



Annual Ombudsman Report

IRIS Advisory Committee Meeting

May 20th, 2025

Kayla Smith and Leslie Stewart



disability**rights** | WISCONSIN

Our Agencies

Kayla Smith

- **Ages 60+
BOALTC**

Leslie Stewart

- **Ages 18-59
DRW**

"Ombudsman"

In North America this has come to mean "helper," advocate or "voice of the people."



Total Enrollment
March 1st, 2025

27,039
Participants

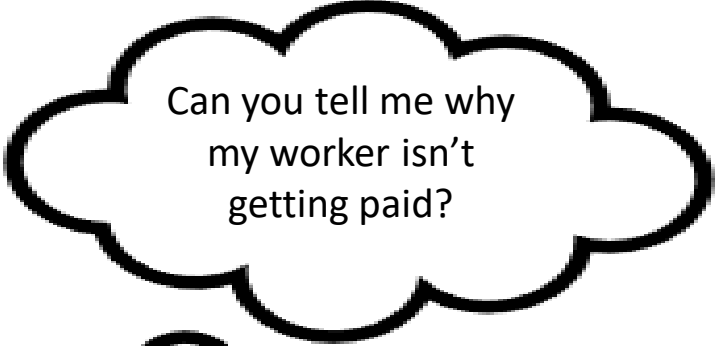
BOALTC & DRW
722 calls



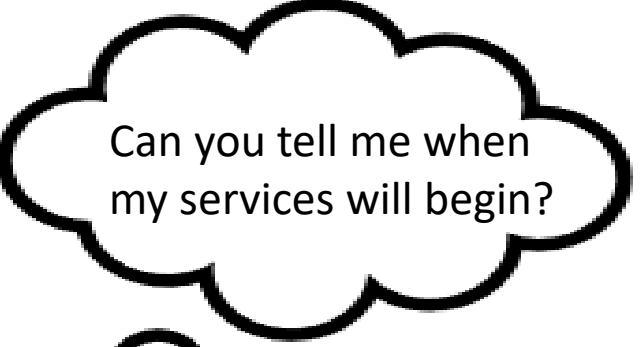
Top 3 Outside Referral Sources for BOALTC & DRW

1. Friend/Family/Self/Guardian
2. IRIS Consultants/FEA/ADRCs
3. Notice of Actions

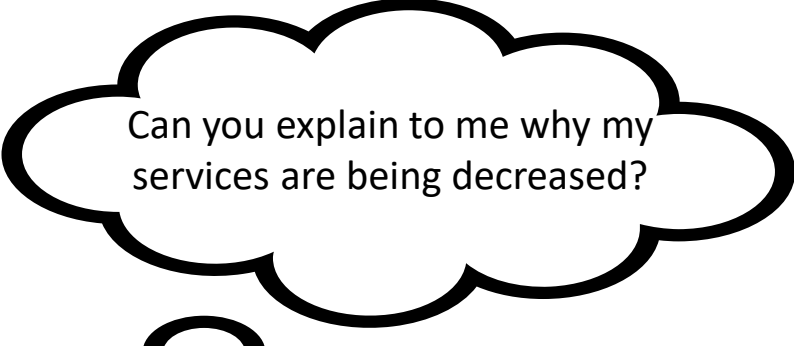
Questions Being Asked...



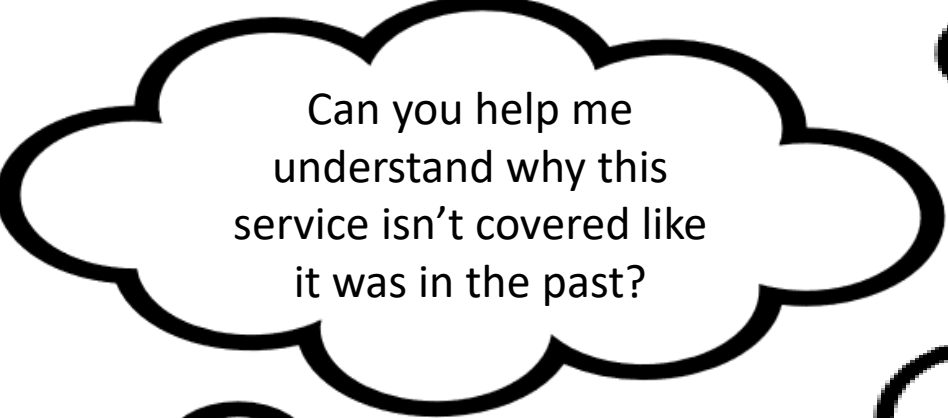
Can you tell me why my worker isn't getting paid?



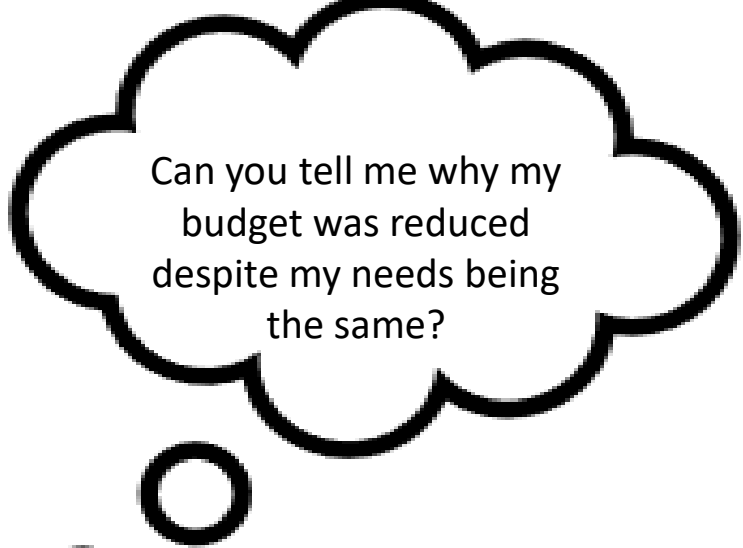
Can you tell me when my services will begin?



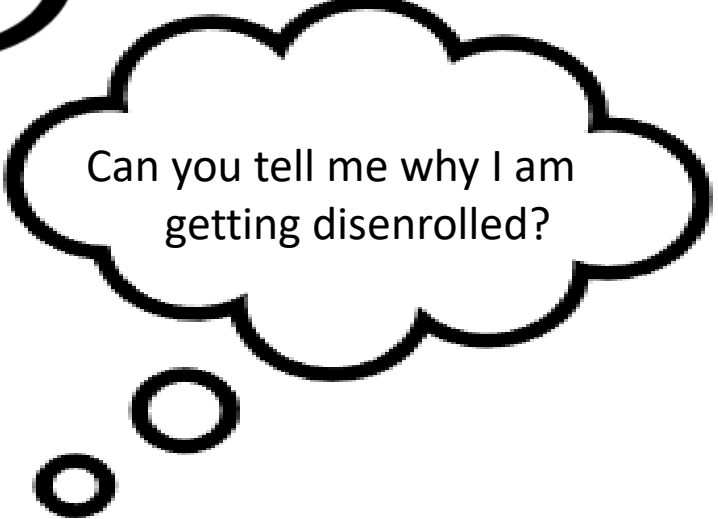
Can you explain to me why my services are being decreased?



Can you help me understand why this service isn't covered like it was in the past?



Can you tell me why my budget was reduced despite my needs being the same?



Can you tell me why I am getting disenrolled?

Top 7 Concerns



Denial or delay of new requests for service, medication, or equipment.

Enrollment/Eligibility/Disenrollment problems.

