

# 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’)?

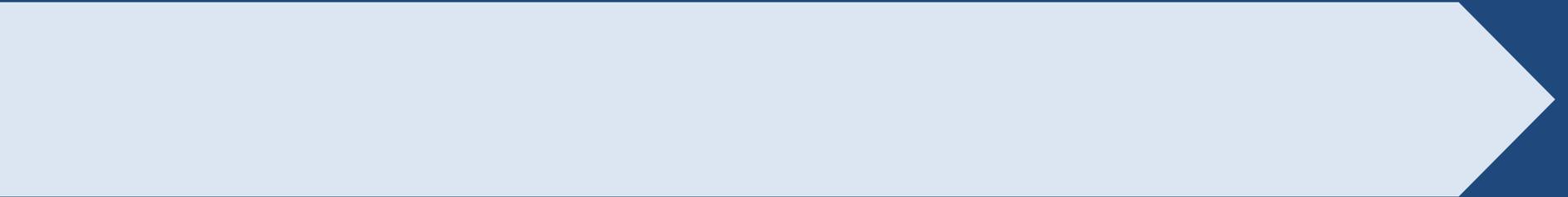
- Online licensure and certification system for healthcare providers which includes PCA’s
- PCA certification functions that are regulated by DQA will be processed through the Portal
- Medicaid contracts are a separate process administered by Wisconsin Medicaid

# 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 15<sup>th</sup>, 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 23<sup>rd</sup> 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 must 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/licensee/login/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:**

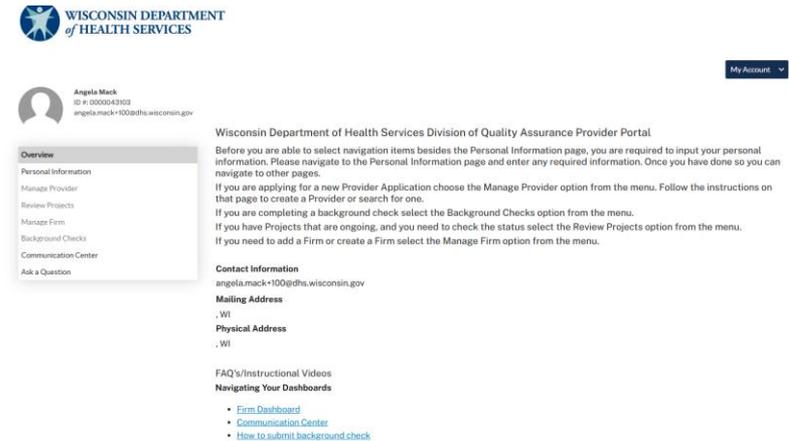
**Last Name:**  
Mack

**Date of Birth:**  
01/01/1930

**Email Address:**  
angela.mack+100@dhs.wisconsin.gov

# Step 2a (cont)

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



**WISCONSIN DEPARTMENT**  
of HEALTH SERVICES

Angela Mack  
ID #: 000043303  
angela.mack+100@dhs.wisconsin.gov

My Account

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**  
angela.mack+100@dhs.wisconsin.gov

**Mailing Address**  
- WI

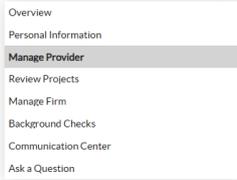
**Physical Address**  
- WI

FAQ's/Instructional Videos  
**Navigating Your Dashboards**

- [Firm Dashboard](#)
- [Communication Center](#)
- [How to submit background check](#)

## Step 2c (cont)

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



My Account ▾

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 'Search Provider'. This is found in the lower right hand corner above the 'Grid'.
- Email [DHSDQALCCS@dhs.Wisconsin.gov](mailto: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



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.

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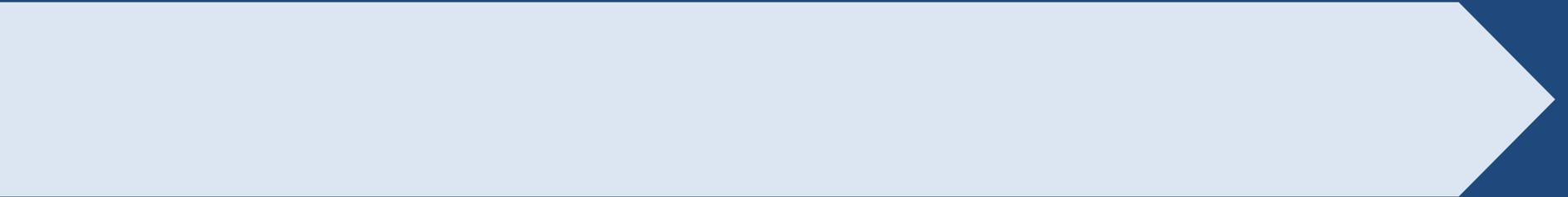
**Background Checks, Renewals, Manage Key Personnel, Manage Branch Offices, Plan Review Projects, Print Certificates/Licenses and access to the Communication Center:** These functions for providers can be found when opening the provider in the grid (see Create Application).

