this section of the provider enrollment application. To know which waiver services will require an attestation, please refer to the "Attestations" topic in the Online Handbook.

Because we selected the LTC Waiver Service for Consumer Education and Training in this example, an attestation is required.

Check the boxes to verify the information in the attestation. Sign your name as the provider applicant at the bottom of the screen and click Next.

The next attestation is Daily Living Skills since we selected that waiver service. Check the boxes to verify that information. Use the blue links on the screen to open and review any documentation prior to signing the attestation. Sign your name as the provider applicant at the bottom of the screen and click Next.

LTC Waiver Provider Agreement   ⦿

- Required fields are indicated with an asterisk (*).

In order to enroll as a provider in the Wisconsin Medicaid Home and Community Based Waiver Programs, you must accept the terms of the provider agreement. To signify that you accept the terms of the provider agreement, you must check the box next to the 'I agree' statement. If you do not signify that you accept the terms of the provider agreement, your enrollment will not be accepted.

Review the Wisconsin Medicaid Provider Agreement and Acknowledgement ◄⎯⎯⎯⎯⎯

☑ I agree to the statements listed in the above agreement*

Provider or Authorized Representative*   Michael Jones

Title*   Administrator

| Previous | Next | | Save & Exit | Exit |

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This screen is the LTC Waiver Provider Agreement. You should open and review the Wisconsin Medicaid Provider Agreement and Acknowledgement before checking the box. If you do not signify that you accept the terms of the provider agreement, the application will not be accepted.
As the provider applicant, check the box and sign your name at the bottom of the screen, and click Next.

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Upload Supporting Documents   ⑦

Required fields are indicated with an asterisk (*).

- **If there is no activity, this page will timeout in 30 minutes, and you will lose all information already entered into the application. If you do not have the documents needed for upload immediately available, please click the "Save & Exit" button on the lower right side of the screen. This will save your application so you can return later when you have the document(s) readily available for upload.**

- Upload the following documentation needed for enrollment:
  ○ DD 214 - Certificate of Release or Discharge from Active Duty, if applicable
- To upload, select "Choose File" to locate the file you wish to upload.
- Select "Upload" when you are ready to upload each file.
- The following file types are accepted: JPG, JPEG, TXT, RTF, CSV, and PDF.

Upload File

File Path | Choose File | No file chosen

                                                                                              Upload

List of Files Uploaded

                        Previous   Next   Save & Exit

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Next you will be asked to upload supporting documentation.

In this example, based on the provider type, specialty, and waiver services selected, there is no supporting documentation required. A list of required documents will appear in the notes if you are required to submit any supporting documentation based on your provider type, specialty, and waiver services. For licenses other than DQA and DSPS, you will need to upload the license or credentials that corresponds with the service or services you are applying for. The application will not always prompt the uploading of documents. If you do not upload the license or certification documentation, then there may be a delay in your application's approval. Additionally, a DD 214 form, Certificate of Release or Discharge from Active Duty, is required as applicable.

Click Choose File to locate the file you want to upload, then click Upload when you are ready to upload each file. The Portal accepts JPG, JPEG, TXT, RTF, CSV, and PDF files. Once all files are uploaded successfully, click Next.

Remember, this page will time out in 30 minutes, and you will lose all the information you have entered previously. If you do not have the documentation ready for upload, you can save and exit this application and return to it once you have prepared those documents.

Now, the application is complete and ready to submit. This is the last opportunity to make changes to the application before submitting. If you need to make changes at this step, use the Previous button or click the blue path links above the panel. **Do not** use the browser's navigation buttons (the back arrow), or you may lose all the information you have entered to this point.

Providers must print or save all the enrollment documents from this screen. These will serve as a record of the provider applicant's enrollment data submitted to Wisconsin Medicaid. The documents include the Enrollment Request Report, Provider Agreement, and any other documents completed during the online provider enrollment process. Once you have printed or saved these documents, check the box and click next.

Once you have submitted the application, the Portal will generate an Application Tracking Number (ATN). Keep this number as it will allow you to check the status of the application later.

Click Exit.