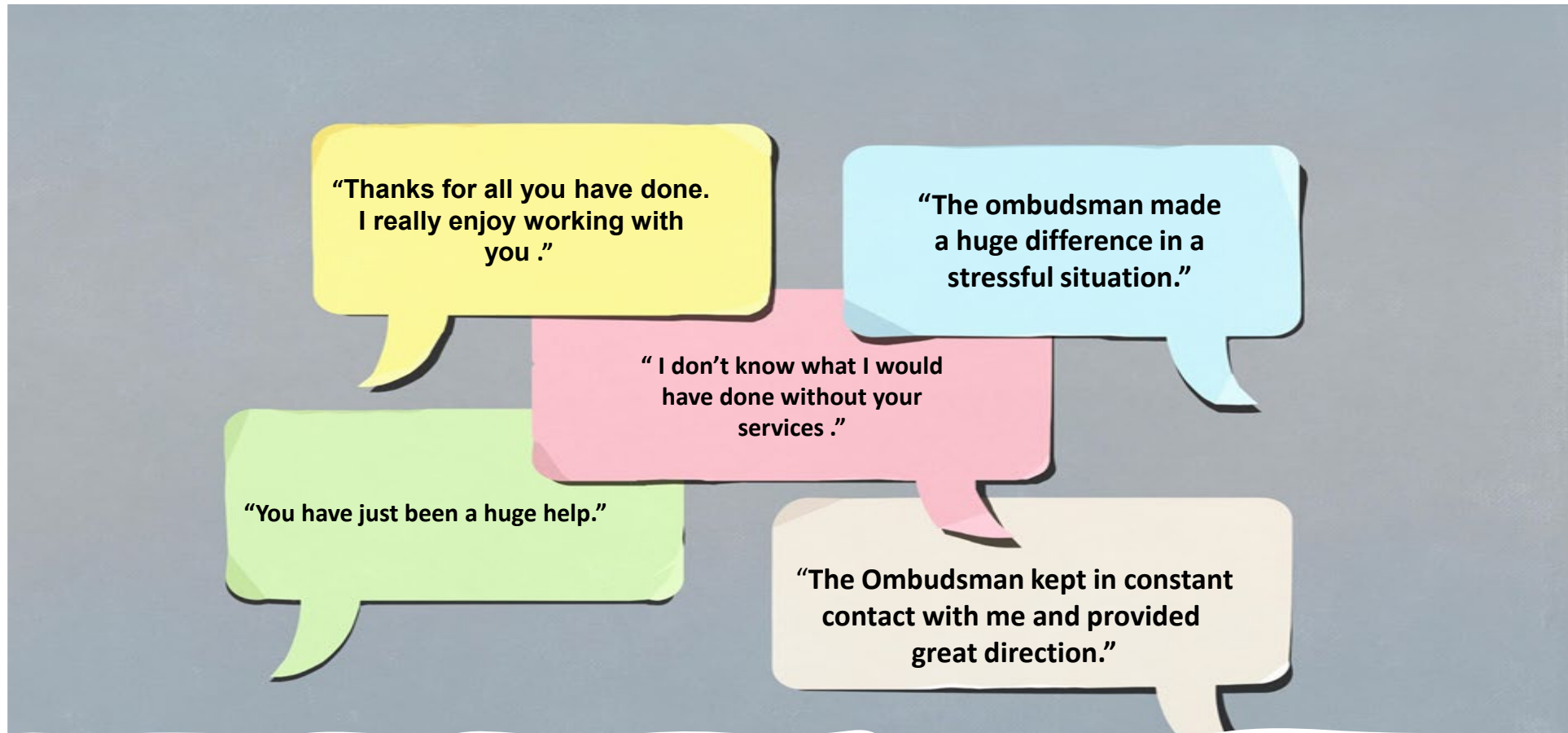
Fiscal employer concerns.

Self-directed supports.

Communication issues with staff.

IRIS- budget amount.

Assistance with state fair hearing process.



What the People are saying?



Leslie Stewart

DRW

Disability Rights Wisconsin

800-928-8778

Disabilityrightswi.org

Kayla Smith

BOALTC

The Board on Aging and Long Term Care

800-815-0015

Longtermcare.wi.gov

Wisconsin 2023-24 NCI-AD Self-Direction Results



Olivia Snell
NCI Coordinator
May 20, 2025

Agenda

- NCI-AD Survey Background
- 23-24 Survey Cycle Participation
- Self-Direction Module
- Outcomes
- Resources
- Questions

National Core Indicators – Aging and Disability (NCI–AD) Survey

- Commonly used survey tool nationally to gain insights on long-term care (LTC) members' perception of **care, home life, and community inclusion**.

- Tracks trends and informs long-term care policy regarding how members feel about their care.

- Survey population includes adult waiver program enrollees in the Frail Elderly (FE) and Physically Disabled (PD) target groups.

- Provides information on **experiences, service satisfaction, and self-reported outcomes** of LTC services and support.

NCI-AD Survey Continued

- Wisconsin has participated in NCI-AD since 2017 – **20** states participated in 2023-24
- LTC programs surveyed include:
 - Managed LTC: Family Care, Family Care Partnership, PACE (Program of All-Inclusive Care for the Elderly), and IRIS (Include, Respect, I Self-Direct)
 - Nursing homes
- Surveys conducted remotely, by telephone or video conference

2023-24 NCI-AD Participation

- Data collected from July 2023 – June 2024
 - Data collection for current survey cycle (24-25) is complete with all goals met
- Reached 95% confidence level and 5% margin of error

Program and Target Group	Population Size at Sample Pull	Valid Responses
Family Care (FC)	28,962	628
IRIS	14,963	667
FC Partnership	2,654	556
PACE	408	123
Fee For Service NH	9,771	331
Total	56,758	2,305

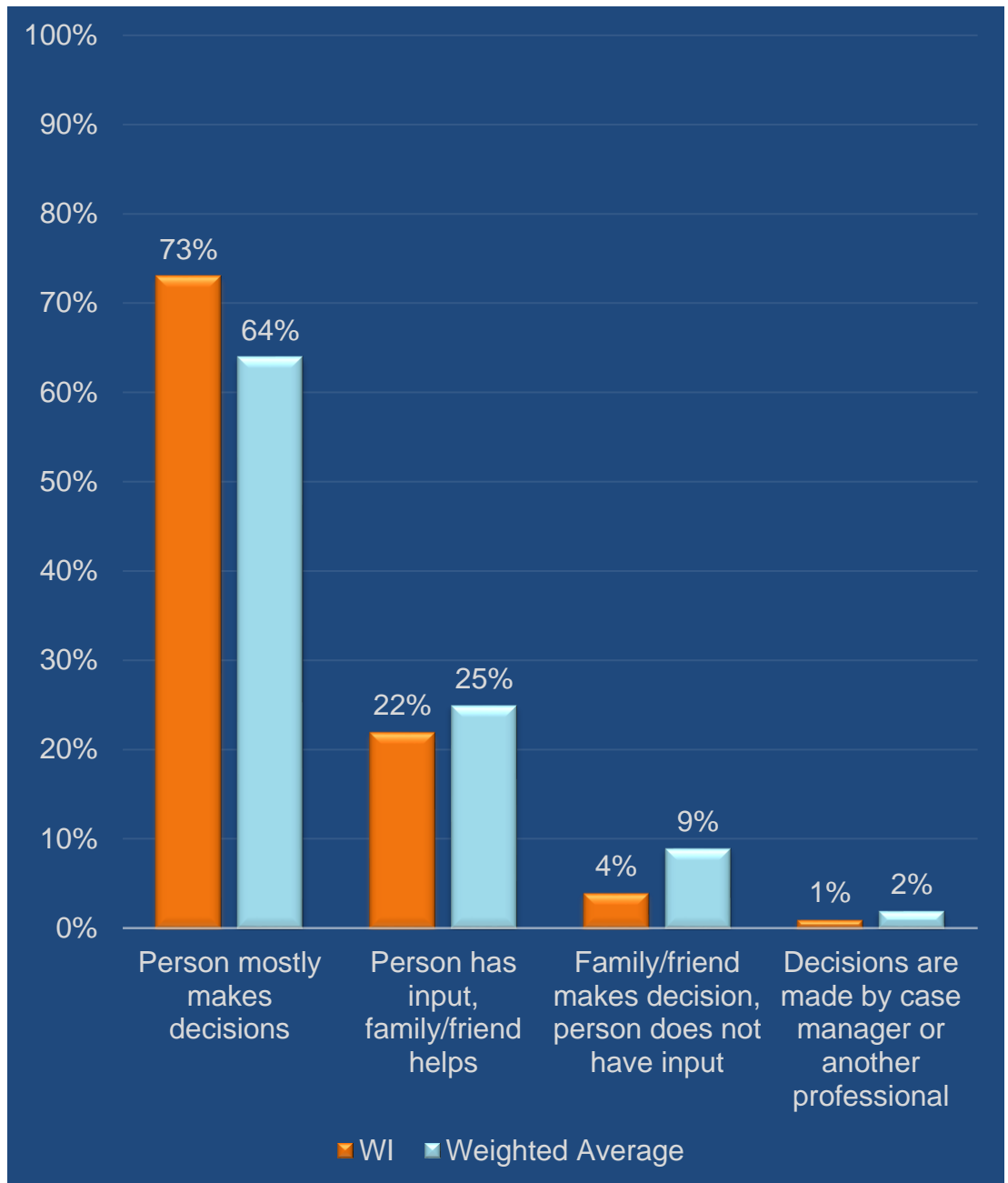
Self-Direction Module

- These questions are only asked of those who are using a self-directed supports option and assess experiences specific to self-direction
 - 99% of IRIS participants and 24% of FC participants use self-directed supports – the following results are about 86% IRIS and 5% FC.
 - Number of respondents (N) may differ between questions due to inapplicability or choosing to not respond
- Proxy is allowed for all questions

SDS-1:

Who makes decisions about the services that are self-directed? Things like what services you use, hiring or firing staff, scheduling services.

