



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Wisconsin Provider Finder

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A new search tool

Find care providers in Wisconsin

- Medicaid providers and pharmacies
- Adult long-term care providers
- Free and low-cost clinics
- Regulated facilities



dhs.wi.gov/provider-finder



Bringing it to the DHS website

- **Before:** two separate search tools on the ForwardHealth Portal
- **This summer:** one search experience on the Wisconsin Department of Health Services website
 - Alongside other information DHS offers
 - More ways to filter and view results
 - Use it on your phone, computer, or tablet, including devices using assistive technology



The current search tools

Find Care

The screenshot shows the 'Find Care' interface on the ForwardHealth website. At the top, there is a navigation bar with 'Microsoft per home', 'Data Explorer', and 'Department of Health Services'. The main header includes the ForwardHealth logo and a welcome message for January 27, 2026 at 1:28 PM. Below the header, there are five category buttons: 'Medical' (with a plus icon), 'Mental Health' (with a brain icon), 'Dental' (with a tooth icon), 'Adult Long-Term Care' (with a person icon), and 'Other' (with a document icon). Each button has a brief description of the services. Below these buttons, there are input fields for 'Health Program' (set to 'BadgerCare/Medicaid'), 'Provider Name/Service', 'City', 'State' (set to 'WI'), and 'Zip'. A 'Distance' dropdown is set to 'Within 5 miles'. At the bottom, there are 'Search' and 'Clear' buttons.

DQA Provider Search

The screenshot shows the 'Definition of Quality Assurance Provider Search' interface. It features a 'Search Criteria' section with dropdown menus for 'Provider Name', 'County', 'City', 'Year' (set to '2024'), 'Zip Code', 'Number of Months of Eligible' (set to '12'), 'Set Date', and 'Provider Type'. Below this is a 'Provider Facility Type' section with a list of checkboxes for various facility types, including 'Assisted Living Facility (ALF)', 'Dialysis Facility', 'Community-Based Residential Facility', 'Residential Care Apartment Complex', 'Respite Home', 'Nursing Home', 'Outpatient Clinic', 'Outpatient Behavioral Health Treatment Program', 'Secondary Healthcare', 'Inpatient Care (IC)', 'Home Health', 'Mental Health', 'Tertiary Care Facility', 'Hospital', 'Long-Term Care (LTC)', 'Respite Care', 'Respite Day Care Center', 'Respite In-Home Services', 'Long-Term Residential Care', 'Skilled Nursing Facility', 'Comprehensive Outpatient Rehabilitation Center', 'Outpatient Behavioral Health Treatment Program', 'Hospital', and 'Home Health Care'. At the bottom, there are 'Search' and 'Clear' buttons.



The new search tool

Find a provider

Provider name

Provider type X | v

Sort by v

ZIP code v

OR

City v

Distance

[Search by state or Wisconsin county](#)

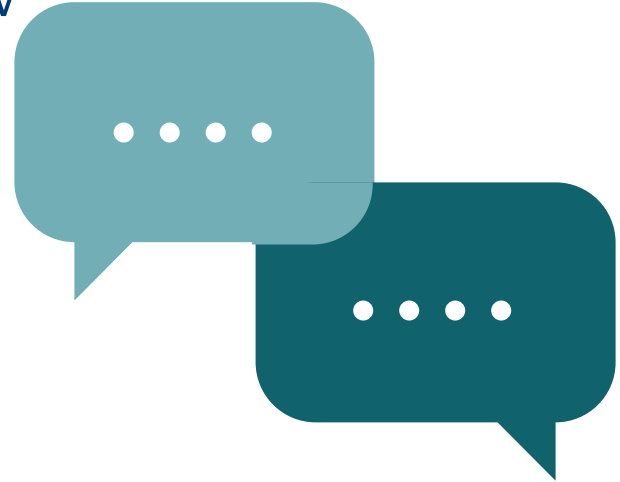
Start your search

Use the fields above to search by provider type or name, and narrow your results by location to find a provider near you.



Contact Us

DHSPROVIDERFINDER@dhs.wisconsin.gov





Questions and Answers





Thank you!