Reminder: Application processing usually occurs within 10 days but can take up to 60 days.

Saving and Exiting a Provider Enrollment Application

- You can save and exit a provider enrollment application at any time.
- Click the **Save & Exit** button at the bottom right of the screen.
- The system will then generate an enrollment key and have you set a password for return.
- You will have 10 days to re-access the application after saving and exiting or your application will be deleted.

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Now you will see screenshots of the Save and Exit process.

This is a screenshot of a provider enrollment screen. Click Save & Exit at the bottom.

Welcome » April 12, 2024 11:37 AM
Login

Search

Save and Exit

Required fields are indicated with an asterisk (*).

Enrollment Key: EEFZCR28FP

- Your enrollment application data will be saved. You may return at a later time to complete the process. In order to finalize the save, please do the following:
  - Make note of the Enrollment Key listed above. This is the only page on which it will be displayed. ForwardHealth cannot retrieve it on your behalf.
  - o Create a password below. Make note of your password. ForwardHealth cannot retrieve it on your behalf.

- Once your password has been created, you will be taken to the Enrollment Homepage.
- Your enrollment application data will be saved for 10 calendar days. If you do not return within 10 calendar days, you will have to start the enrollment application process over.

Password

- Password length must be between 8 and 20 characters.
- Password must contain at least 1 upper-case letter, 1 lower-case letter, and 1 number and/or special character [!#$^&.-].

Password* ●●●●●●●●●●●●
Confirm Password* ●●●●●●●●●●●●

Previous   Save Password   Exit

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This is where you will find your enrollment key and where you will set your password to use when you return. Both the enrollment key and password will be required to re-access the application. This is the only time the Enrollment Key will be displayed and ForwardHealth **cannot** retrieve it on your behalf. Create and confirm your password, then click Save Password.

This message confirms that your application has been saved with the Enrollment Key above and the established password. Click exit.

Continuing a Provider Enrollment Application

- Continue a provider enrollment application from the Portal homepage.
- Click **Become a Provider** from the Providers quick links on the left.
- Click **Start or Continue Your Enrollment Application**.
- Enter the enrollment key and password.

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Now you will see screenshots of continuing a provider enrollment application.

This is a screenshot of the Portal homepage. You will want to click **Become a Provider** on the left.

Here, click **Start or Continue Your Enrollment Application.**

Enter the enrollment key from when you saved and exited the application and the password you set. Keep in mind, this is not the password that you use to log in to your Portal account, this is the password you set when saving and exiting the application.

Provider Certification

Search

Instructions

Instructions	❷

Welcome to the online provider enrollment process

Attention: ForwardHealth Portal supports the following browsers: Edge, Chrome, Firefox, and Safari.

Please complete each of the steps in the enrollment process. When you have completed all of the steps click on the "Submit" button to submit your enrollment application. **Application is not submitted to Wisconsin Medicaid until an Application Tracking Number is generated at the end of the application process.** If you need to leave the enrollment application before it is completed you may click on the "Save & Exit" button on the bottom of any page.

If you need additional assistance completing the steps of the enrollment process, please click the Help on the header menu.

ForwardHealth will only use the provided information to monitor for waste, fraud and abuse. All information provided will be protected under federal and/or state confidentiality laws. Social security numbers and other personally identifiable information will only be used for the direct administration of the Wisconsin Medicaid program.

Please click the "Next" button to start the enrollment process.

Next   Exit

You will then be able to click Next on each screen and all the information you filled out prior will be there.

Application Outcomes

- Approved
- Denied
- Returned to provider

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After you have submitted your provider enrollment application, there are three outcomes that can happen. You will be notified by mail for each outcome. You will receive a letter on State of Wisconsin letterhead containing a decision of an approved application, a denied application, or an application returned to provider. We will discuss what each of these means.

Approved Application

- You will receive a letter confirming your enrollment with information about getting started.
- Find your provider ID from the enrollment process in the approval letter.
- From the Portal homepage, click the Provider Icon, then click the Request Portal Access link.
- Gain access to your secure Provider Portal account.