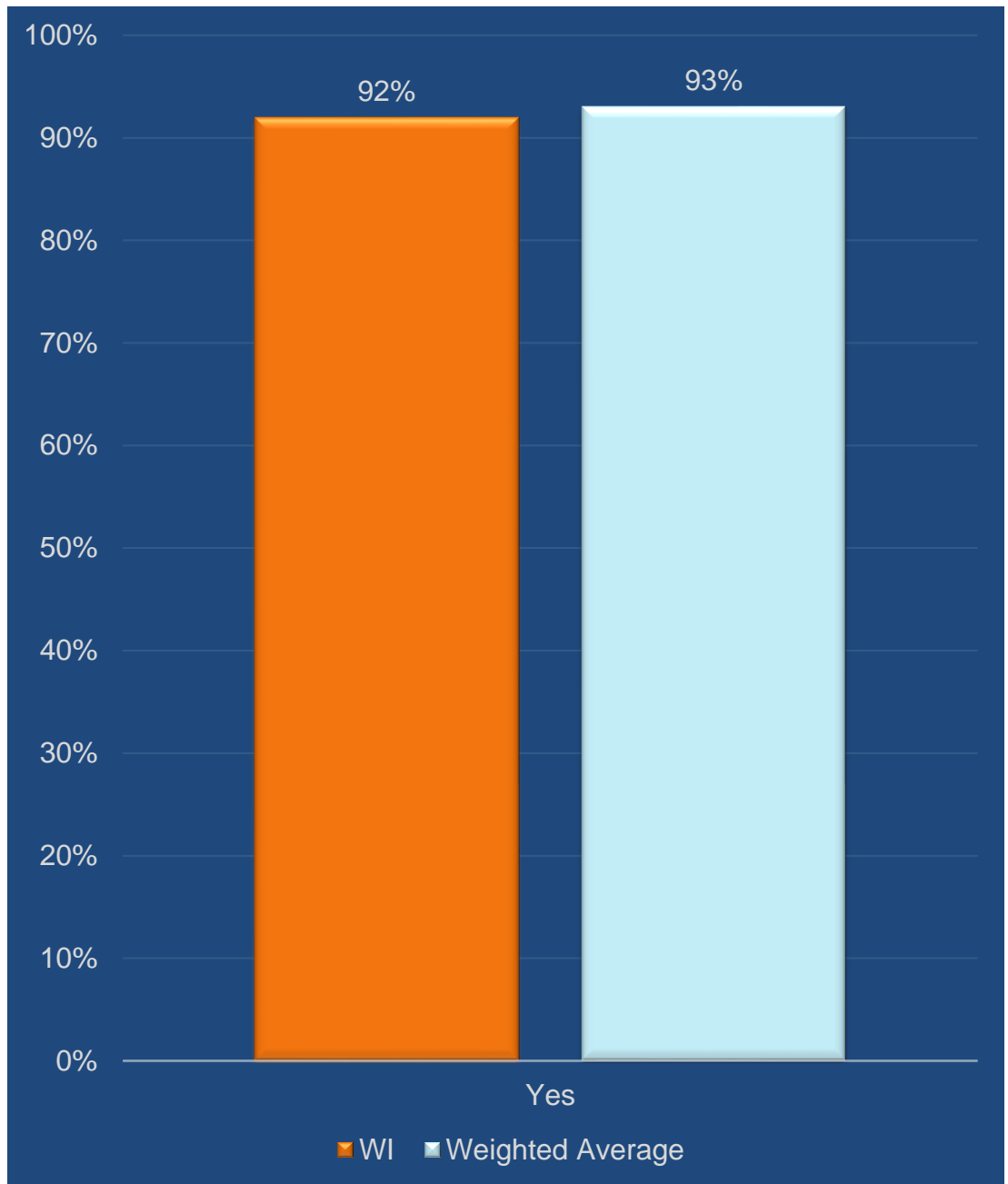
N = 455



SDS-2:

Do you have enough
help deciding how to
direct your services?
Things like making
decisions about how and
when you get services?

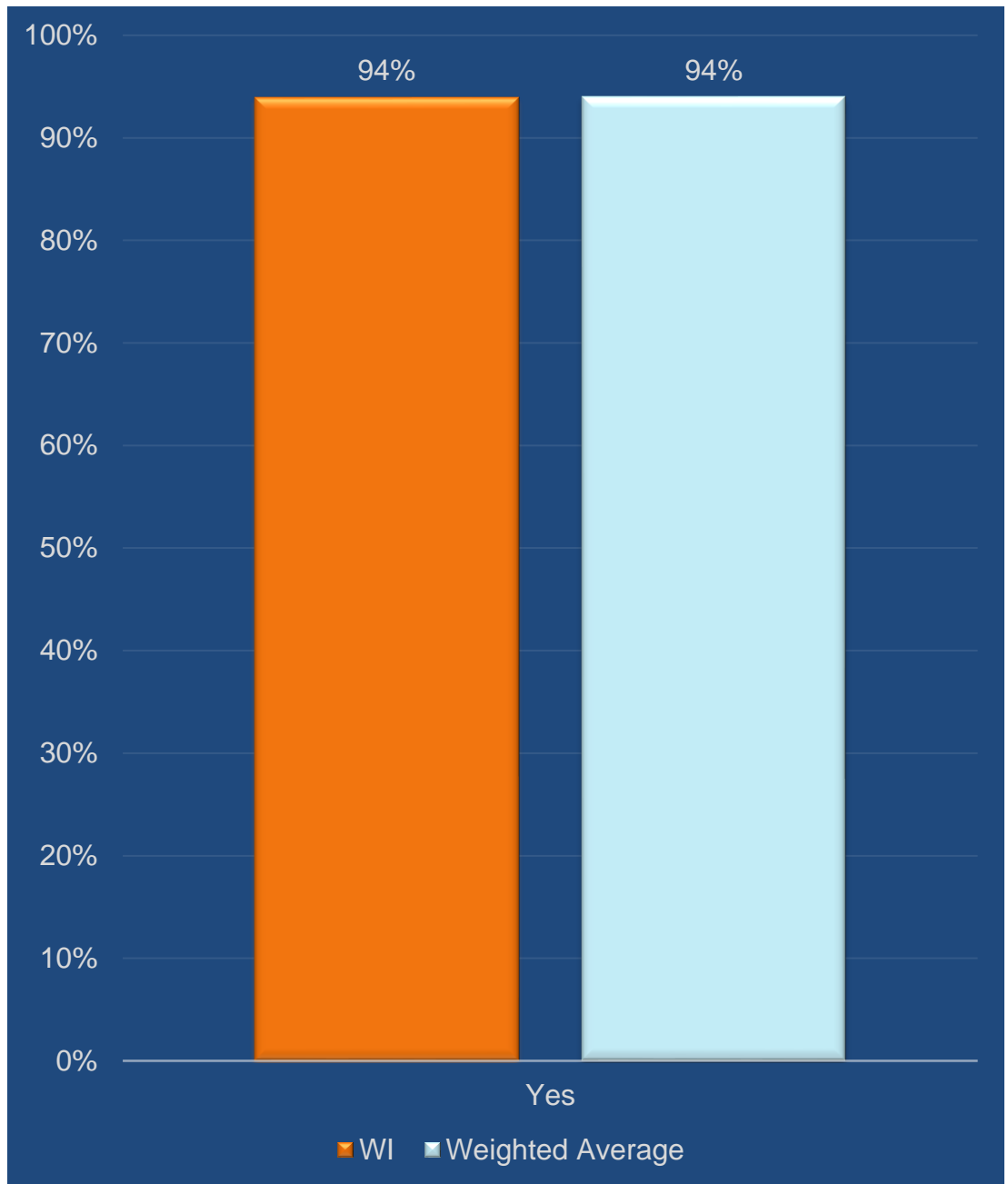
N = 370



SDS-3:

Can you make changes
to the services and
supports you self-direct
if you need to?

