PCA Introduction to DHS DQA Provider Portal

Angela Mack
Licensing, Certification, CLIA Section Manager
February 9, 2026

Welcome & Housekeeping

- This forum is being recorded and will be available on the DHS PCA webpage

- Please submit any questions in the 'Q&A' box

- All Participants are 'Muted'

Objectives

- Access the Portal
- Associate to your existing provider account
- Understand Renewal (Annual Report) process
- Communications to DQA

DHS DQA Provider Portal ('Portal')?

- Online licensure and certification system for healthcare providers which includes PCA's
- PCA certification functions that are regulated by DQA will be processed through the Portal
- Medicaid contracts are a separate process administered by Wisconsin Medicaid

Portal Functionality

- PCA Annual Reports (known as Renewals in the Portal)
- Certification amendments (e.g. Administrator change, Address, Operational updates)
- Branch Office renewals and amendments
- Application Submission

NOTE: The Portal was effective December 15th, 2025

How to Associate to an Existing Provider Account
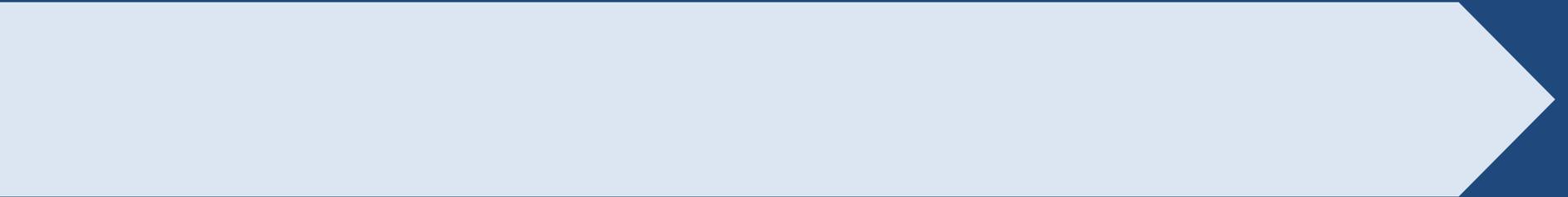
Step 1. MyWisconsin ID

- All users must set-up a new MyWisconsin ID or use their current ID
- January 23rd email to PCA Providers includes instructions to set-up a new MyWisconsin ID
- MyWisconsin ID is not a program that DQA has oversight of; all questions or issues with setting up this ID <u>must</u> be directed to the MyWisconsin ID Help Desk: 608-471-6667 for 24/7/365 support.

Step 2. Create DHS DQA Provider Portal Account

- https://widohsprod.glsuite.us/ui/licenseelogin/Login
- Select top box 'Sign in with MyWisconsin ID (not state employee)' box
- Create New User and follow screen instructions
- Select Option 2 to create a new account in the Portal

Option 2:

This option is for users creating a brand new account unrelated to an on-going or in-progress provider application process.
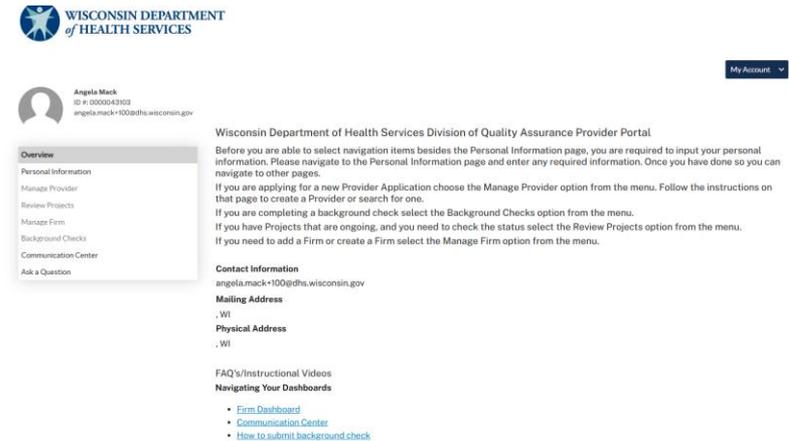
First Name:

Angela

Middle Name:

Last Name:

Mack

Date of Birth:

01/01/1930

Email Address:

angela.mack+100@dhs.wisconsin.gov

New User

Step 2a (cont)

- Overview Page: Enter all required information under the 'Personal Information' tab in the Navigation menu

Step 2c (cont)

Note: After entering and saving your personal information the 'Manage Provider' selection is no longer greyed out.
Select this option.