[New Provider](#) [Search Provider](#)

	Provider Name	Provider Number	Provider Status	Due Date	Expiration Date	
<a href="#">Open</a>	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.

**WISCONSIN DEPARTMENT of HEALTH SERVICES**

PCA Test 12/18  
Provider #:  
Status: Pending

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.

**Provider Overview**

- Provider Information
- Communication Center
- Provider Applications
- Provider Renewals
- Visit Certificates/Licenses
- Manage Authorized Representatives
- Manage Branch Office
- Branch Renewals
- Provider Pay Invoices
- Projects
- Inspection Corrections
- Manage Employee
- Manage Key Personnel
- Entity Background Check

**License Number**

**Contact Information**  
Primary Phone: 608118701  
Email: bigbird@gmail.com

**Physical Address**  
123 Sesame St  
Madison, WI 53703

**Mailing Address**  
456 Big Bird Court  
Waunakee, WI 53356

**Classification**

**Current Capacity**  
Current Client Group Served

**FAQ's/Instructional Videos**  
Application Processes

**Licensee Representative Name**

**Licensee Physical Address**

**Licensee Mailing Address**

**Licensee Email and Phone**

**Active Licenses**  
Type

**Classification**

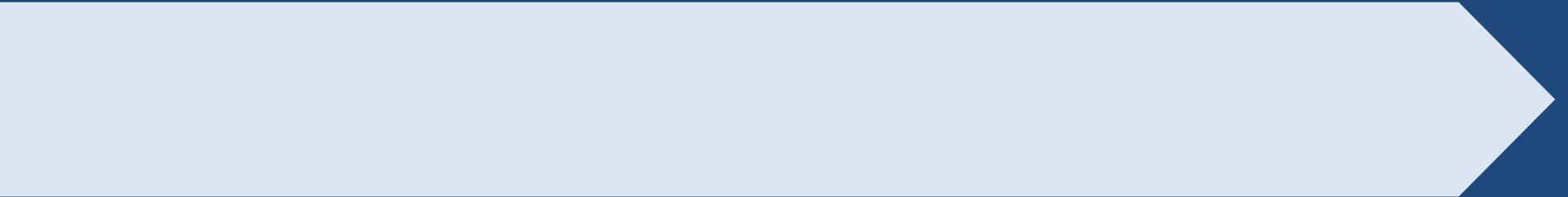
**Due Date**

**Expiration Date**

# 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 1<sup>st</sup> and Due April 30<sup>th</sup>, 2026.

# Renewals (cont)

- If you do not submit your Renewal and fees through the Portal by April 30<sup>th</sup>, 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'



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

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

My Account ▾

## 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@gtsolutions.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.

**WISCONSIN DEPARTMENT of HEALTH SERVICES**

My Account

Angela Renewal  
ID#: 0000043007  
Email: 150@dhhs.wisconsin.gov  
ISSN: 445-3636

- 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.

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**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).

	Provider Name	Provider Number	Provider Status	Due Date	Expiration Date	
Close	Personal Care Services	156	Open			

1 of 1 items per page 1 - 1 of 1 items

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

Connect with DHS

# Renewal Demonstration

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

The screenshot displays the Wisconsin Department of Health Services Provider Portal. At the top left is the department logo. A navigation menu on the left lists various options, with 'Provider Renewals' highlighted. The main content area includes a welcome message, a 'My Account' dropdown, and a grid of provider information such as License Number, Contact Information, Physical Address, and Mailing Address. A 'FAQ's/Instructional Videos' section is also present.

**WISCONSIN DEPARTMENT of HEALTH SERVICES**

**Personal Care Services**  
Provider #: 186  
Status: Open

**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 Employee
- Manage Key Personnel
- Entity Background Check
- Certification Amendments

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.