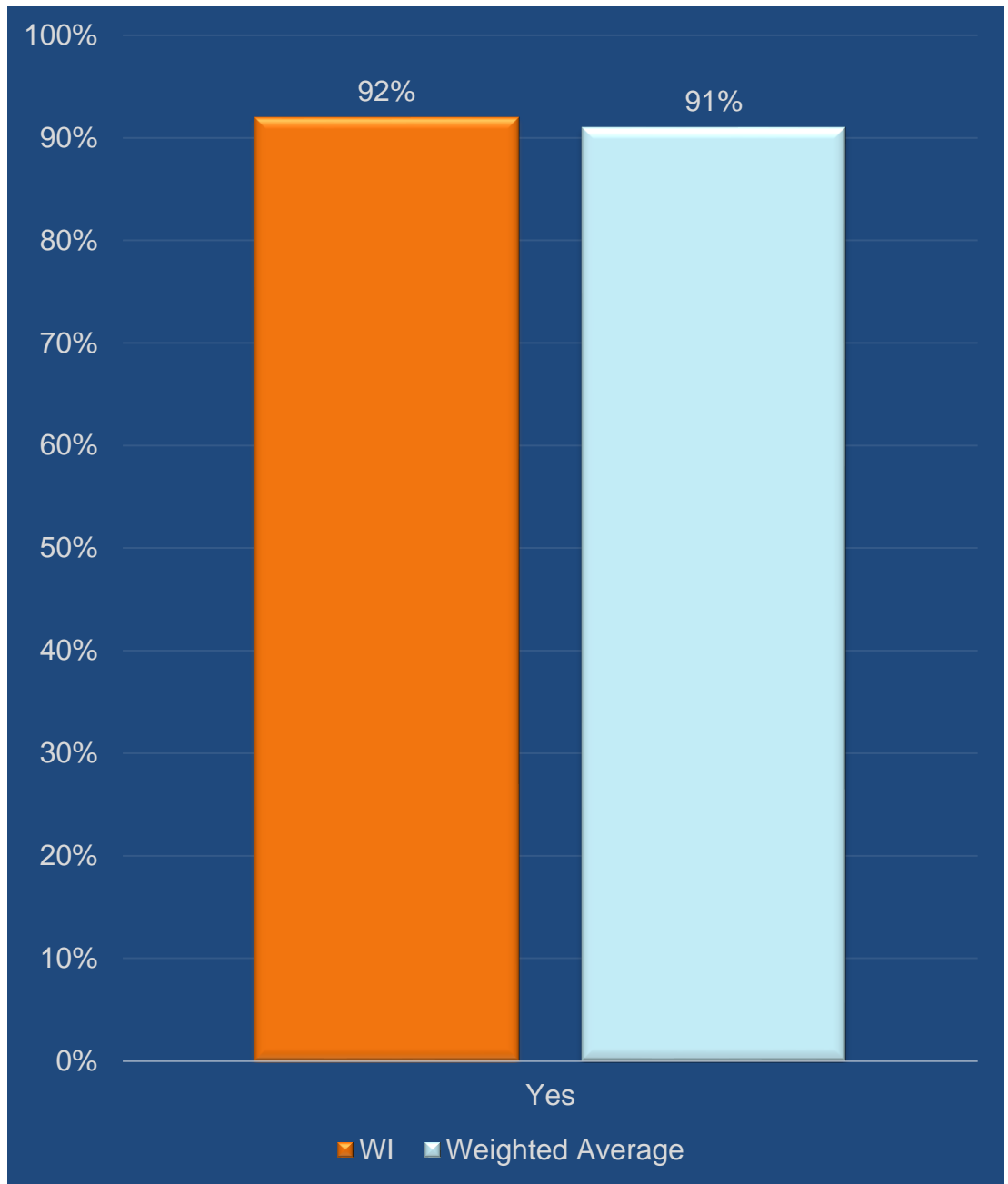
N = 372



SDS-4:

Do you have the amount
of control you want with
the services you self-
direct?

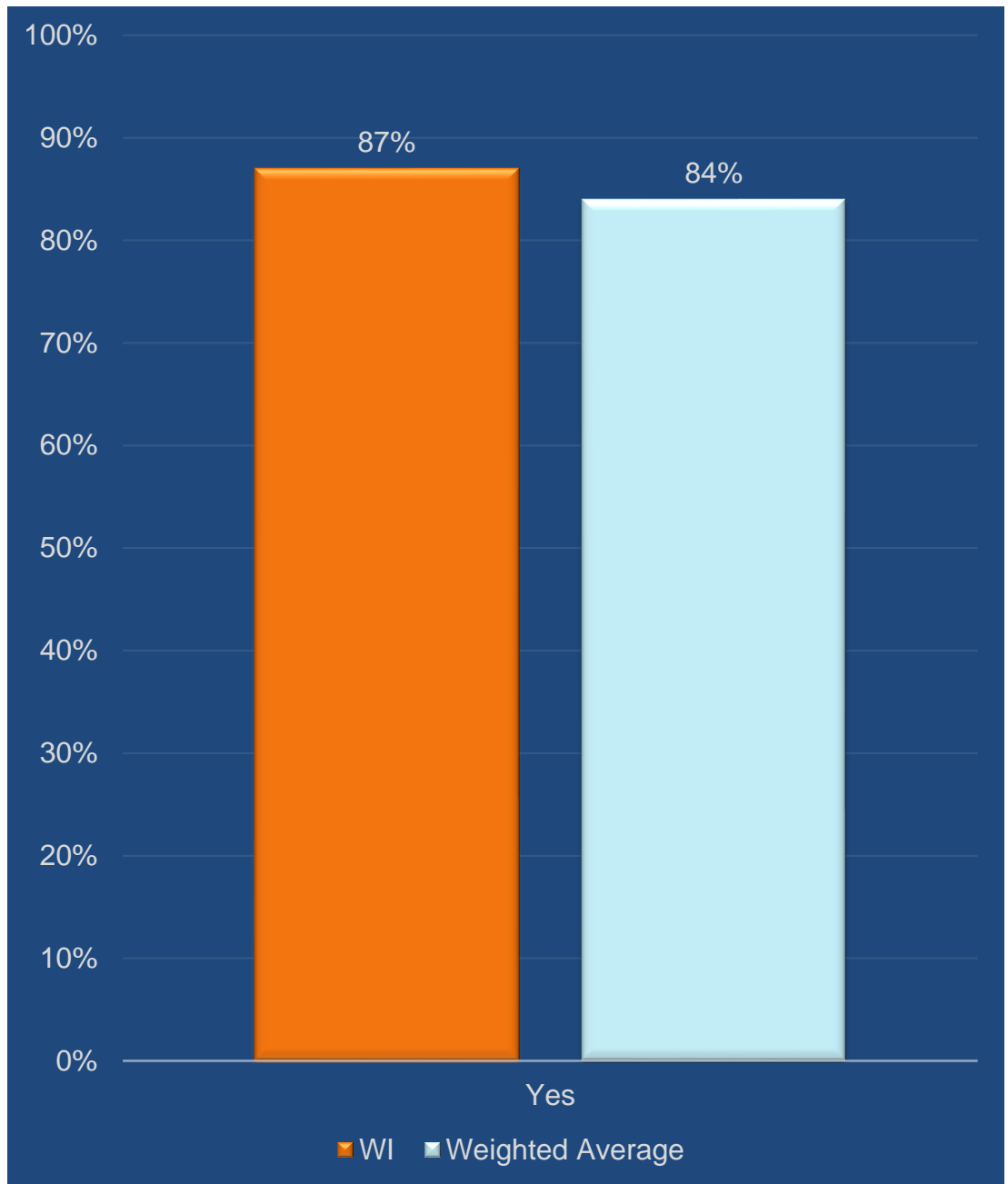
N = 376



SDS-5:

Are the services and supports you want to self-direct always available? This includes things like having the services that you want available when you want them and having enough staff to hire.