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

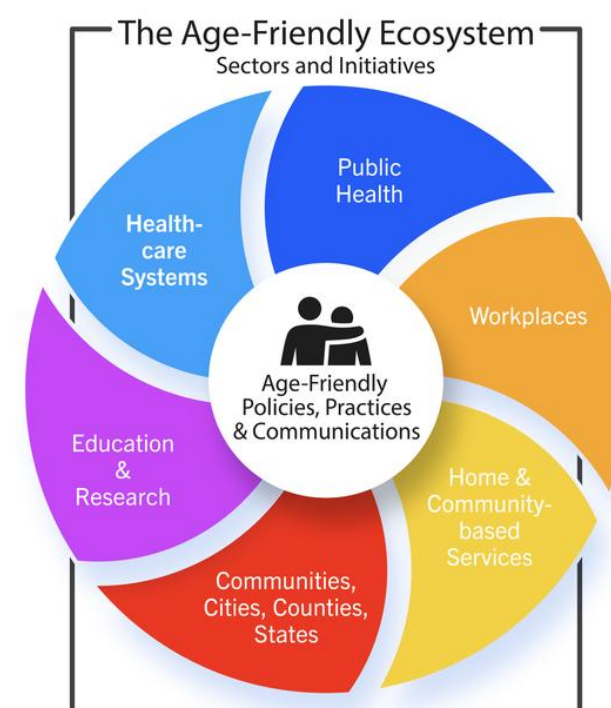


WISCONSIN DEPARTMENT
of HEALTH SERVICES



Age-Friendly Ecosystem State Snapshot

Creating the conditions for all people to age healthfully, independently, and productively requires collaboration across multiple sectors. State and community partnerships focused on these goals comprise an Age-Friendly Ecosystem, a network of practitioners, providers, and organizations from across sectors that prioritize improved quality of life for older adults, their families, caregivers, and communities through collaborative effort and impact.



Characteristics of an Age-Friendly Ecosystem

Relationships and Trust	Leadership Engagement	Diverse Partnerships	Relational Approach	Time and Perseverance	Adaptability and Creativity

Age-Friendly Ecosystem Sector Descriptions	
Age-Friendly Public Health Systems	An Age-Friendly Public Health System elevates healthy aging as core function of public health practice, using the AFPHS 6Cs framework to guide policy and systems changes that support older adult health and well-being at state, local, territorial, and tribal levels.
Age-Friendly Health Systems	The goal of the Age-Friendly Health Systems movement is to embed the 4Ms of age-friendly care (What Matters, Medication, Mentation, and Mobility) as the equitable standard of care for all older adults in partnership with their family caregivers.
Age-Friendly States, Counties, Cities & Communities	AARP Age-Friendly States, Counties, Cities and Communities engage state and local governments, community partners, and residents in a shared commitment to take actions that strengthen the built and social environments for older adults and people of all ages.
Age-Friendly Universities	Members of the Age-Friendly University Global Network promote institutional change in higher education by embedding age inclusivity, advancing lifelong learning pathways, and strengthening partnerships that support individuals and communities throughout the life course.
Age-Friendly Workplaces	An age-friendly workplace is one that provides flexible work arrangements, training and development for older workers, addresses age bias and multi-generational engagement, and focuses on age diversity and inclusion.
Aging Services Network	The aging services network provides the crucial services and connections for older adults and people with disabilities including food, transportation, caregivers supports, legal assistance, and care transitions that enables them to live independently and socially engaged.







