

DHS DQA Provider Portal Forum

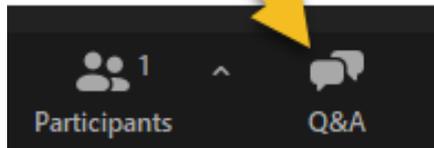


Division of Quality Assurance (DQA)
December 4, 2025
12:00 – 1:00 p.m.

Agenda

- Welcome
- Background and Vision
- Phased Transition and Scope
- Key Features
- Preparing for the Transition
- Questions

This forum is being recorded. The slides and recording will be posted online.



Background & Vision

Alfred C. Johnson

Background

- The Wisconsin Department of Health Services' (DHS) Division of Quality Assurance (DQA) licenses, certifies, and registers over 40 different health and residential care types.

Vision

- Customer Service
- Automation
- Uniformity
- Measure/Tracking

Goals

Providers and Users

- Improve the customer experience.
- Make it easier to submit and track the status of their application, renewal, and annual-biennial report.
- Eliminate the need to mail in materials and check for payment.

DQA

- Process, track, and monitor submissions more effectively and efficiently.
- Reduce manual entry of materials into internal systems and paper records management.
- Eliminate the need to deposit checks.
- Unify initial licensure, certification, and registration and renewal/annual-biennial report processes.

Introducing the DHS DQA Provider Portal



- Provider Overview**
- Provider Information
- Communication Center
- Provider Applications
- Provider Renewals
- Print Certificates/Licenses
- Manage Authorized Representatives
- Manage Branch Office
- Branch Renewals
- Provider Pay Invoices
- Projects
- Inspection Corrections
- Manage Business
- Manage Employee
- Manage Key Personnel
- Entity Background Check
- License Amendments
- Certification Amendments

My Account ▾

Welcome to the Wisconsin Department of Health Services Division of Quality Assurance Provider Portal

From here you can apply for a license/certificate, renew, update your Provider information, and more. Select from your menu choices in the navigation pane on the left side of the page.

License Number
0628

Contact Information
Alternate Phone: 4068965566
Email: bierens+123@glsolutions.com

Physical Address
1st Street
Suite B
Adell, WI 53172

Mailing Address
1st Street
Suite B
53172

Classification
Class A Ambulatory Classification

Current Capacity
25

Licensee Business Name and FEIN
Example Business, 123456258

Ownership and Tax Type
Corporation
For-Profit

Licensee Representative Name
Dave, Johnson

Licensee Physical Address
Promise st
denver, WI, 55588

Licensee Mailing Address
Promise st
denver, WI, 55588

Licensee Email and Phone

Active Licenses
Type
DHS 75.15 Intervention Service and Intoxicated Driver Service Certification

Classification

Due Date
05/25/2027

About

The DHS DQA Provider Portal will allow users to:



Submit an initial application.



Submit renewal/annual-biennial reports.



Request amendments to their license, certification, or registration.



Pay required fees.



Track feedback from DQA.



Submit revisions.



View the decision.



Submit construction project plans.



Complete the DHS Background Check Request.

Phased Transition & Scope

Alfred C. Johnson

Phased Transition

- Phase 1 users:
 - Assisted living facilities.
 - Adult day care centers.
 - Substance use treatment program.
 - Mental health treatment programs.
 - Personal care agencies.
 - Providers completing the DHS Entity Background Check.
- Other providers will be moved to the new online system at a future date.

**DHS DQA Provider
Portal will be
available
12/15/25**

Phase 1: In Scope

- Adult Family Homes (AFH), DHS 88
- Adult Day Care Centers (ADCC), DHS 105.14
- Community Based Residential Facilities (CBRF), DHS 83
- Residential Care Apartment Complexes (RCAC), DHS 89
- Prevention Service, DHS 75.14
- Intervention Service and Intoxicated Driver Service, DHS 75.15
- Outpatient Substance Use Treatment Service, DHS 75.49
- Outpatient Integrated Behavioral Health Treatment Service, DHS 75.50
- Intensive Outpatient Treatment Service, DHS 75.51
- Day Treatment or Partial Hospitalization Treatment Service, DHS 75.52
- Transitional Residential Treatment Service, DHS 75.53
- Medically Monitored Residential Treatment Service, DHS 75.54
- Medically Managed Inpatient Treatment Service, DHS 75.55
- Adult Residential Integrated Behavioral Health Stabilization Service, DHS 75.56
- Residential Withdrawal Management Service, DHS 75.57

Phase 1: In Scope, cont.