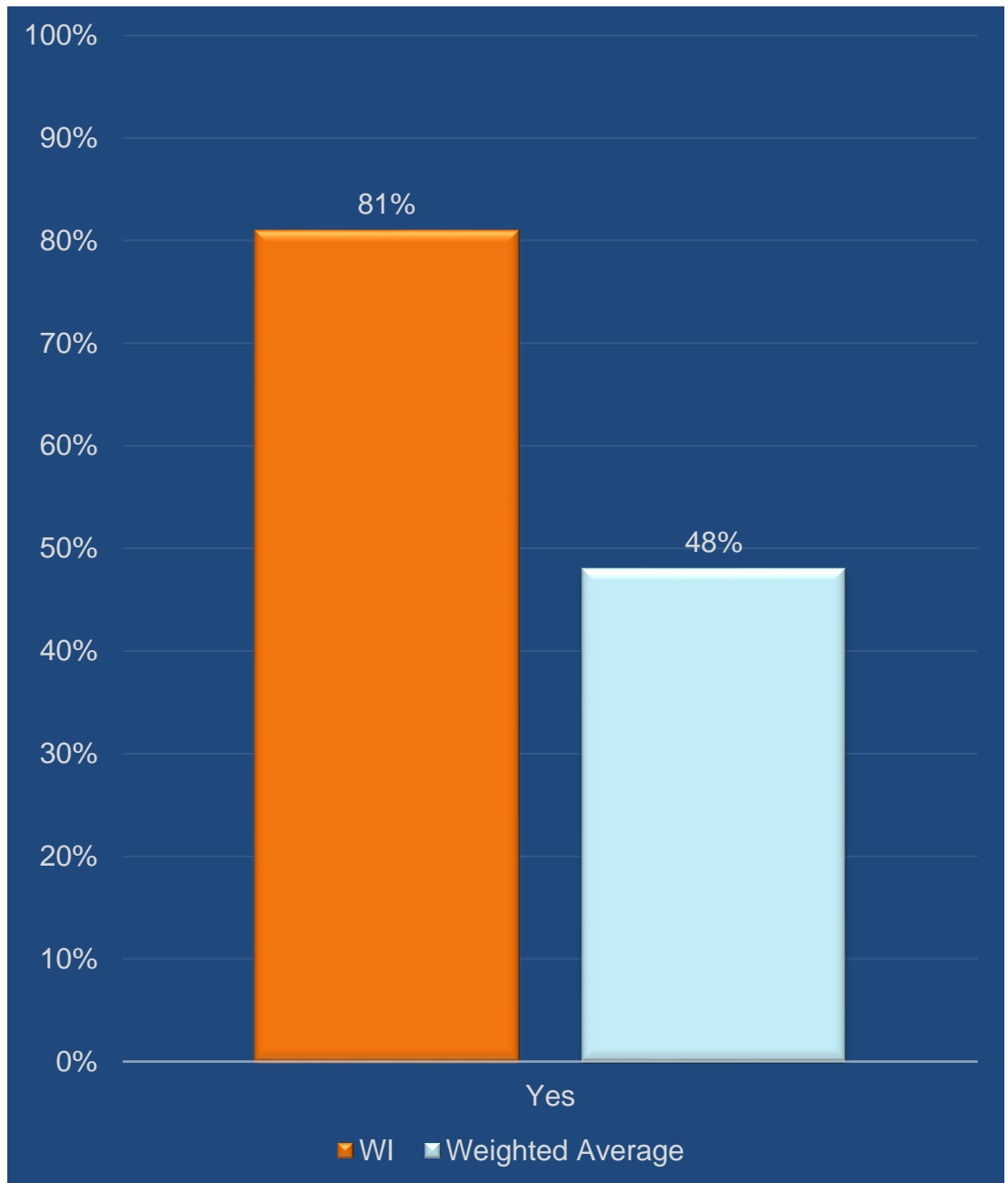
N = 366



SDS-6:

Do you get information about your budget and services from your/their financial management service (FMS)?

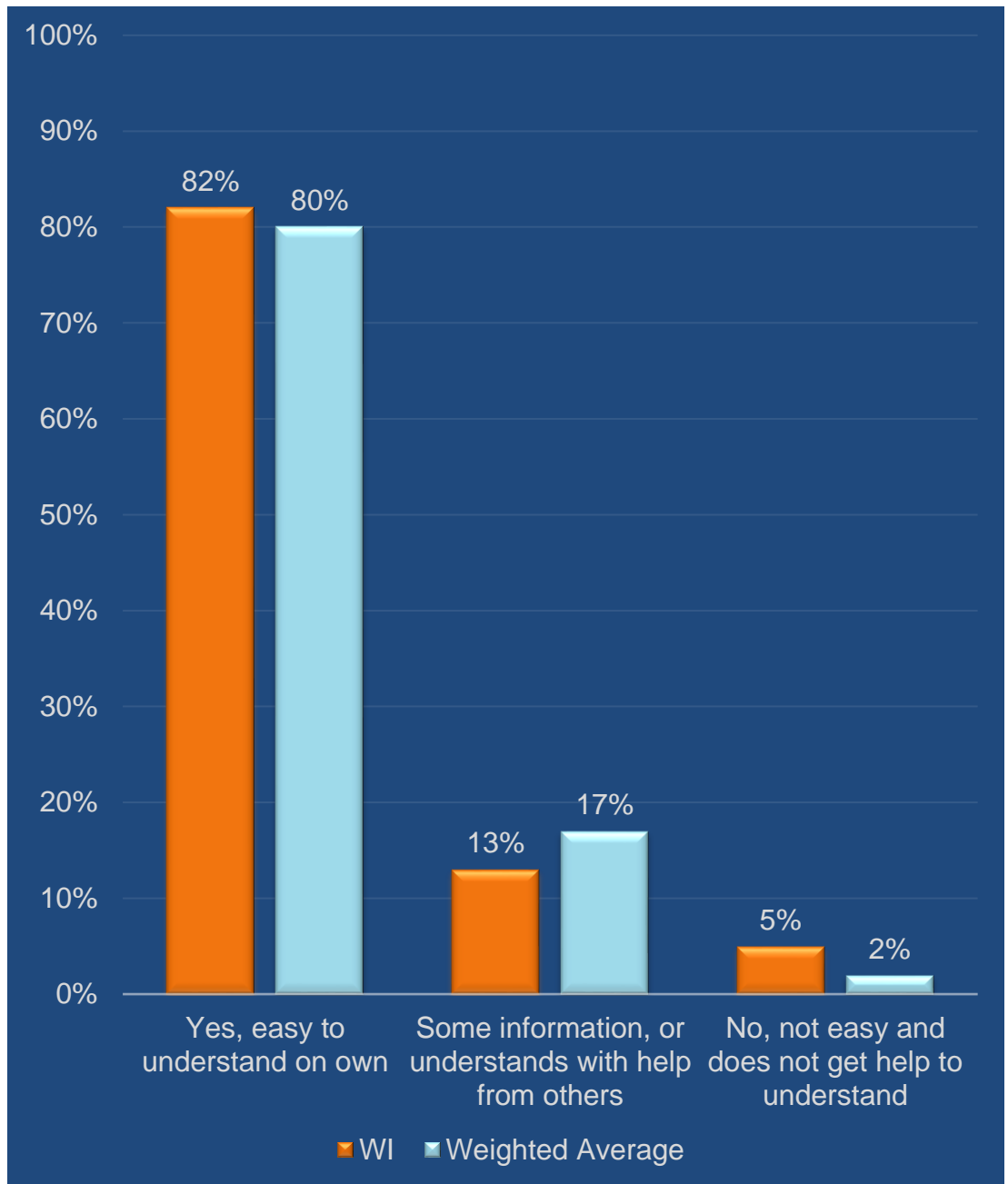
N = 344



SDS-7:

Is the information you get from the FMS easy to understand?