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FORWARDHEALTH

PROVIDER SERVICES
313 BLETTNER BLVD
MADISON WI 53784

Telephone: 800-947-9627
TTY: 711
www.forwardhealth.wi.gov

Tony Evers
Governor

Kirsten L. Johnson
Secretary

State of Wisconsin
Department of Health Services

April 15, 2024

TRAINING HEALTH
PATRICK RICHARDSON
123 FORWARDHEALTH DR
MADSION, WI 53702-0021

Provider ID 100028322
TRAINING HEALTH
123 FORWARDHEALTH DR
MADSION, WI 53702-0021

Dear TRAINING HEALTH,

Wisconsin Medicaid has approved the application for TRAINING HEALTH, provider ID 100028322, to become a provider in Wisconsin Medicaid. Enclosed is a copy of the completed Acknowledgement of Terms of Participation for Home and Community Based Waiver Service (Adult Long-Term Care) Providers. The following page lists important information pertaining to the provider's certification. Please review this information carefully.

Your application has been approved for the following adult long-term care (LTC) waiver service type(s):

Home Delivered Meals
Daily Living Skills
Consumer Education and Training Services

Wisconsin Medicaid wants to help ensure your success within the program. There are many resources available to you as a Medicaid provider. Visit the ForwardHealth Portal at www.forwardhealth.wi.gov to find important information, resources, and documents as you begin providing services for Wisconsin Medicaid. The Portal includes links to important resources including the ForwardHealth Online Handbook. To stay informed about policy changes and announcements related to your service area(s), sign up for email subscription using the Email Subscription Sign-up link on the Portal home page.

Access to the secure Provider area of the Portal is required for such things as revalidating enrollment, adjusting the adult LTC waiver services you provide, adult LTC programs you serve, and updating your demographic information. Providers may request access to the secure Provider area of the Portal by choosing the "Request Portal Access" link from the Quick Links box on the right side of the Provider page.

This completes your enrollment as an adult LTC waiver services provider. You or your organization will need to contract with a managed care organization (MCO) for Family Care, PACE (Program of All-Inclusive Care for the Elderly), and Family Care Partnership and/or complete the provider onboarding process with a fiscal employer agent (FEA) for IRIS (Include, Respect, I Self-Direct) to receive reimbursement for services. You will need to provide your provider ID number to the MCO(s) and/or FEA(s).

www.dhs.wisconsin.gov

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Once the application process is complete, you will receive written notice in the mail. If the application is approved, then you are enrolled as a Medicaid provider. The letter that you received includes essential information to help get you started. This includes a system-generated provider ID from the enrollment process. This will be your unique provider ID. If you need to call Provider Services or the Portal help desk, they will need to know your provider ID number once enrolled.

The next thing providers will need to do after they receive their approval letter is to set up their secure ForwardHealth Provider Portal account. On the secure Portal, you can perform functions such as receiving your secured messaging from ForwardHealth, adding or removing a waiver service or program, or performing demographic maintenance on your account. Creating your account begins by clicking the *Request Portal Access* link on the Provider page. To access the Provider page, click the Provider icon in the center of the Portal homepage.

Then click Request Portal Access in the Quick Links box. Enter the information in the boxes on the next page, and you will soon receive a pin letter in the mail, with instructions to access the secure side of the Portal and set up your account. When providers log in for the first time after creating their account, they will be prompted to set up Multi-Factor Authentication, or MFA. Detailed instructions on setting up MFA can be found in the MFA User Guide, which will be shown later in this training.

Denied Application

You will receive a letter with information about why your application was denied.

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An application is denied if the applicant did not meet eligibility criteria to become a Wisconsin Medicaid-enrolled Adult Long-Term Care Waiver Service provider. The letter will detail the reasons for the provider applicant's denial.

Application Returned to Provider

- Providers will receive written notice if their application was returned.
- Information can be returned to ForwardHealth via mail.
- Providers should return their application within 30 days to receive the earliest enrollment effective date possible.

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When an application is returned to the provider, it is done through the mail. This means ForwardHealth needs more information to process your application. The information needed varies on a case-by-case basis.