- Residential Intoxication Monitoring Service, DHS 75.58
- Opioid Treatment Program, DHS 75.59
- Opioid Treatment Program - Mobile Unit Application, DHS 75.59
- Office-based Opioid Treatment Service, DHS 75.60
- Branch Office or School Branch Office
- Mental Health, Emergency Mental Health Service Programs, DHS 34
- Mental Health, Outpatient Mental Health Clinics, DHS 35
- Mental Health, Comprehensive Community Services, DHS 36
- Mental Health Day Treatment Services for Children, DHS 40
- Mental Health, Youth Crisis Stabilization Facilities, DHS 50
- Mental Health, Inpatient Program, DHS 61.71
- Mental Health, Day Treatment Program, DHS 61.75
- Mental Health, Children and Adolescent Inpatient Program, DHS 61.79
- Mental Health, Community Support Programs for Chronically Mental Ill Persons, DHS 63
- Personal Care Agencies, DHS 105.17

Key Features

Corinne Brown-Esqueda

Submit an Application



[Return to Dashboard](#)

[My Account](#) ▾



Adult Family Home Application
App #: 00-00142
Status: Pending

Requirements Page

- [Manage Business Owners](#)
- [Pay Fee Page](#)
- [Associate Facilities](#)

Incomplete Requirements

- ▾ CURRENTLY LICENSED
- ▾ LICENSEE TYPE
- ▾ AFH APPLICATION QUESTIONS
- ▾ CLASSIFICATION
- ▾ OWNER ASSOCIATION
- ▾ PRIMARY CONTACT INFORMATION
- ▾ PROVIDER INFORMATION
- ▾ ADMISSION AGREEMENT
- ▾ PROGRAM SERVICE INFORMATION
- ▾ PROVIDER AGREEMENT
- ▾ PROGRAM STATEMENT
- ▾ LOCAL FIRE DEPT DETAILS
- ▾ FURNACE AND CHIMNEY INSPECTION RESULTS
- ▾ FLOOR PLAN
- ▾ ARTICLES OF ORGANIZATION/CORPORATION
- ▾ BACKGROUND CHECKS
- ▾ AFH APPLICATION ATTESTATION

Requirements Under Review

Completed Requirements

Submit construction plans



My Account ▾



Review Provider 101
Project #: 00451
Status: Incomplete

- Plan Reviews
- Link Designers
- Link Component Designers
- Link Supervising Professional
- Link Firm
- Plan Review Documents
- Inspections

Plan Review

This page displays your plan reviews. To create a new plan review, click the 'New Plan Review' button.

[Export to Excel](#) [New Plan Review](#)

	Edit Button	Status	Plan Review Type	Plan Review Number	Ready for Inspection	Request to Begin Construction	
Open	Edit	Pending	Building	00451-00098	<input type="checkbox"/>	<input type="checkbox"/>	Cancel
Open	Edit	Pending	Fire Protection Systems - Fire Alarm System	00451-00099	<input type="checkbox"/>	<input type="checkbox"/>	Cancel

1 of 1 items per page 10 items per page 1 - 2 of 2 items

Complete the DHS Entity Background Check Request

Who is affected?

- All providers, not just Phase 1 providers
- Background checks for specific roles
 - Entity Operators, Owners, or Licensees
 - Board Members with client contact
 - Non-Client Residents
 - Others as required by entity specific regulations
- Will not affect caregiver background checks for employees and contractors

Benefits

- Direct connection of background checks to license applications
- Ability for the individual to review previously submitted background checks
- Ability for entities to request background checks and see the status of those background checks for all requested individuals
- Automated renewal notices

Submit Reports

- The DHS DQA Provider Portal will electronically send notices of annual/biennial reports and fees due:
 - ADCC biennial reports are sent February 1st.
 - PCA annual reports are sent March 1st.
 - Assisted living, mental health and AODA reports will be sent approximately 2 months prior to the renewal date.