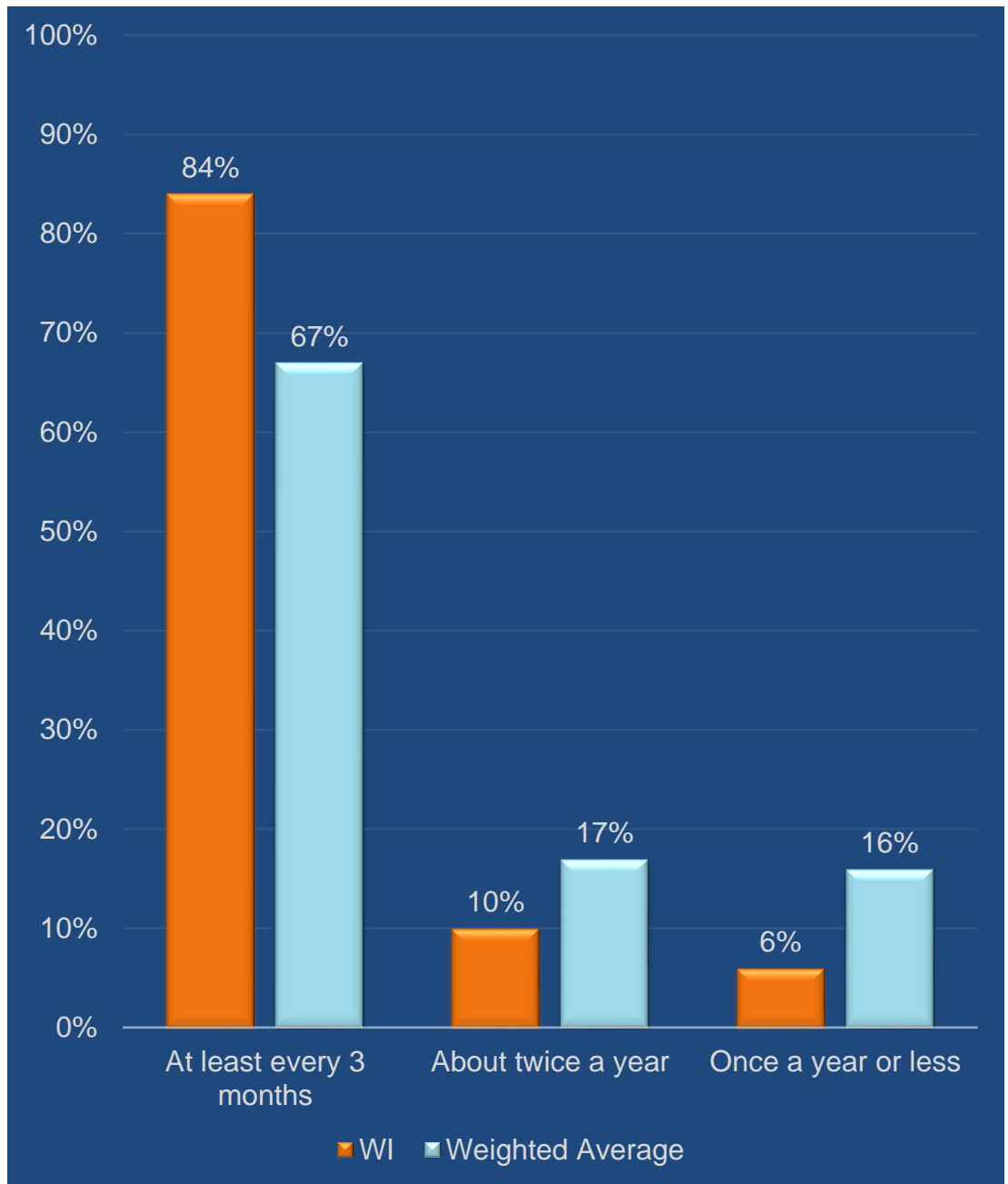
N = 280



SDS-8:

How often do you get the information about your budget and services from your FMS?

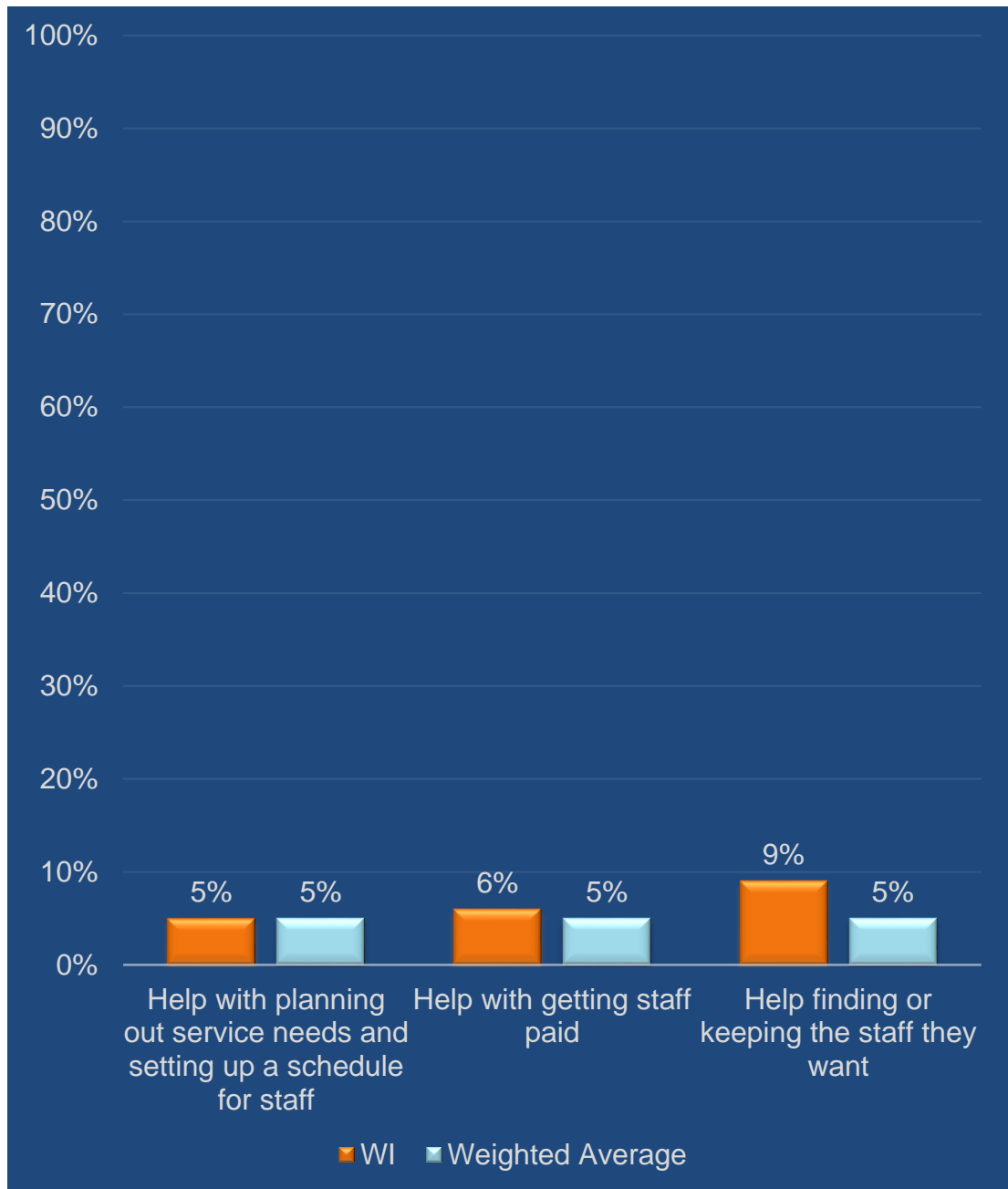
N = 262



SDS-9 (1/3):