Tony Evers
Governor

Kirsten L. Johnson
Secretary

State of Wisconsin
Department of Health Services

April 15, 2024

JEFF MOORE
Jennifer Waylan
77 RIDGE ROAD
MADISON, WI 53719-6546

Dear Medicaid Provider Applicant:

Thank you for submitting a Wisconsin Medicaid LTC Community 2 provider application for JEFF MOORE. The application cannot be processed for the reason(s) indicated below.

Send a copy of American Camp Association Accreditation

Please send the requested information to ForwardHealth at Provider Enrollment, 313 Blettner Boulevard, Madison, WI 53784.

Processing of this application will be suspended until the requested information is received. Wisconsin Medicaid must receive the requested information within 30 calendar days from the date of this letter to assign the earliest possible certification effective date. Include application tracking number (ATN) 21763 on all correspondence relating to this application.

Please contact Provider Services at (800)947-9627 for information regarding this letter. Thank you for your interest in becoming a Wisconsin Medicaid Provider.

Wisconsin Medicaid
Provider Enrollment Department

ATN: 21763

F-11209 (07/12)

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Providers will receive a letter on State of Wisconsin letterhead that details the reason for the returned application. It also includes directions on how to send back required documents via mail, as well as additional resources if the provider has further questions regarding the returned application. It is important to note that providers have 30 days from the date on the letter to return the information to Wisconsin Medicaid. If Wisconsin Medicaid receives the information within 30 days and can complete the application without returning it for a second time, the effective date of the provider's enrollment will be the date Wisconsin Medicaid initially received your application. If the information is not received within 30 days, the effective date may be the date ForwardHealth receives the information needed to process the application.

Accessing the New Provider Enrollment System for Adult Long-Term Care Page

This Portal page:

- Describes the enrollment project.
- Lists all impacted programs, providers, and entities.
- Has a Q&A document.
- Can be found at: https://www.forwardhealth.wi.gov/WIPortal/cms/public/ltc/provider_enrollment.htm

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Now that we have finished a provider enrollment application and shown the different outcomes of that application, we will direct you to resources. The first resource is the New Provider Enrollment System for Adult LTC Portal Page.

Select Adult Long-Term Care Programs from the icons in the middle.

Click the LTC Provider Enrollment link in the Quick Links box.

Now you will see the New Provider Enrollment System for Adult Long-term Care page.

Adult LTC Waiver Information in the Online Handbook

Adult LTC Waiver information can be found in the Online Handbook in these program areas:

- Family Care
- Family Care Partnership
- Program of All-Inclusive Care for the Elderly (PACE)
- IRIS (Include, Respect, I Self-Direct)

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From the Portal homepage, scroll to the bottom, and click the Online Handbooks link under the Policy heading. On the next page, accept the terms to the agreement by selecting I Accept. You will then be able to access the Online Handbook.

You can select a program area from the drop-down menu in the top left. You can also search for specific topics within each program or service area of the Online Handbook.

Provider > Family Care > > Provider Enrollment and Ongoing Responsibilities > Provider Enrollment

Hide Table of Contents

Select an Online Handbook

Family Care

Save Preferences

Save Preferences   Preferences Home

Search

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○ Search within the options selected above
○ Search all handbooks, programs and service areas
○ Search by topic number

View Sections and Chapters

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Provider Enrollment and Ongoing Responsibilities : Provider Enrollment

Topic #23491

Adult Long-Term Care Waiver Provider Enrollment Guide

ForwardHealth created this guide to assist HCBS providers to choose the applicable provider type and specialty as they enroll with Wisconsin Medicaid through the ForwardHealth Portal.