Age-Friendly Ecosystem State Snapshot



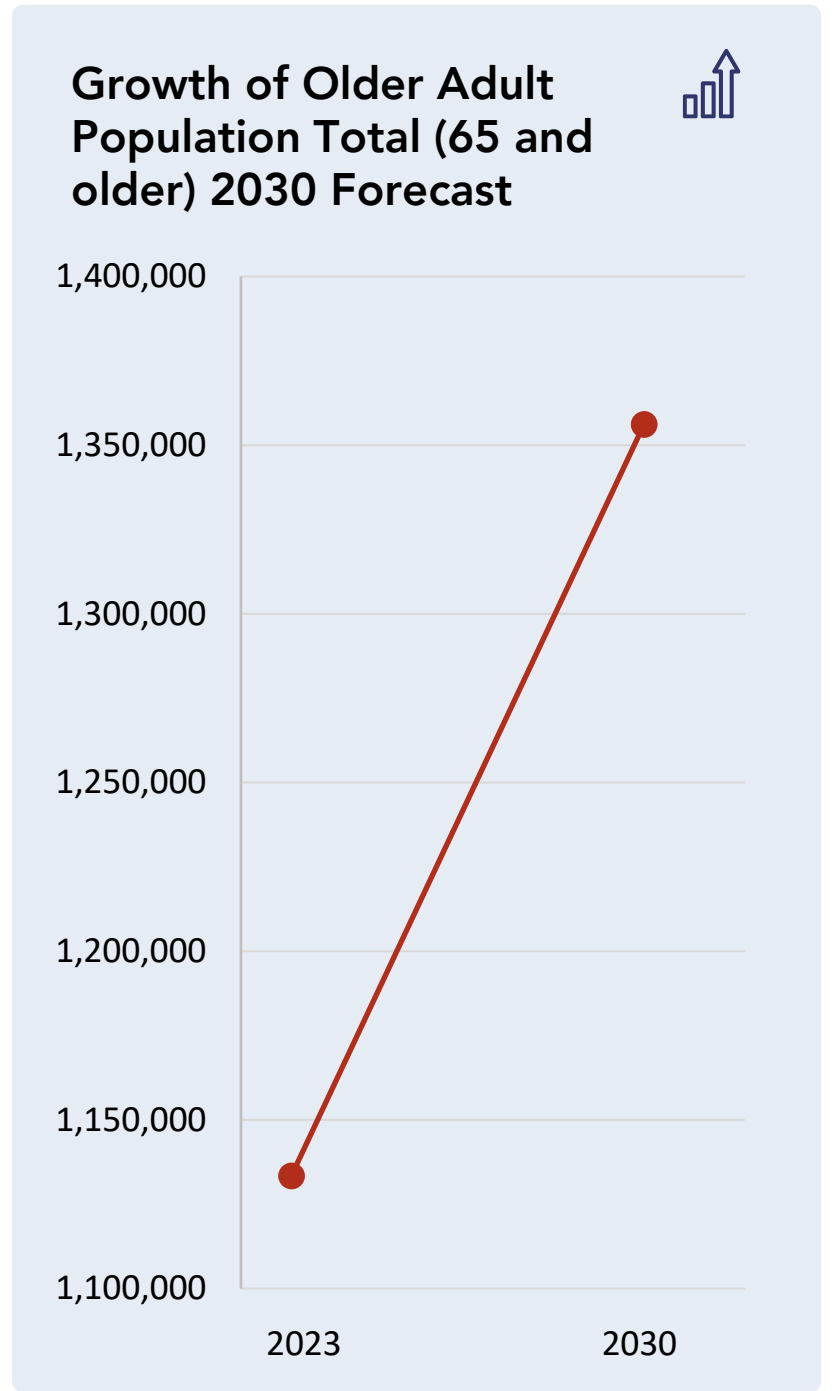
The status of the Age-Friendly Ecosystem in your state

Number of Adults Aged 65 and Older 

1,133,395

Percent of Population 65 and Older 





19.17%



State has a Multi-Sector Plan for Aging NO YES PLANNING

State Health Dept is an Age-Friendly Public Health System NO YES

State is an Age-Friendly State NO YES

 12 Age-Friendly Health Systems	 7 Dementia-Friendly Communities	 2 Age-Friendly Universities	 14 Age-Friendly Communities
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WISCONSIN DEPARTMENT
of HEALTH SERVICES

2025 Long-Term Care Satisfaction Survey Results

Athena Luxem, Brianna Olson, and Justin Heller
Quality and Special Initiatives Section
Bureau of Programs and Policy

Survey Sample Criteria

- Surveys were sent to randomly selected members meeting the following criteria:
 - Current member
 - Having been a member for 6+ months
 - Distributed among all three target groups
- Survey responses are sufficient to draw conclusions from results.
- 2025 was the second year that an online option was available:
 - IRIS: 9.5% responded online.
 - FC: 6.2% responded online.
 - FCP: 4.2% responded online.
 - PACE: 3.8% responded online.

Summary of Results - ICAs

- Overall, most questions (10 of 13) remained consistent with prior results (less than a 2% change from 2024).
- The questions that received the highest proportion of positive responses are:
 - How kindly does your IRIS consultant treat you? (Q5, 96.8%)
 - Can you contact your IRIS consultant when you need to? (Q1, 98.1%)
 - When you speak with your IRIS consultant, how well do they listen to you? (Q4, 94.7%)
- The questions that received the lowest proportion of positive responses are:
 - How satisfied are you with how your budget is made to purchase allowable services to meet your needs? (Q12, 81.2%)
 - How satisfied are you with the number of opportunities you have to participate in social activities? (Q13, 70.7%)