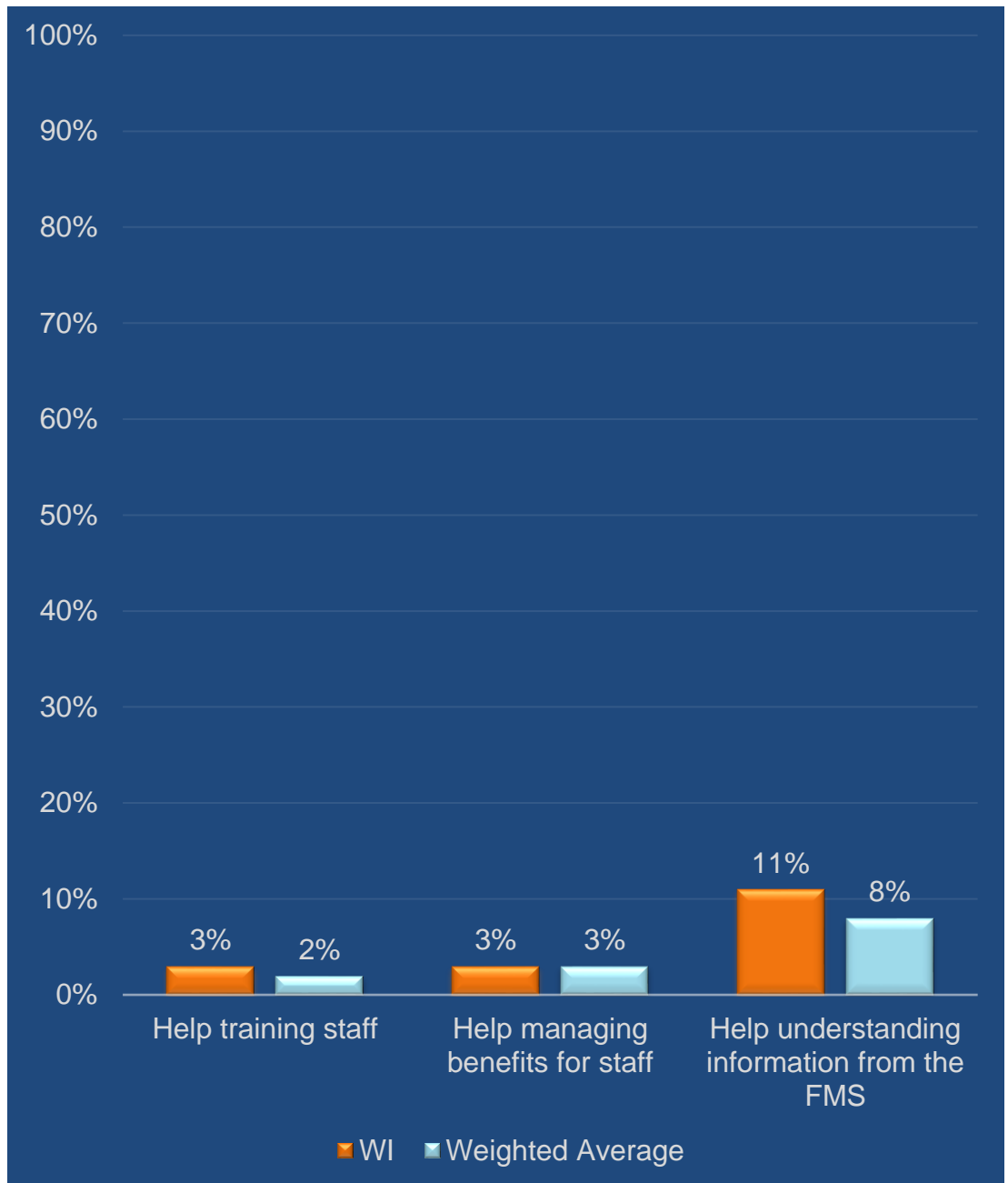
From this list, what parts of self-direction do you need help with?

Categories are not mutually exclusive, therefore N is not included.



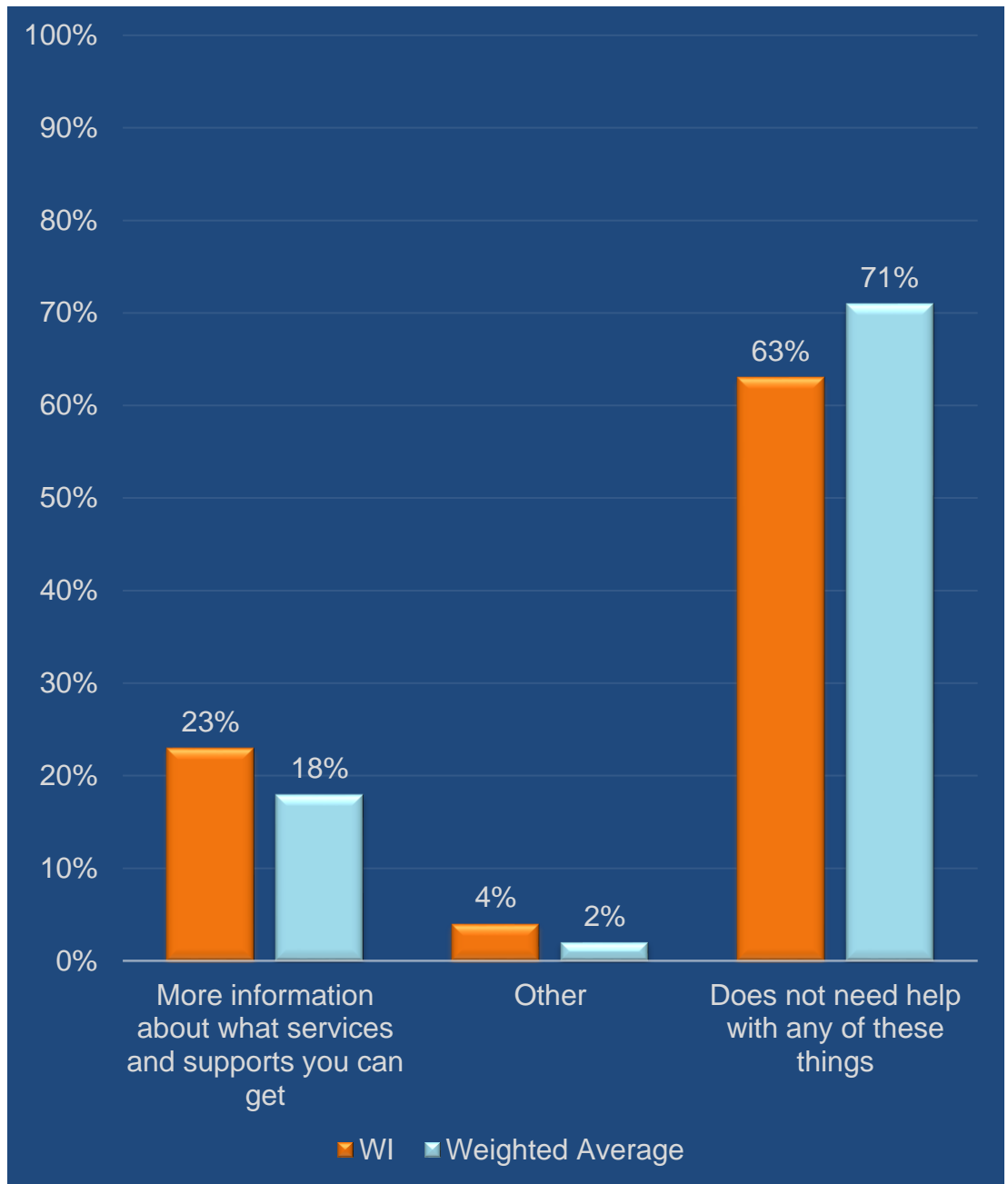
SDS-9 (2/3):

From this list, what parts of self-direction do you need help with?



SDS-9 (3/3):

From this list, what parts of self-direction do you need help with?



Resources

- NCI-AD Website - <https://nci-ad.org/>
- NCI-AD 23-24 National Report - https://nci-ad.org/upload/reports/NCI-AD-National-Report-23-24_20250321.pdf
- DHS NCI Website - <https://www.dhs.wisconsin.gov/nci/index.htm>

Questions

Olivia Snell

NCI Coordinator

olivia.snell@dhs.wisconsin.gov

608-471-3901

Adult Long-Term Care Provider Enrollment

RaeAnn Fahey

Program Participation Oversight Manager – BQO

May 20, 2025



Agenda

- Project overview
- Responsibilities
- Enrollment progress
- Provider support





Project overview



About the new system

- The system will allow home and community-based services (HCBS) providers to complete an enrollment application and become certified with Wisconsin Medicaid through the ForwardHealth Portal.
- After becoming certified with Wisconsin Medicaid, HCBS providers will be able to onboard with IRIS FEAs, be authorized for services by ICAs, and contract with MCOs.





Who is affected?

Adult LTC programs

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

HCBS Providers

- Organizations/agencies
- Sole proprietors
- Individual providers
- Tribal providers
- All IRIS vendors



Who is not affected?

Participant-hired workers (PHWs) and individual self-directed support (SDS) workers will receive Wisconsin Medicaid IDs through a system data transfer. They will not self-enroll through ForwardHealth.



Why the change?