Waiver Service	Provider Type/Provider Specialty
Adult Day Care Services	• Waiver Aging and Disability Support Agency/Aging and Disability Support Facility[1] • Waiver Non-Residential Day & Vocational Services/Non-Residential Day & Vocational Facility[1]
Assistive, Communication, or Adaptive Aids	• Waiver Aging and Disability Support Agency/Aging and Disability Support Agency • Waiver Equipment & Accessibility Related Services/Assistive, Communication, or Adaptive Aids • Waiver Equipment & Accessibility Related Services/Medical Equipment & Supplies • Waiver Microboard (IRIS only) • Waiver Retail Store
Assistive, Communication, or Adaptive Aids—Assessment	• Waiver Aging and Disability Support Agency/Aging and Disability Support Agency • Waiver Equipment & Accessibility Related Services/Accessibility Assessment • Waiver Equipment & Accessibility Related Services/Assistive, Communication, or Adaptive Aids
Assistive, Communication, or Adaptive Aids—Sign Language Interpreter	• Waiver Interpreter
Assistive, Communication, or Adaptive Aids—Service Dog	• Waiver Equipment & Accessibility Related Services/Assistive, Communication, or Adaptive Aids
Care Management	• Waiver Community Services & Support/Community Services & Support • Waiver Tribal Provider
Chore Services	• Waiver Aging and Disability Support Agency/Aging and Disability Support Agency • Waiver Non-Residential Day & Vocational Services/Non-Residential Day & Vocational Services • Waiver Residential Services/1–2 Bed Adult Family Home[1,2]

Here is an example of how to find a specific topic in the Family Care program area of the Online Handbook. First select Family Care from the program area drop-down menu. Now, expand the Provider Enrollment and Ongoing Responsibilities section, then expand the Provider Enrollment subsection to find the Adult Long-Term Care Waiver Provider Enrollment Guide (#23491).

This is the Adult Long-Term Care Waiver Provider Enrollment Guide, found in the Online Handbook. This resource will assist home and community-based service (HCBS) providers to choose the applicable provider type and specialty as they enroll with Wisconsin Medicaid through the Portal. The table shows a list of waiver services, and which provider types and specialties are applicable to them.

Alternatively, you can search for specific information with any given topic number. If you search for topic #23491, it will appear in the search results.

There are new, relevant LTC enrollment topics in the Online Handbook to help you in your enrollment journey.

Adult LTC Updates

- ForwardHealth publishes updates to policy.
- You can find them by:
    - o Clicking the **ForwardHealth Updates** link under the Policy heading on the Portal homepage.
    - o Clicking the **Adult Long-Term Care Updates** link in the Policy section.
    - o Searching for Updates by year, program, and/or keyword.

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Adult Long-Term Care Updates announce changes in policy, contract amendments, waiver updates, and other program information. They communicate new initiatives from the Wisconsin Department of Health Services and new requirements from the federal Centers for Medicare & Medicaid Services and the Wisconsin state legislature.

- CMS Medicaid Drug Rebate Program
- Pharmacy Information
- Related Programs and Services

Adult Long-Term Care Programs
- Family Care/Family Care Partnership/PACE
- IRIS

- Birth to 3 Program
- Children's Long-Term Support Program
- Katie Beckett Medicaid
- Children's Specialty Managed Care Plans

Trading Partners **Manufacturer Drug Rebate** **Partners** **Members**

Hot Topics

New Video: Introducing the Adult Long-
- Term Care Waiver Service Provider Enrollment Project
- Adult Long-Term Care Provider Enrollment Townhalls
- Prior Authorization Recommendations for Certain Anti-Obesity Drugs Due to Manufacturer Shortages
- Hard Launch of EVV for home health care services and 99509 begins on October 1, 2024
- Better to Illuminate Than Merely to Shine: ForwardHealth Connect
- Change Healthcare Service Interruption: Resources
- Required ForwardHealth Multi-Factor Authentication
- Watch New Provider Training Videos From the Office of the Inspector General

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Click the **ForwardHealth Updates** link under the Policy heading on the Portal homepage.

Click the Adult Long-Term Care Updates link on the left side of the screen, underneath the Policy heading. You can filter your search by adding the year and/or program, search for specific Updates by entering a keyword, or leave the fields blank and click Search.

Adult LTC Waiver Training

- ForwardHealth trainings are on-demand videos for Portal tutorials.
- You can find them by:
  o Clicking **Trainings** under the Communications heading on the Portal homepage.
  o Expanding the Adult Long-Term Care Programs drop-down box.

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Click the **Trainings** link under the Communication heading on the Portal homepage.