Summary of Results - ICAs

IRIS Consultant Agencies - Statewide Averages	2025	Trend*
Q1: Can you contact your IRIS consultant when you need to?	98.1%	
Q2: When asking for help, how often do you get the help you need from your IRIS consultant?	89.4%	
Q3: How satisfied are you with getting clear explanations from your IRIS consultant?	90.9%	
Q4: When you speak with your IRIS consultant, how well do they listen to you?	94.7%	
Q5: How kindly does your IRIS consultant treat you?	96.8%	
Q6: Overall, how satisfied are you with your IRIS consultant agency?	91.9%	
Q7: Overall how well do the supports and services you receive in your ISSP meet your needs?	89.1%	
Q8: How satisfied are you with getting clear explanations from your IRIS consultant agency to develop your ISSP?	89.5%	
Q9: How well does your ISSP support the activities you want to do in your community, such as visiting with family and friends, working, and volunteering?	81.9%	↓
Q10: How well does your ISSP support your needs related to living in a place of your choice? This may include a private apartment or house, adult family home (AFH), or residential care apartment complex (RCAC).	87.9%	
Q11: How satisfied are you with the process of recruiting, hiring, training, and supervising your workers?	82.4%	↓
Q12: How satisfied are you with how your budget is made to purchase allowable services to meet your needs?	81.2%	↑
Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?	70.7%	

* Represents a change of +/- 2% compared to 2024.

Summary of Results - FEAs

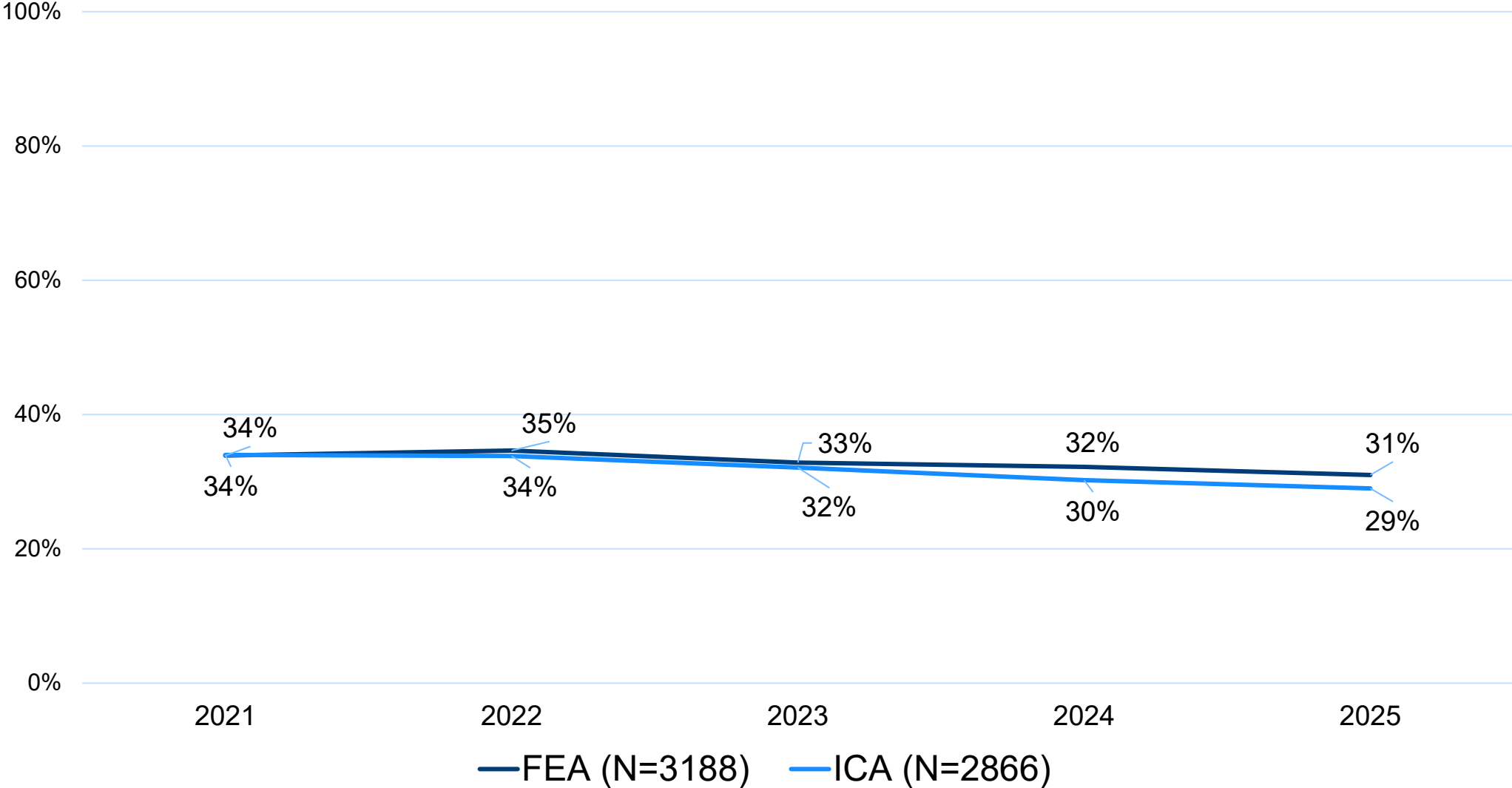
- Overall, most questions (9 of 13) remained consistent with prior results (less than a 2% change from 2024).
- The questions that received the highest proportion of positive responses are:
 - How kindly does your FEA treat you? (Q7, 88.0%)
 - Can you contact your FEA when you need to? (Q1, 91.3%)
 - When you speak with your FEA, how well do they listen to you? (Q6, 83.4%)
- The questions that received the lowest proportion of positive responses are:
 - How satisfied are you with FEA agent timesheet and payroll processing? (Q10, 68.7%)
 - This question had a notable increase from 2024 (3.8%)
 - How easy is it for you to find the forms or info you need on the FEA website? (Q8, 66.2%)