**My Account** ▾

<b>License Number</b> 186	<b>Licensee Business Name and FEIN</b> FAMILY CARE SERVICES, 461089183
<b>Contact Information</b>	<b>Licensee Individual Owner Name</b> Angela , Renewal
<b>Physical Address</b> 6114 W CAPITOL DR SUITE 203 MILWAUKEE, WI 53216	<b>Ownership and Tax Type</b>  <b>Individual Ownership and Tax Type</b>
<b>Mailing Address</b>	<b>Licensee Representative Name</b> <b>Licensee Physical Address</b>
<b>Classification</b>	<b>Licensee Mailing Address</b>
<b>Current Capacity</b>	<b>Licensee Email and Phone</b>
<b>Current Client Group Served</b>	<b>Active Licenses</b>
<b>FAQ's/Instructional Videos</b> Application Processes	<b>Type</b> Personal Care Agency Certificate
<ul style="list-style-type: none"><li><a href="#">Adult Day Care Center Application Instructional Video</a></li><li><a href="#">Branch Office Application Instructional Video</a></li><li><a href="#">Certification Amendment Application Instructional Video</a></li></ul>	<b>Classification</b>
	<b>Due Date</b>

# 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.

The screenshot displays the Wisconsin Department of Health Services' Provider Renewals page. At the top, the department's logo and name are visible. Below this, a navigation menu on the left lists various options, with 'Provider Renewals' currently selected. The main content area shows a table of renewals for a provider with ID 186 and status 'Open'. The table has columns for 'Status', 'License Type', 'License Number', and 'Confirmation Report'. Two rows are shown, both with a status of 'Pending Renewal'. The first row is for a 'Personal Care Agency Certificate' with license number 186, and the second row is for a 'Branch Office Certificate' with license number 186. Each row has a 'Do Not Renew' link. Below the table, there is a pagination control showing '1 of 1' items and a dropdown for '10 items per page'. An 'Export to Excel' button is located in the top right corner of the table area. Text instructions above the table explain the 'Do Not Renew' button's function and the availability of a confirmation report.

**WISCONSIN DEPARTMENT of HEALTH SERVICES**

Personal Care Services  
Provider # 186  
Status: Open

My Account

**Provider Renewals**  
Within this page you will find all of the licenses and or certifications that are up for renewal for the Provider. Select the 'Open' button next to the license/ certification you would like to renew.  
If the Provider is closed select the 'Do Not Renew' button on the license/certification that you do not wish to renew. A pop-up screen will occur and here you will input the reason why the provider/ license is to close and the date.  
Once you have completed the renewal if you wish to print a confirmation report for the renewal you finished select the 'Link' button on the license/certification renewal you completed.

	Status	License Type	License Number	Confirmation Report
Open	Pending Renewal	Personal Care Agency Certificate	186	<a href="#">Do Not Renew</a>
Open	Pending Renewal	Branch Office Certificate	186	<a href="#">Do Not Renew</a>

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

# 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 result in termination/closure of the provider and notification to Medicaid to terminate your Medicaid account.

[Return to Dashboard](#)