WISCONSIN DEPARTMENT of HEALTH SERVICES

My Account

Angela Mack
ID#: 0000043103
angela.mack+100@dhs.wisconsin.gov

Overview
Personal Information
Manage Provider
Review Projects
Manage Firm
Background Checks
Communication Center
Ask a Question

The Manage Provider Page allows you to manage and create providers.

Existing Providers: Select the 'Search Provider' button and complete the required information on the next screen. This functionality allows you to associate yourself to an existing provider.

New Providers and Change of Ownership (CHOW): Select the 'New Provider' button and complete the required information on the next screen.

Create Application: Once you have created a new Provider, click 'open' in the grid below on that provider. From there, move to the 'Provider Applications' page (found on the left side of the screen).

Background Checks, Renewals, Manage Key Personnel, Manage Branch Offices, Plan Review Projects, Print Certificates/Licenses and access to the **Communication Center:** These functions for providers can be found when opening the provider in the grid (see Create Application).

New Provider   Search Provider

	Provider Name	Provider Number	Provider Status	Due Date	Expiration Date	
			No Results Found			

0   20   items per page   No items to display

Step 2d (cont.)

- On the 'Manage Provider' screen select <mark>'Search Provider'</mark>. This is found in the lower right hand corner above the 'Grid'.
- Email DHSDQALCCS@dhs.Wisconsin.gov to obtain your unique provider information to associate to our existing account.
- NOTE: You may reach out to DQA prior to starting the association process so this information is readily available when you reach this step.

Step 2d (cont)

- It is very important to only use the information provided by DQA as this matches what is currently in the Portal.
- After entering your DQA provided information, 'Save'
- Your facility will now appear in the grid and this demonstrates you are 'associated' as an Authorized Representative to the facility

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of **HEALTH SERVICES**

Angela Mack
ID#: 0000043103
angela.mack+100@dhs.wisconsin.gov

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New Provider   Search Provider

	Provider Name	Provider Number	Provider Status	Due Date	Expiration Date	
Open	PCA Test 12/18		Pending			

1 of 1   1   20 ▾ items per page   1 - 1 of 1 items

Features of the Provider Overview Page
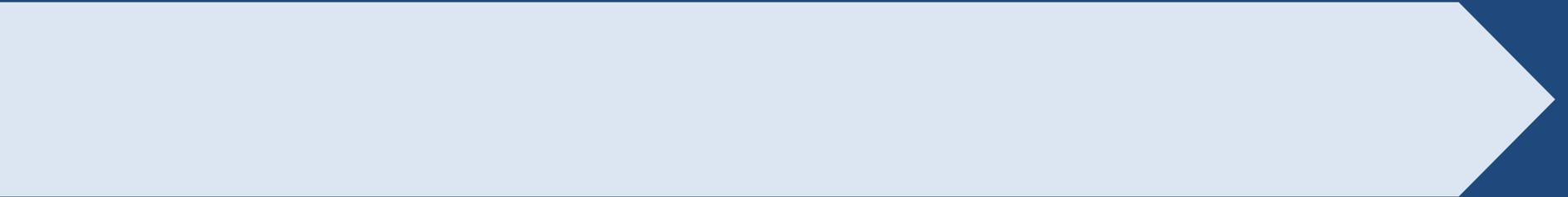
Provider Overview Features:

- Select 'Open' by your provider in the grid under your account. This takes you to the Provider Overview Page.