Summary of Results - FEAs

Fiscal Employer Agent - Statewide Averages	2025	Trend*
Q1: Can you contact your fiscal employer agent when you need to?	91.3%	↓
Q2: When asking for help, how often do you get the help you need from your fiscal employer agent?	76.7%	
Q3: When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?	73.4%	
Q4: When you email, call, or leave a voicemail for your fiscal employer agent with a concern, how satisfied are you with the result?	75.7%	
Q5: How satisfied are you with getting clear explanations from your fiscal employer agent?	77.2%	
Q6: When you speak with your fiscal employer agent, how well do they listen to you?	83.4%	
Q7: How kindly does your fiscal employer agent treat you?	88.0%	
Q8: How easy is it for you to find the forms or information you need on your fiscal employer agent's website?	66.2%	
Q9: If you hired a worker within the last year, how satisfied were you with the timeliness for hiring them?	78.5%	
Q10: How satisfied are you with the fiscal employer agent timesheet and payroll processing?	68.7%	↑
Q11: How well does your fiscal employer agent communicate if there is a problem with submitted timesheets?	70.8%	
Q12: Overall, how satisfied are you with your fiscal employer agent?	77.1%	↓
Q13: How likely are you to recommend your fiscal employer agent to someone you know?	74.2%	↓

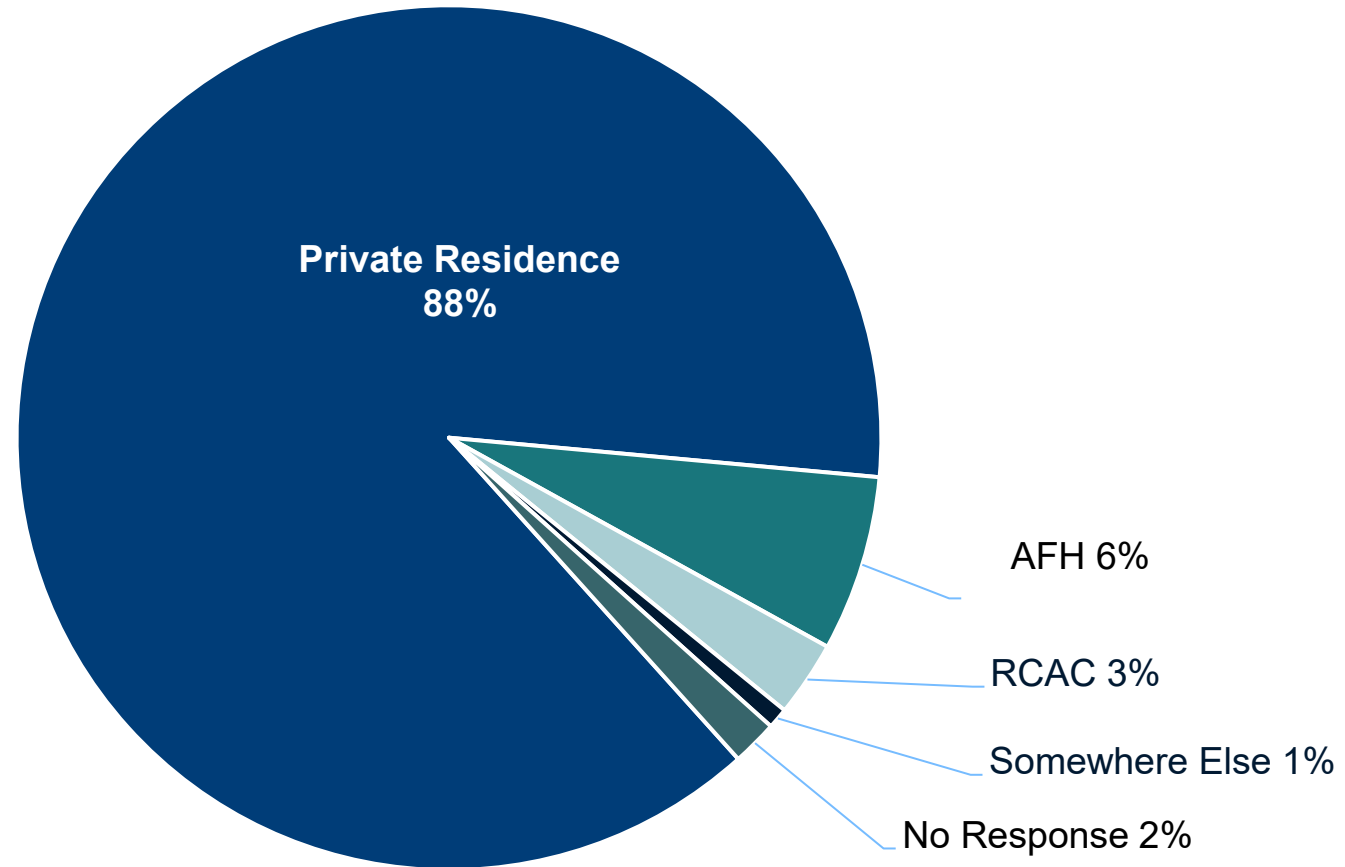
* Represents a change of +/- 2% compared to 2024.

