

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 enrolling with Wisconsin Medicaid using the ForwardHealth Portal.
- [You previously enrolled with Wisconsin Medicaid by working with us.] OR [Our records indicate you have not completed your enrollment yet.]
- You're required to go the ForwardHealth Portal to self-enroll. This will give you a Medicaid-issued provider ID and allow you to get paid for the Medicaid services you deliver to people in the Family Care, Family Care Partnership, PACE, and IRIS programs.
- The deadline to enroll is January 1, 2026, but we urge you to enroll within the next month.
- You can't backdate your enrollment to a date before you submitted your application, and we'll need time to authorize your services after you're approved, so it's important to start now to avoid disruptions in the new year.
- [Information about MCO- or FEA-specific timelines regarding authorizations]
- To get started, head to the ForwardHealth Portal at www.forwardhealth.wi.gov. Click "Become a Provider" in the top left of the screen.
- 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 an enrollment checklist, on-demand trainings, questions and answers, and other resources.
- If you have more questions or need help enrolling, 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 enroll 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.
- 2026 is closer than it seems, and time is running out to get your provider enrollment application processed by the new year. We encourage you to join more than 2,000 other adult long-term care waiver services providers who've already enrolled.