Provider Overview Features (cont)

- Communication Center
- Provider Applications
- Provider Renewals
- Print Certificates/Licenses
- Manage Authorized Representatives
- Manage Branch Offices
- Manage Branch Renewals

- Manage Key Personnel
- Entity Background Check
- Videos

- The following features are not applicable to PCAs:
- Projects
- Inspection Corrections

Renewals
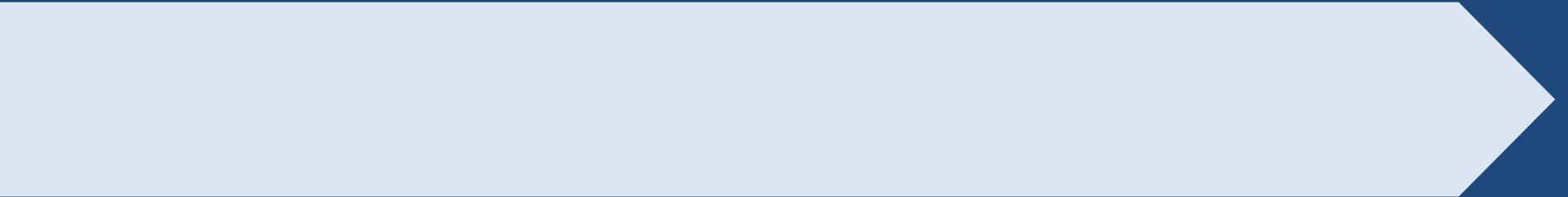
Renewals

- Annual Reports are called 'Renewals' in the Portal.
- Renewals and renewal fees are an annual regulatory requirement for PCAs.
- All Renewals are electronic through the Portal. (No more paper reports).
- Renewals are set to be available on March 1st and Due April 30th, 2026.

Renewals (cont)

- If you do not submit your Renewal and fees through the Portal by April 30th, 2026, the Portal will automatically terminate/close your provider and notification will be sent to Medicaid to terminate your Medicaid contract.
- This will affect your ability to receive reimbursement if you do not renew.

Renewal Demonstration

From the Portal main page select 'Manage Provider'

WISCONSIN DEPARTMENT of HEALTH SERVICES

My Account ▾

Angela Renewal
ID #: 0000043097
bierens+123@glsolutions.com
(559) 445-3636

Overview
Personal Information
Manage Provider
Review Projects
Manage Firm
Background Checks
Communication Center
Ask a Question

Wisconsin Department of Health Services Division of Quality Assurance Provider Portal

Before you are able to select navigation items besides the Personal Information page, you are required to input your personal information. Please navigate to the Personal Information page and enter any required information. Once you have done so you can navigate to other pages.

If you are applying for a new Provider Application choose the Manage Provider option from the menu. Follow the instructions on that page to create a Provider or search for one.

If you are completing a background check select the Background Checks option from the menu.

If you have Projects that are ongoing, and you need to check the status select the Review Projects option from the menu.

If you need to add a Firm or create a Firm select the Manage Firm option from the menu.

Contact Information
bierens+123@glsolutions.com
(559) 445-3636
(559) 445-3636
Mailing Address
207-S10491 Jennifer Dr
Muskego, WI 53150
Physical Address
207-S10491 Jennifer Dr
Muskego, WI 53150

FAQ's/Instructional Videos
Navigating Your Dashboards

- Firm Dashboard
- Communication Center
- How to submit background check

Renewal Demonstration

- Select 'Open' in the grid by the provider you need to manage.

Renewal Demonstration

Select 'Provider Renewals' or 'Branch Renewals' in the Navigation menu

Renewal Demonstration

- Select 'Open' in the grid by the Renewal
- If you select 'Do Not Renew' that will terminate/close your provider and notification will be sent to Medicaid to terminate your Medicaid contract.

Renewal Demonstration

- There are a series of questions that must be answered.
- After all questions are answered you must submit the required fee.
- Failure to submit the fee and/or answer the questions will results in termination/closure of the provider and notification to Medicaid to terminate your Medicaid account.