Expand the Adult Long-Term Care Programs drop-down menu. From there, you can find the Adult LTC Waiver Trainings.

Clerk Roles

- Providers can establish clerk roles.
- Clerks can be assigned specific roles on the Portal.
- More information can be found in the ForwardHealth Portal Provider Account User Guide.

If more than one person will be working on the account, clerk accounts must be established, and roles assigned for the various functions the clerks will be performing. This can all be done on the Portal. Instructions for how to establish Clerk Roles can be found in the ForwardHealth Portal Provider Account User Guide.

To find the user guide, click the **User Guides** link under the **Communication** section of the Portal homepage.

Then click the **Account** link under the **General Portal Functionality** section.

6 Clerk Maintenance

If more than one person will be working on the account, clerk accounts must be established and roles assigned for the various functions the clerks will be performing.

Note: Clerk users with established accounts that have been inactive for at least 60 days will be notified as follows:

- Inactive for 60 days—Notification will be sent indicating clerk inactivity.

- Inactive for 80 days—Notification will be sent pending automatic removal.

Accounts will automatically be removed after 90 days of inactivity.

On the Account page, click **Clerk Maintenance**. The Clerk Maintenance Search panel will be displayed.

Figure 54 Clerk Maintenance Search Panel

Through the Clerk Maintenance panels, users with administrative and clerk administrative accounts can search for, add, or remove clerks; assign clerk roles; and reset a clerk's password.

A table of contents can be found at the beginning of the user guide. Chapter 6 will show you how to set up Clerk Roles. Make sure to find other chapters of the Account User Guide to see detailed instructions on how to request Portal access and set up your secure Portal account.

Other Resources

- ForwardHealth Multi-Factor Authentication Instruction Sheet
- Email subscriptions:
  www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Subscriptions.aspx
- Portal: www.forwardhealth.wi.gov
- Portal Helpdesk: 866-908-1363
- Provider Services: 800-947-9627

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As a reminder, ForwardHealth Updates, the Online Handbook, user guides, trainings, and email subscriptions can be found on the ForwardHealth Portal at www.forwardhealth.wi.gov.