Request Amendments

- General amendments:
 - Name
 - Address (ADCC and PCA)
 - Operational Hours (ADCC and PCA)
 - Counties (PCA)
 - Capacity and Client Groups (ADCC and BAL Providers)
 - Branch Offices (BAL and PCA Providers)
 - Relocation/Remodel (ADCC)
 - Corporate Licensee Name Change (BAL Providers)
 - Key Personnel (ADCC and PCA)



Pay Required Fees

Confirmation

You must click the "Continue" button below in order to return to the state agency website.

Please keep a record of your Confirmation Number, or [print this page](#) for your records.

Confirmation Number **XW2XQ4000172319**

Payment Details

Description	Dept of Health Services Division of QA Division of Quality Assurance conference/train http://www.wisconsin.gov
Payment Amount	\$15.00
Payment Date	05/23/2025
Status	PROCESSED
Order Number	1212
Last Name	Smith
First Name	John

Payment Method

Payer Name	John Smith
Card Number	*1111
Card Type	Visa
Confirmation Email	bierens+123@gsolutions.com

Billing Address

Address 1	28 Main st
Address 2	Suite B
City/Town	Denver
State/Province/Region	WI
Zip/Postal Code	59715
Country	United States

**Continue
To State Agency Website**

One-Stop Shop



TRACK FEEDBACK
FROM DQA



SUBMIT
REVISIONS



COMMUNICATION
CENTER

View the decision & print certificates/licenses



My Account ▾



Review Provider 101
Provider #: 0628
Status: Open

- Provider Overview
- Provider Information
- Communication Center
- Provider Applications
- Provider Renewals
- Print Certificates/Licenses**
- Manage Authorized Representatives
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- Manage Employee
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- Certification Amendments

Print Licenses/ Certifications:

On this page, you will be able to print licenses or certifications as needed.

To print a license or certification, select the **Open** button. This will create a download icon in your browser and may open a new tab, depending on your browser settings.

If the file does not open in a new tab, locate the recently downloaded item in your browser's download bar and select **Open file**. From there, click the printer icon to print the license or certification.

If the file does open in a new tab, simply click the printer icon in the new tab to print the document.

	License Number	License Type	Classification	Issued Date	Renewal Date
Open	0000050	Adult Day Care Center License		5/23/2025 12:00 AM	4/1/2027
Open	0000256	Community Based Residential Facility License	Class A Ambulatory Classification	5/23/2025 12:00 AM	5/23/2027
Open	0628	DHS 75.15 Intervention Service and Intoxicated Driver Service Certification		6/24/2025 12:00 AM	6/24/2027

Preparing for the Transition

Nikki Andrews

MyWisconsin ID

- [MyWisconsin ID](#) is the State of Wisconsin's identity solution that allows citizens the ability to securely access participating online state services and systems using a single user ID and password.



WISCONSIN

Sign up

First name

Last name

Email

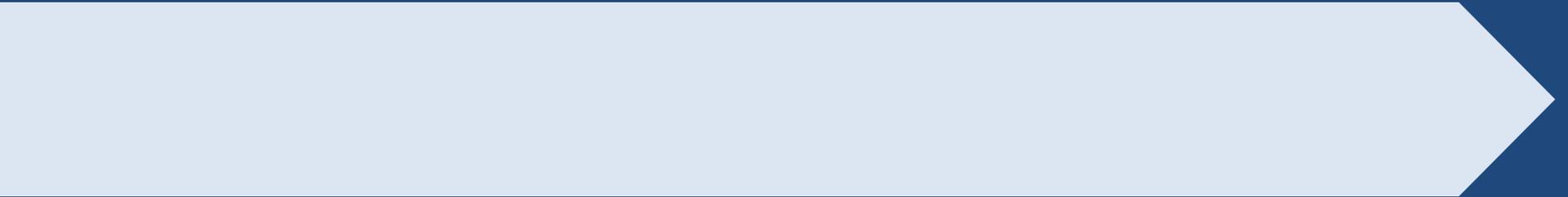
Sign Up

Already have an account?

Additional Resources

- Visit our [webpage](#).
- Subscribe to our [DQA Notifications and General Email Updates](#) to receive email updates.

Questions



Thank You!



Recording of this presentation will be available online.



Stay tuned for more information.