

Provider Call Script

Adult Long-Term Care Provider Enrollment

Use this script when calling adult long-term care waiver services providers to remind them about the requirement to enroll with Wisconsin Medicaid through the ForwardHealth Portal. **Blue text** indicates optional or customizable language.

Script

- This is [name of MCO/FEA] calling to remind you about submitting an application to enroll or revalidate with Wisconsin Medicaid using the ForwardHealth Portal.
- Our records indicate you have not submitted your application yet. You needed to start this process by December 31 to keep getting paid for Medicaid home and community-based services after April 1, 2026.
- You are one of 2,000 adult long-term care waiver services providers who haven't submitted an application.
- If you want to keep delivering services under an adult long-term care waiver program, you must apply immediately. Your application must be approved and your contracts and services must be authorized before you can be paid by Wisconsin Medicaid. This can take several weeks. You may see a lapse in payment if your application isn't approved by March 31, 2026.

Use this language for providers who don't use electronic visit verification.

- To get started, head to the ForwardHealth Portal at forwardhealth.wi.gov. Select "Become a Provider" and follow the prompts to apply.
- You will get a confirmation letter with your Medicaid-issued provider ID once your enrollment is approved. This will allow you to get paid for Medicaid services you deliver on and after April 1, 2026, to people in the Family Care, Family Care Partnership, PACE, and IRIS programs.
- You may need to submit more than one application, depending on the services you provide and the number of locations you have. The Online Handbook has more information.

Use this language for supportive home care agencies with an EVV-only provider Medicaid ID.

- You need to upgrade your EVV-only enrollment to full Medicaid enrollment. It's called revalidation.
- Head to the ForwardHealth Portal at forwardhealth.wi.gov and log in to your EVV secure Portal Provider account. Then, select "Revalidate Your Provider Enrollment" and provide the information requested.
- Once your application is approved, you will get a confirmation letter. You will have the same provider ID after revalidation and meet all requirements. This means you will get paid for Medicaid services you deliver on and after April 1, 2026.
- You should only revalidate your current EVV-only provider Medicaid IDs. You should not start any new initial applications to create additional Medicaid provider IDs.

- If you choose not to apply, you won't get reimbursed by Wisconsin Medicaid for dates of service on and after April 1, 2026.
 - You cannot backdate your enrollment to a date before you submitted your application.
 - You cannot hold Medicaid members and families liable for paying for Medicaid services you don't get reimbursed for.
- There are lots of resources to help you with the application. I recommend you go online to the ForwardHealth Portal page. Find it by clicking on the "Adult Long-Term Care Waiver Programs" tile on the Portal homepage, and then click on "LTC Provider Enrollment" in the Quick Links section on the right. You'll find enrollment and revalidation checklists, on-demand trainings, questions and answers, and other resources.
- If you have more questions or need help with the application, you can call Provider Services at 800-947-9627. They're available Monday through Friday, 7 a.m.-6 p.m. When you call, say "LTC Waiver" at the menu prompt to talk with someone about enrollment.
- **As a[n] [MCO/FEA], we can help you with a new enrollment application if needed. We can fill out your initial application, make changes in your profile, update services or programs, and help you re-enroll.**
- If we do this, we're acting as what's called a third-party delegate for you.
- We just need your contact information, required documentation, and a physical signature on required documents.
- We want you to know that you're a vital part of Wisconsin Medicaid. People who depend on you for vital services will have to find other providers if you don't enroll, and you'll lose business from people covered by Medicaid.