

WisCaregiver CNA - Important Updates Webinar

9/18/2025

Questions and Responses

1. Who can I contact if our facility has missing reimbursements for when students become certified? We are not receiving all of our reimbursements once a student is certified.

Response: Thank you for reaching out. Regarding that concern, please email us at wicaregivercna@uwgb.edu. Our team will investigate this for you and provide updates as soon as possible.

2. Let's say that a new CNA we hire spent more than what we can reimburse per the new rates are we required to then make up the difference financially?

Response: If the individual is certified within 365 days of employment and funded the training and testing, the Nursing homes must reimburse the individual the max rate for training and testing. On or after 1/1/2026, that rate is \$700 for training and \$135 for testing. If the person is hired by the nursing home prior to receiving their CNA certification, by federal law, nurse aides are not to bear any cost of training or testing.

3. I am also guessing if their CNA Class was \$500 we don't receive \$700?

Response: If the nursing home's Medicaid Utilization is the max of \$700, they will get \$700.

4. What happens with the upfront cost of CNA classes and testing? Does the facility have to pay that up front, or does the student go back to paying for their own class and testing and then get reimbursed?

Response: Since WisCaregiver CNA is an employment first program, the nursing home should set up and pay for the person's training and testing and then request reimbursement using form F-01013. The CNA has to be hired. The ForwardHealth Update states "Prospective CNAs have 365 days from the date they complete their classroom/clinical requirements to pass the competency test."

5. Will the retention bonus be paid directly to the CNA or will the employer pay it to the employee?

Response: The retention bonus continues the same as it is now. Nursing homes will receive eligible retention bonuses in the manner they currently receive Medicaid reimbursement. The individual's name and amount will be enumerated on the reimbursement. Nursing homes are then required to pay the CNA.

6. Will Headmaster be made aware that more testing dates are immediately needed to get students tested by September 30th?

Response: Yes, DHS and UWGB met with TMU to brief them on the changes. In a follow up to the webinar, Chad, with TMU indicated: "There's open dates on the calendar and if it's for a specific area have them call us we'll do our best to make it happen"

7. Will we be able to submit applications for reimbursement for individuals who may have taken the training and test outside of the WisCaregiver Career program?

Response: Yes, however the individual will not be eligible for the 6-month retention incentive if they are not part of WisCaregiver Careers. Please refer to the ForwardHealth process.

8. TMU site: Employee funding. If we do not send individuals for CNA certificates, should we be approving this section?

Response: Yes, employers should verify trainees as employees at their SNF prior to certification. This step is essential because it allows the trainee to access free CNA testing in TMU and ensures eligibility for training reimbursement through TMU. Currently, when we run the payment report, we filter out individuals who are not yet certified, so training reimbursement is not processed until the certification date is entered once the trainee becomes successfully certified.

9. At what point in the process would you recommend students link their TMU accounts with their employer?

Response: It is recommended that students link their TMU account to their employer on either the first day of CNA training or the last day of training. Both options are acceptable. Completing this step ensures the student receives free CNA testing in TMU and secures eligibility for training reimbursement once they become certified.

10. I just went to the map and found our location but when I click on the go to their site - it just takes me back to the map - who is best to talk to about this?

Response: Thank you for reaching out. Regarding that concern, please email us at wicaregivercna@uwgb.edu. Our team will investigate this for you and provide updates as soon as possible.

11. Skills testing is hardly available in Appleton WI area. They are having to test well over 90 minutes away. Do they anticipate bringing more testing dates to this area?

Response: Response from Chad, with TMU: "There's open dates on the calendar and if it's for a specific area have them call us, we'll do our best to make it happen".

12. Does the retention bonus get paid directly to the employer and then distributed by the Nursing Home to the employee?

Response: Yes, the payment will come through your normal Medicaid payment process. The Medicaid Nurse Aide Training reimbursement is submitted and processed one time in the month.

13. Can any one sign up for WisCaregiver program. i.e. taking the class at a technical school or a facility.

Response: Since this is an employment for program, you can have any of your staff sign up for the program. Follow the Employer and Employee guide to ensure the individual is linked to WisCaregiver so the individual is eligible for the 6-month retention bonus.

14. Does the Medicaid Utilization percentage account for Managed Medicaid in addition to straight Medicaid or just straight Medicaid?

Response: From ForwardHealth Update 2008-43 "Nursing facilities receive a percentage of these Max Caps based on their Medicaid utilization percentage, which is Medicaid patient days divided by total patient days. The Max Cap ensures that training and testing costs are properly allocated between Medicaid, Medicare, and private pay residents."

15. Does the reimbursement apply to PRN or PT employees (high school CNA)?

Response: Yes

16. How does the 500 dollars Mentor work?

Response: The incentive Mentor Program was discontinued for anyone certified on or after 7/1/2024. Mentorship is still a great program to promote, its jus that the incentive funding is no longer available.