Trend of IRIS Response Rates from 2021-2025



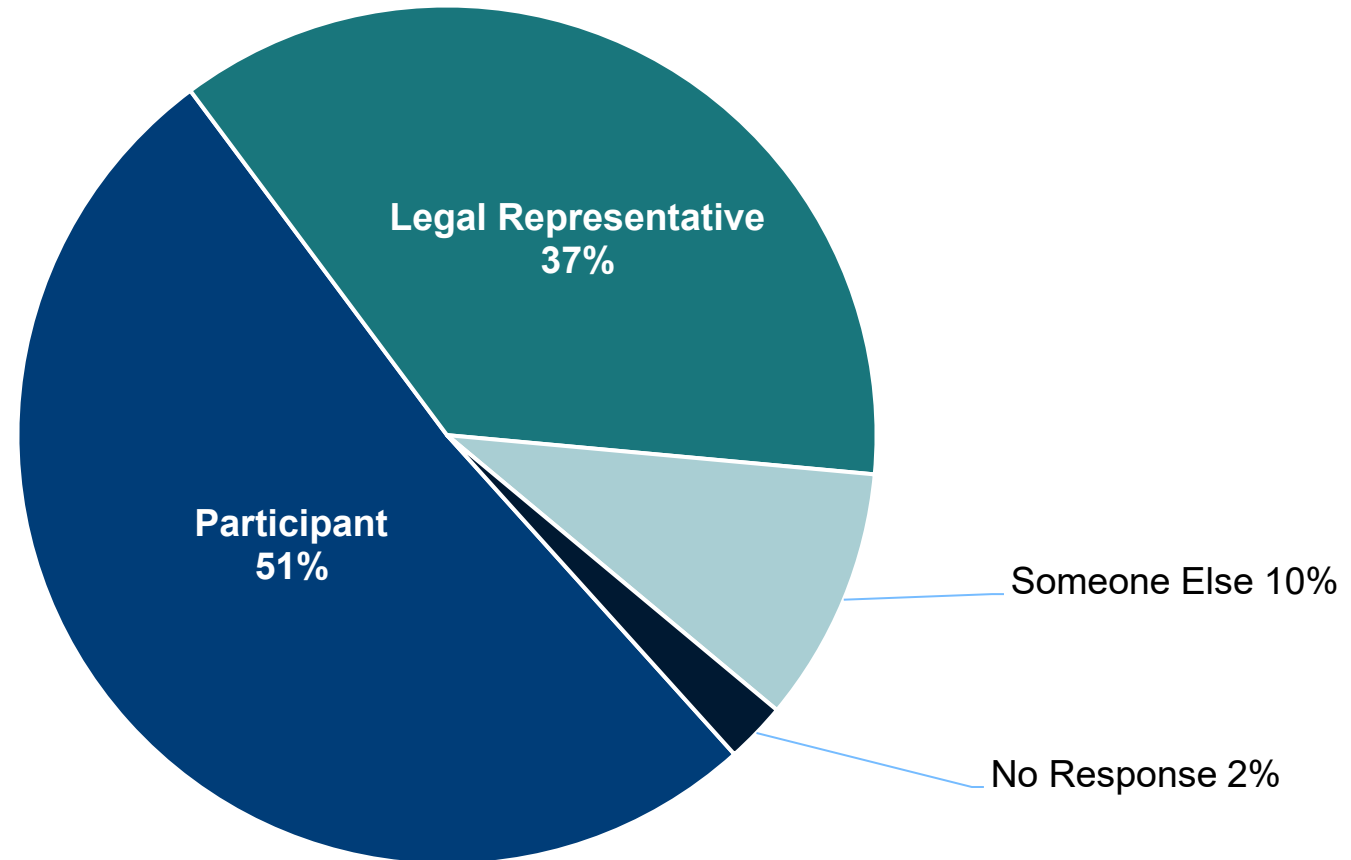
IRIS Demographics: Living Situation

Q14: Currently, which of the following best describes where you, the participant, live?



IRIS Demographics: Survey Respondent

Q15: Who answered the questions in this survey?



Summary of Results – Family Care (FC) and Family Care Partnership (FCP)

- For FC, the results for eight questions remained consistent with prior results, while six questions decreased by at least 2% since 2024. The average rate of decline was 3.4%.
- For FCP, five questions remained consistent with prior results, while eight questions increased, and one question decreased. The average rate of improvement was 3.4%
- Response rates for FC remained steady, while FCP declined by 1%, compared to 2024.
- FC and FCP had the same questions receive the highest and lowest proportion of positive responses (4's and 5's on a 1-5 scale)
 - The highest scoring questions were related to communication and how well the member is treated (Q1 (95.1%/92.6%), Q4 (89%/88%), and Q5 (93.3%)).
 - The lowest scoring questions were related to social connection and community engagement (Q13 (61.4%/56.7%), Q14 (69.8%/64.4%)).

Summary of Results – Family Care

Family Care Statewide Averages	2025	Trend*
Q1: Can you contact your care team when you need to?	95.1%	
Q2: When asking for help, how often do you get the help you need from your care team?	83.2%	
Q3: How satisfied are you with getting clear explanations about your care plan from your care team?	83.9%	
Q4: When you speak with your care team, how well do they listen to you?	89.0%	
Q5: How kindly does your care team treat you?	93.3%	
Q6: How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?	70.4%	↓
Q7: To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?	80.7%	