[My 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

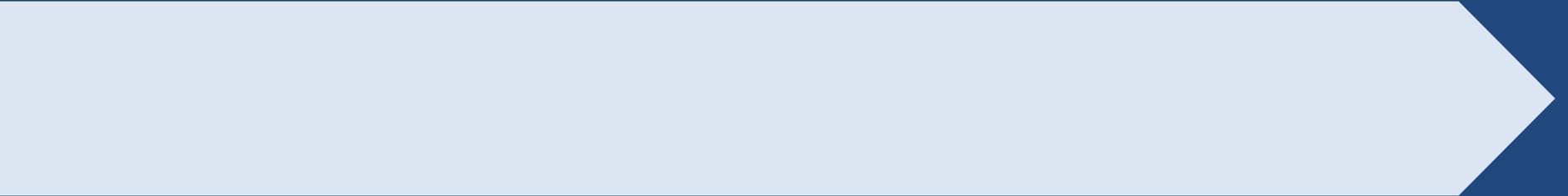
### ▾ CLIENTS RECEIVING CARE

### ▾ REVENUE INFORMATION

## Under Review

## Completed Requirements

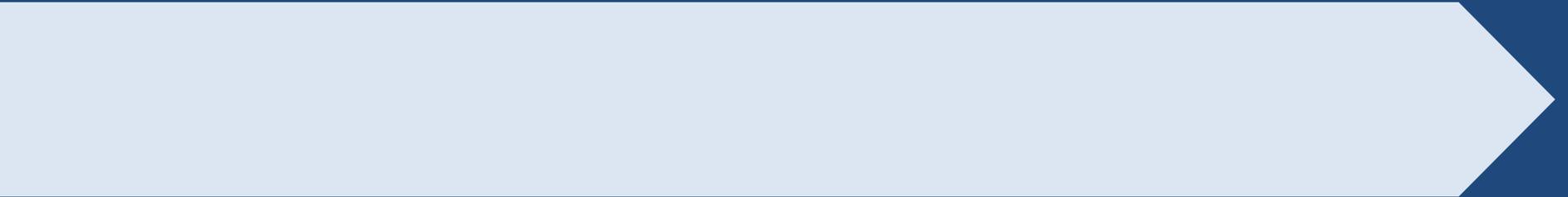
# Future Forums



# Future PCA Forum Topics

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

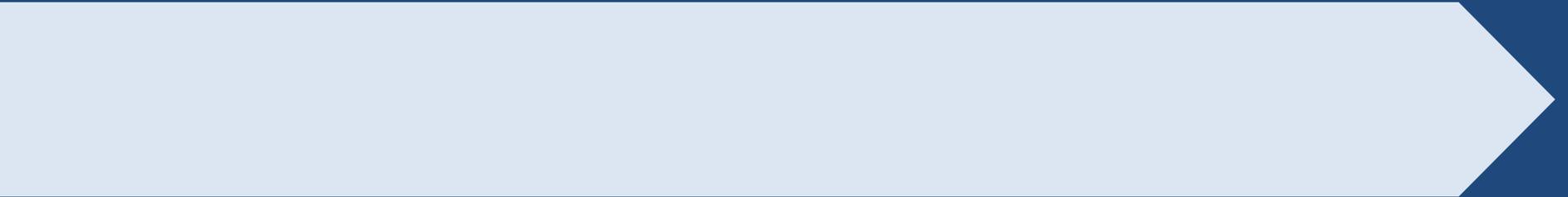
# How to Stay Informed



# 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>

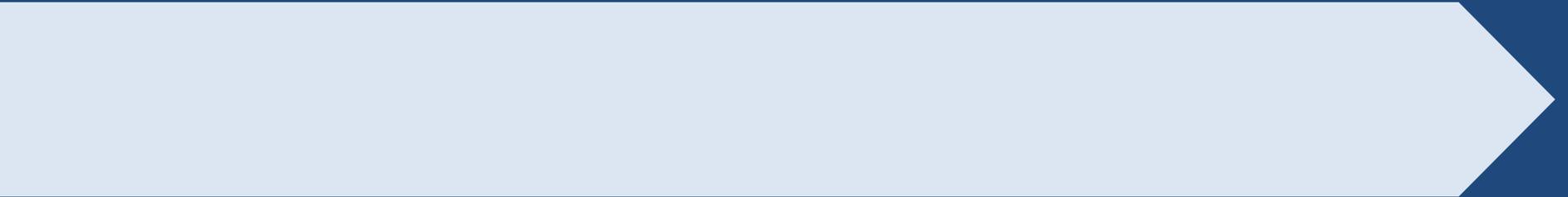
# Communications



# Communications to DQA

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

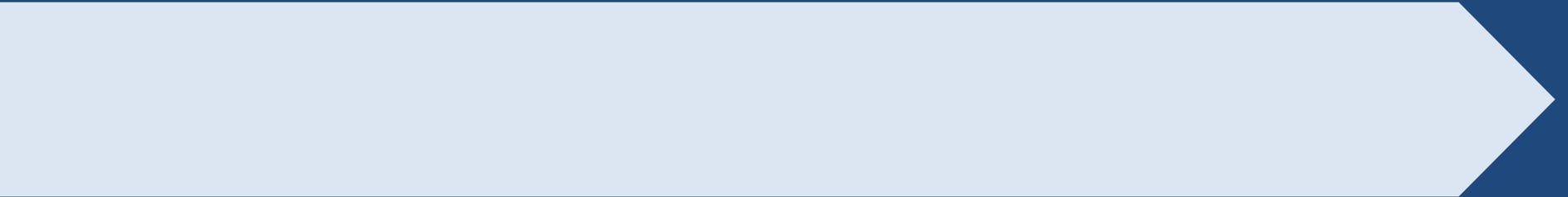
# Resources



# 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.