Opportunity



Centralization and automation



Standardization of provider vetting



Data management and reporting enhancement



Efficiency gains

Compliance



CMS Managed Care Rule



21st Century Cures Act



Affordable Care Act



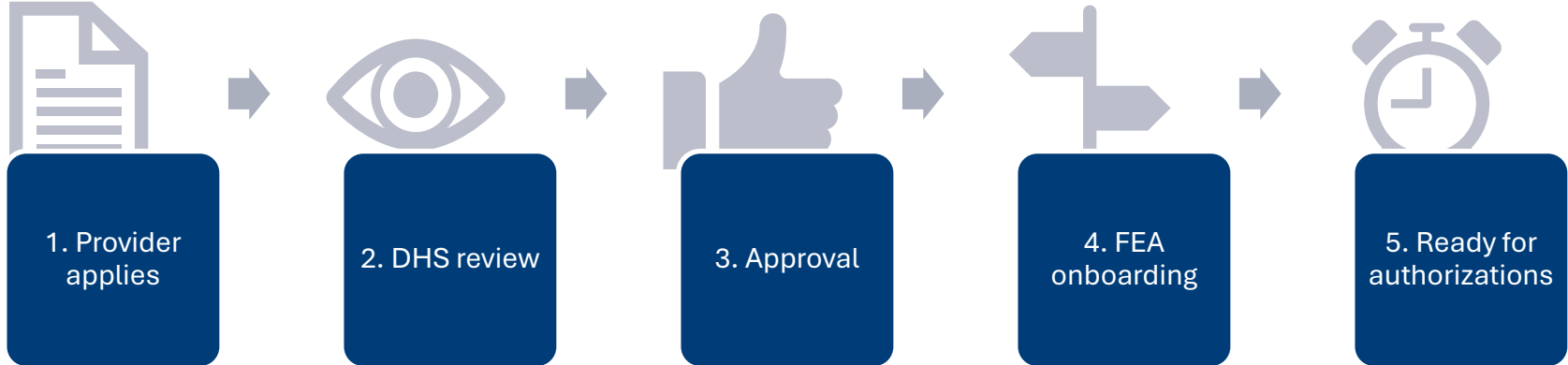
Benefits and goals

- Online provider directory:
 - Most HCBS providers will be listed in the public-facing ForwardHealth Provider Directory.
 - Participants, members, MCOs, ICAs, and FEAs can easily search for providers by name, county and service.
- Streamline the Medicaid certification process:
 - HCBS providers will only supply credentials once, directly to DHS rather than to multiple MCOs and IRIS FEAs.



New Enrollment Process

High-level view of the future enrollment process for organizations and agencies, sole proprietors, Tribal providers, and individuals who are not SDS workers or PHWs.



Enrollment timeline



Sep. 2024	August 2025	Oct. – Dec. 2025	Jan 1, 2026
Application available ForwardHealth began accepting adult LTC provider applications	Supportive home care provider organization application opens ForwardHealth begins accepting applications from these providers	Catch-up Ensure providers who need additional assistance are enrolled	Enrollment deadline Providers must be enrolled with Medicaid through ForwardHealth to be authorized and reimbursed for services



What if a HCBS provider does not complete ForwardHealth enrollment?

■ IRIS:

- Authorizations will be end dated.
- FEA cannot pay the provider for services until ForwardHealth application is completed and enrollment is approved.

■ Family Care, Family Care Partnership, and PACE:

- MCOs cannot pay provider for services with Medicaid funding until ForwardHealth application is completed and enrollment is approved.



Responsibilities

Responsibilities

Who?	Responsibilities
HCBS Providers	<ul style="list-style-type: none"> • Access the enrollment application via ForwardHealth. • Complete enrollment by January 1, 2026. • Keep demographic information up to date.
IRIS FEAs	<ul style="list-style-type: none"> • Share information with vendors to make sure they enroll by January 1, 2026. • Verify a vendor is enrolled prior to onboarding and reimbursing for services. • Option to act as a Third Party Delegate for providers. • Continue to perform onboarding activities for PHWs, including background checks.
MCOs	<ul style="list-style-type: none"> • Share information with providers in their networks to ensure they enroll by January 1, 2026. • Verify a provider is enrolled prior to contracting and authorizing for services – Medicaid Provider Extract file. • Option to act as a Third Party Delegate for providers. • Submit MCO Network File (via SFTP) monthly – starting later 2025 • Continue to perform certification activities for individual SDS workers. • Submit SDS worker information to DHS.

Responsibilities, continued

Who?	Responsibilities
ICAs	<ul style="list-style-type: none">• Must share information with IRIS participants so they know what's happening and are empowered to talk with their vendors about the requirement.• Ensure the vendor is enrolled prior to authorizing services – WISITS
DHS	<ul style="list-style-type: none">• Train vendors on use of enrollment system.• Answer vendor enrollment questions.• Review and approve vendor applications.• Provide list of vendors who have completed enrollment through ForwardHealth to WISITS (daily).
IRIS participants	<ul style="list-style-type: none">• Should make sure their providers and vendors know about the enrollment requirement using the <u>IRIS participant toolkit</u>.



Enrollment progress



How many providers have enrolled?

So far, 1,270 providers have completed the ForwardHealth application and been approved.





Provider Support

Resources to help providers enroll



Provider Services Call Center

- Call Provider Services at 800-947-9627 if you have more questions or need help. Representatives are available Monday–Friday, 7 a.m.–6 p.m. Central time.
- When providers call, they should say, “LTC Waiver” at the menu prompt to speak with a representative about LTC provider enrollment.





Provider Enrollment Email

- Team at DHS available to answer HCBS provider enrollment related questions and assist providers through the application.
- ltcprovidererollment@dhs.wisconsin.gov





Portal information page



[www.forwardhealth.wi.gov/
WIPortal/cms/public/ltc/
provider_enrollment.htm](http://www.forwardhealth.wi.gov/WIPortal/cms/public/ltc/provider_enrollment.htm)



Flyer

Your Wisconsin Medicaid provider enrollment application is waiting

Don't fall behind—spring ahead!

You provide home and community-based services under one of Wisconsin's adult long-term care waiver programs. That means you need to enroll with Wisconsin Medicaid through the ForwardHealth Portal. The deadline is January 1, 2026.



Reap the benefits

Enrolling now gets you listed in the public-facing ForwardHealth Provider Directory, once you contract with a managed care organization or IRIS participant. You can easily choose the services you want to deliver, and the programs relevant to you.

Get connected

You can get notifications sent right to your email. Sign up for the **Adult LTC Waiver Provider email list** at www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Subscriptions.aspx.

Get ahead—start now

Start your enrollment now so you don't have to worry about it later this year. Give yourself more than enough time to gather materials, start an application, and get approved.

Others say, "it's such an easy process!"

Enroll today

1. Learn about the requirement and find key resources: forwardhealth.wi.gov/WIPortal/cms/public/ltc/provider_enrollment.htm



2. Start your enrollment application: forwardhealth.wi.gov/WIPortal/Subsystem/Certification/EnrollmentCriteria.aspx

[Link to Enrollment Flyer](#)



Provider enrollment checklist

[Link to checklist](#)



Provider Checklist

Adult Long-Term Care Enrollment

Ready to start the process of becoming a Medicaid-enrolled adult long-term care (LTC) provider?

Adult LTC providers who deliver home and community-based services (HCBS) may use this checklist to enroll with Wisconsin Medicaid on the ForwardHealth Portal (the Portal) at forwardhealth.wi.gov. We'll guide you every step of the way.

Reminders:

1

The enrollment deadline is **January 1, 2026**. Applications may take up to 60 days to process. We encourage you to apply early.

2

If you are a residential provider or provider of services at a fixed-site facility, you must enroll with Wisconsin Medicaid and receive a unique Medicaid ID for each physical location. Refer to the ForwardHealth Online Handbook at forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx, scroll down the page and accept the licensing agreement, and search for topic #23490, Enrollment by Physical Service Location, for a list of fixed-site facilities.



Online Handbook

[Hide Table of Contents](#)

Select an Online Handbook

Choose a program: ▼

Choose a program:

- BadgerCare Plus and Medicaid
- Family Care
- Family Care Partnership
- IRIS
- PACE
- WCDP-Adult Cystic Fibrosis
- WCDP-Chronic Renal Disease
- WCDP-Hemophilia Home Care
- Wisconsin AIDS Drug Assistance Program
- Wisconsin Well Woman Program

[Search Tips](#)

☐ Search within the options selected above

☐ Search all handbooks, programs and service areas

☐ Search by topic number

Providers

To begin using the Online Handbooks

- Select a value from the user type located on the upper left side of
- Once you select the minimum in required, a list of sections and c appear.
- Within each chapter, you can select topic to view.
- Once you select a topic, the data content. Each topic is assigned a displayed above the topic title, for topic number may be entered into and the Advanced Search tools to corresponding topic. Topic number

www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=&sa=



How can you help?

- Spread the word to HCBS providers!
- Remind providers to complete the application as soon as possible!
- Share enrollment resources available to HCBS providers!





Questions and Answers





Thank you!

Protecting and promoting
the health and safety of
the people of Wisconsin



WISCONSIN DEPARTMENT
of HEALTH SERVICES