Q8: How well does your care plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?	72.3%	↓
Q9: How often does your care plan include the things that are important to you?	81.1%	
Q10: How kindly do the people who provide you with supports and services treat you?	85.8%	↓
Q11: How well do the supports and services you receive meet your needs?	79.3%	↓
Q12: Overall, how satisfied are you with your managed care organization?	84.7%	
Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?	61.4%	↓
Q14: Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?	69.8%	↓

* Represents a change of +/- 2% compared to 2024.

Summary of Results – Family Care Partnership

Family Care Partnerships Statewide Averages	2025	Trend*
Q1: Can you contact your care team when you need to?	92.6%	
Q2: When asking for help, how often do you get the help you need from your care team?	82.3%	↑
Q3: How satisfied are you with getting clear explanations about your care plan from your care team?	80.9%	↑
Q4: When you speak with your care team, how well do they listen to you?	88.0%	↑
Q5: How kindly does your care team treat you?	93.3%	↑
Q6: How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?	70.0%	
Q7: To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?	79.9%	↑
Q8: How well does your care plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?	68.6%	
Q9: How often does your care plan include the things that are important to you?	79.4%	↑
Q10: How kindly do the people who provide you with supports and services treat you?	85.3%	
Q11: How well do the supports and services you receive meet your needs?	79.1%	↑
Q12: Overall, how satisfied are you with your managed care organization?	84.3%	↑
Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?	56.7%	
Q14: Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?	64.4%	↓

* Represents a change of +/- 2% compared to 2024.