Personal Care Services
Personal Care Agency Certificate
License Number: 186
Status: Pending Renewal

Requirements

Manage Authorized Representatives

Background Check

Pay Fees

Incomplete Requirements

▲ **INTRODUCTION**

During this renewal there may be times when you need to navigate away from this page. Please read all instructions carefully on how to navigate to the appropriate pages. If you need to make the following Amendments to the Certificate, select the Certificate Amendment page located on the left of the screen. Once you are on the Certificate Amendment Page select New amendment request at the top right hand corner of the screen. You will then complete the requirements for the Amendments from that page. The Amendments that are applicable to the Certificate are Provider Name Change, Physical Address Change, and Operational Change.

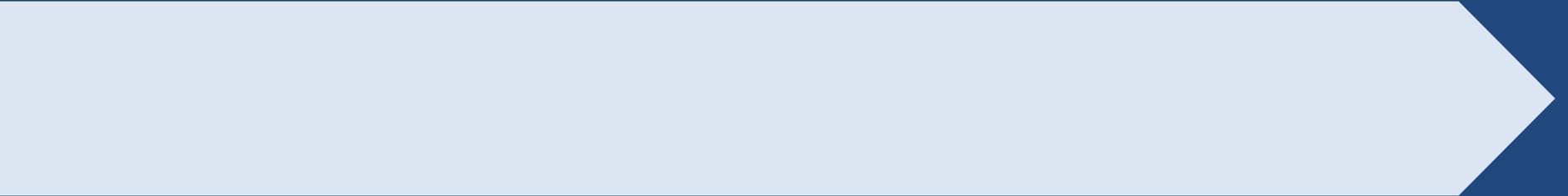▾ PROVIDER DETAILS

▾ PCA RENEWAL QUESTIONS

▾ AGENCY SERVICES

▾ CLIENTS RECEIVING CARE

▾ REVENUE INFORMATION
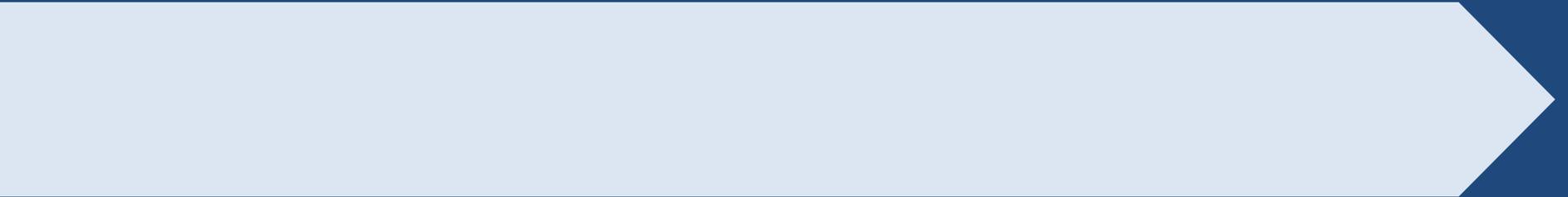
Under Review

Completed Requirements

Future Forums

Future PCA Forum Topics

- Manage Key Personnel (Administrator, Substitute Administrator, etc.)
- Operational Updates (Address, Hours of Operation, Counties Served, etc.)
- New PCA Application Process