For help with Portal functionality, you can contact the Portal Helpdesk at 866-908-1363. Provider Services is available to assist providers with questions concerning ForwardHealth programs.
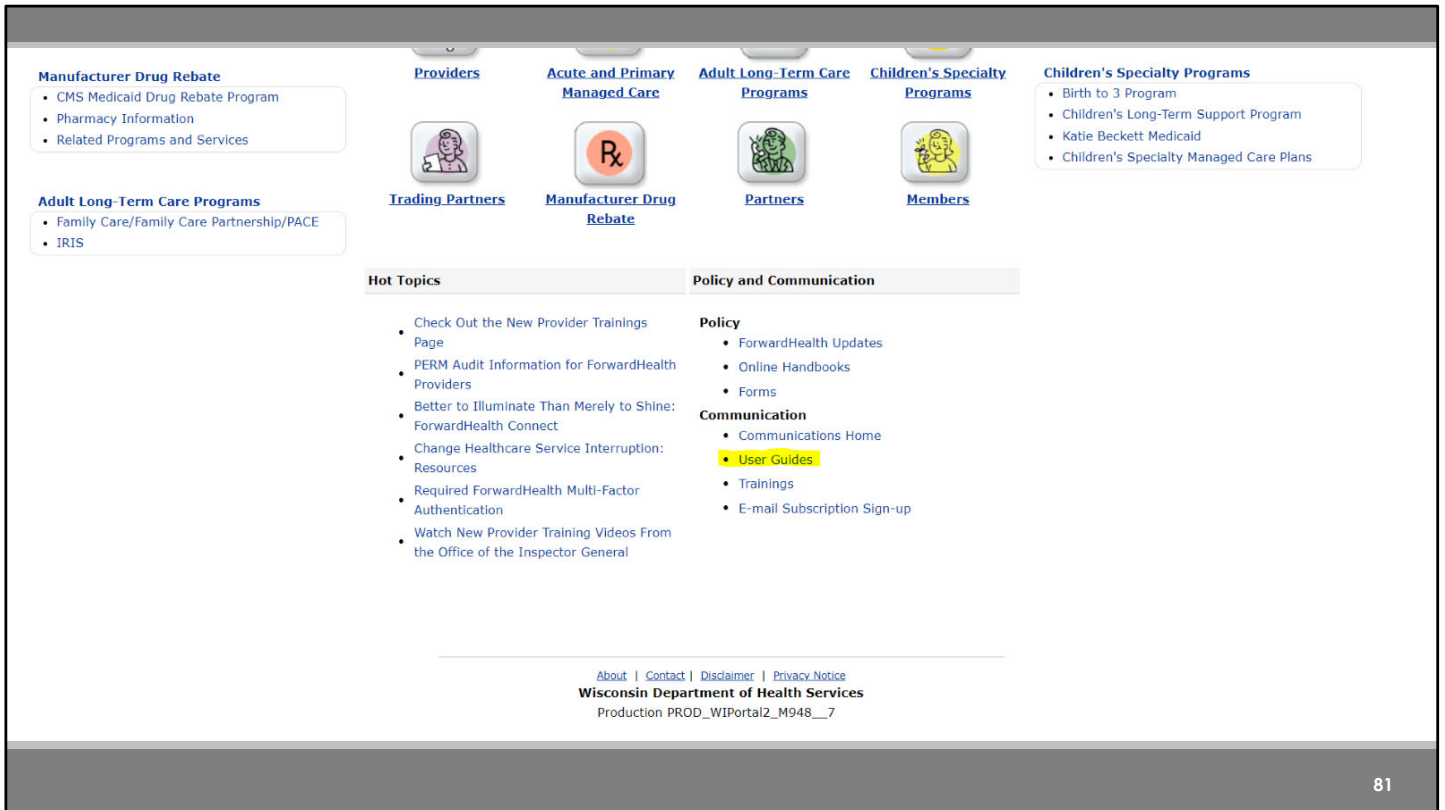
The Multi-Factor Authentication (MFA) Instruction Sheet can be found on the User Guides page under the Communications heading of the Portal homepage.

ForwardHealth Communications

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Communication

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User Guides ⓘ

ForwardHealth user guides and instruction sheets provide Portal users with step-by-step instructions and screen shots to help navigate Portal functionality. They do not contain policy information.

User guides have multiple sections that contain instructions for completing tasks on the Portal, such as submitting claims and prior authorization requests, accessing Remittance Advices, and enrolling in electronic funds transfer.

Instruction sheets are short, typically single-section documents that contain instructions for procedures such as searching for a claim, copying a claim, and uploading claim attachments.

General Portal Functionality

- Account
- Demographic Maintenance Tool
- Electronic Payment
- E-mail Subscription
- Enrollment Verification
- HealthCheck
- Max Fee
- Multi-Factor Authentication
- Newborn Reporting
- Nursing Home Information
- Nursing Home Level of Care
- Preadmission Screening and Resident Review (PASRR)
- Provider-Based Billing
- Other Coverage Discrepancy Report
- Prior Authorization
- Upload Audit Information Instruction Sheet

Managed Care Information 🖼️

- 2018 Quality
- Annual HMO Financial Audit
- Birth Outcome Registry Network (BORN)
- Clinical Laboratory Improvement Amendments (CLIA)
- Encounter Based Payment
- Health Insurance Fee Reimbursement Methodology
- HMO Encounter
- Managed Care Organization Pricing Administration
- Maternity Kick Payments
- Obstetric Medical Homes for High-Risk Medicaid Members

Partner Portal Functionality 🖼️

This instruction sheet provides step-by-step instructions on how to log in using MFA.

Stay up to date on all the latest policy, benefit, and coverage news from ForwardHealth by signing up for email subscriptions. To receive information on Adult LTC Waiver Provider Enrollment, select the Adult LTC Waiver Provider subscription option to receive this information. The Email Subscription Sign-Up link is on the lower right side of the Portal homepage under the Communication section.

Then, enter your email in the **new subscriber** section. Click register. Once you register, you will be able to subscribe to one or more of the Available Subscription options listed on the right.

Thank You