How to Stay Informed

Staying Informed

- Ensure Authorized Representative information is current in the Portal. These individuals receive Portal communications.
- Sign up for DQA Provider Communications: https://public.govdelivery.com/accounts/WIDHS/subscriber/new
- Ensure DQA email communications are not in Spam or Junk folders
- Bookmark DHS PCA Application/Certification Webpage: https://www.dhs.wisconsin.gov/regulations/pca/pca-application.htm
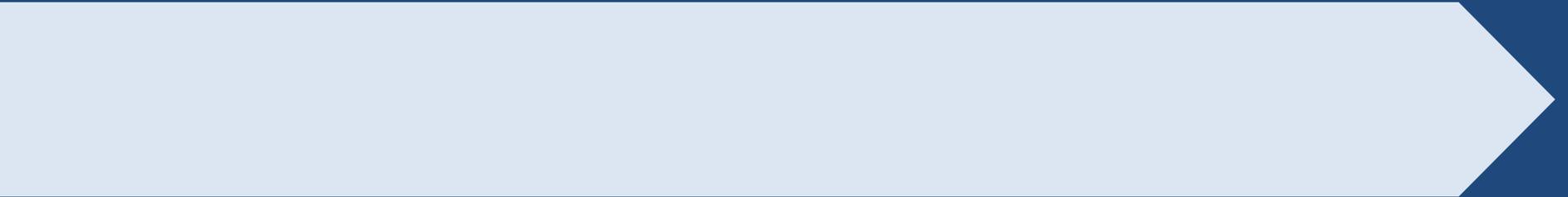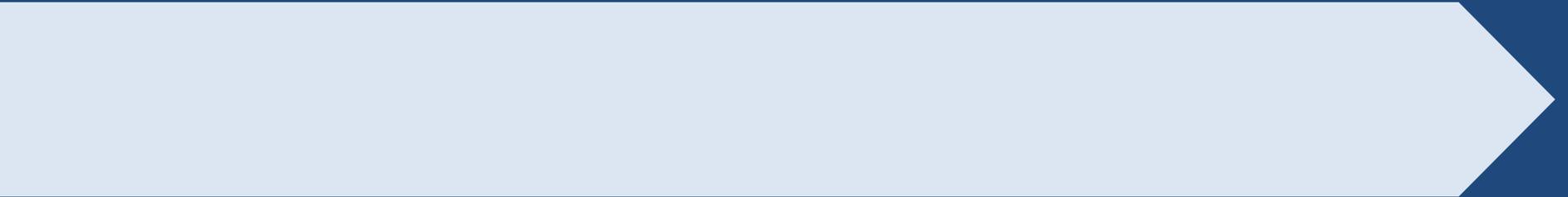
Communications

Communications to DQA

- Through the DHS DQA Provider Portal Communication Center
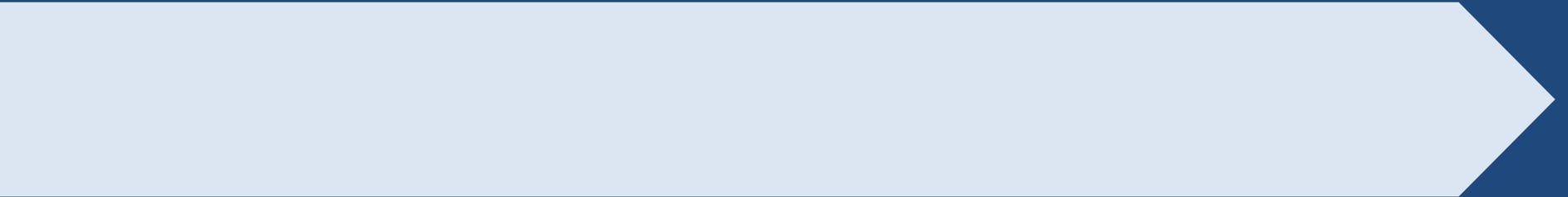- The PCA and ADCC Licensing Mailbox: DHSDQALCCS@dhs.Wisconsin.gov

Resources

Resources

- DHS DQA Provider Portal: https://www.dhs.wisconsin.gov/provider-portal/index.htm
- MyWisconsin ID: https://www.dhs.wisconsin.gov/provider-portal/mywisconsin-id.htm
- PCA Application/Certification: https://www.dhs.wisconsin.gov/regulations/pca/pca-application.htm

Questions

Thank you!

DQA Mission: DQA collaborates with healthcare professionals and organizations to promote quality care through licensing and oversight of Wisconsin's facilities and programs.