Summary of Results – PACE

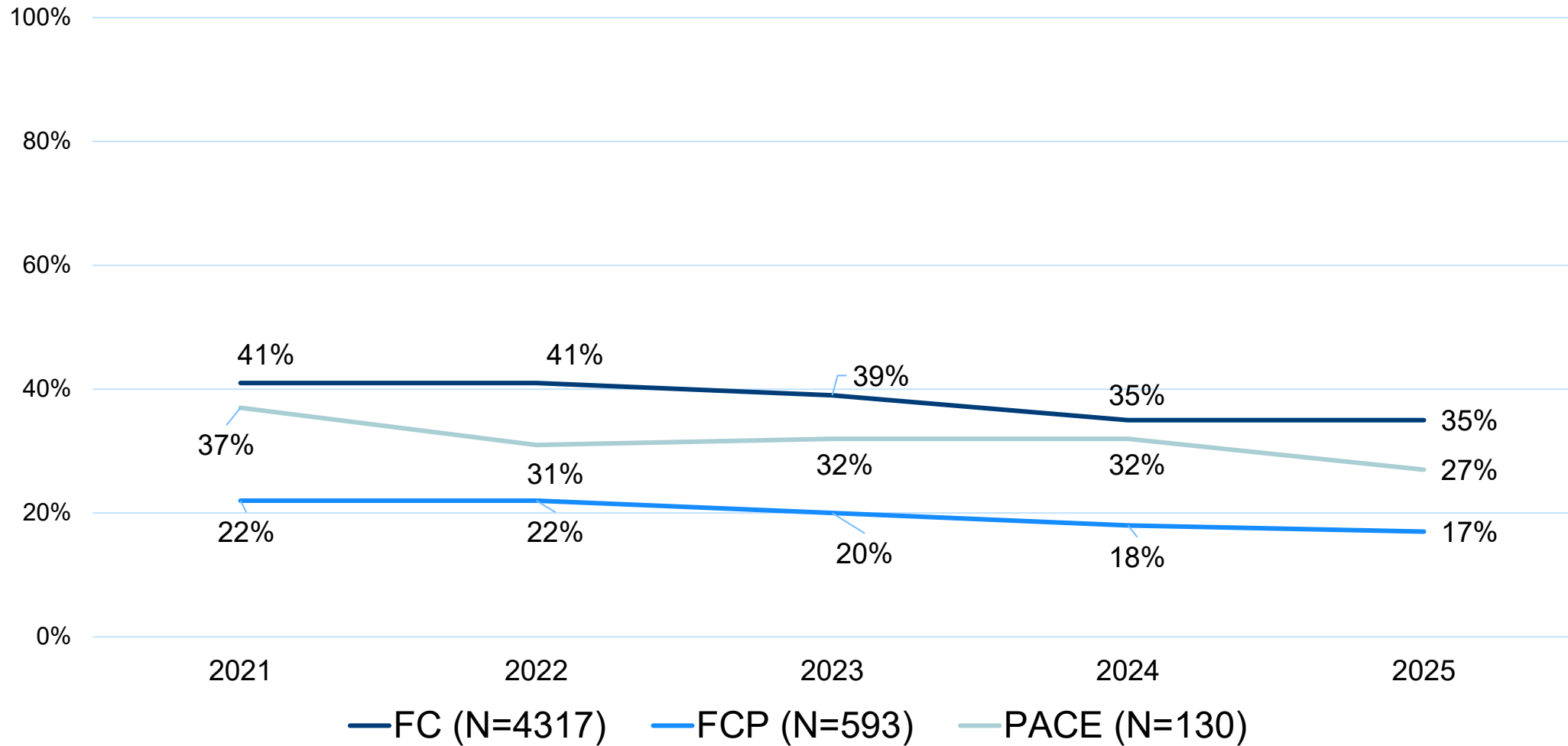
- 8 out of the 14 questions improved by over 2% compared to 2024. The average rate of improvement was 4.4%
- 3 questions declined by more than 2%. The average rate of decline was 7.4%.
- 3 questions were consistent with prior year results.
- Response rate declined by 5% compared to 2024.
- The highest scoring questions were related to communication and how well the member is treated (Q1 (99.2%), Q4 (94.3%), and Q5 (99.9%)).
- The lowest scoring questions were related to social connection and self-directed supports (Q13 (60.7%), Q14 (69.0%)).

Summary of Results – PACE

PACE - Statewide Averages	2025	Trend*
Q1: Can you contact your care team when you need to?	99.22%	
Q2: When asking for help, how often do you get the help you need from your care team?	88.20%	↑
Q3: How satisfied are you with getting clear explanations about your care plan from your care team?	86.75%	↑
Q4: When you speak with your care team, how well do they listen to you?	94.34%	↑
Q5: How kindly does your care team treat you?	99.95%	↑
Q6: How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?	75.00%	↓
Q7: To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?	85.67%	↑
Q8: How well does your care plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?	73.56%	↓
Q9: How often does your care plan include the things that are important to you?	85.13%	↑
Q10: How kindly do the people who provide you with supports and services treat you?	91.45%	
Q11: How well do the supports and services you receive meet your needs?	84.76%	
Q12: Overall, how satisfied are you with your managed care organization?	90.37%	↑
Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?	60.73%	↓
Q14: Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?	69.04%	↑

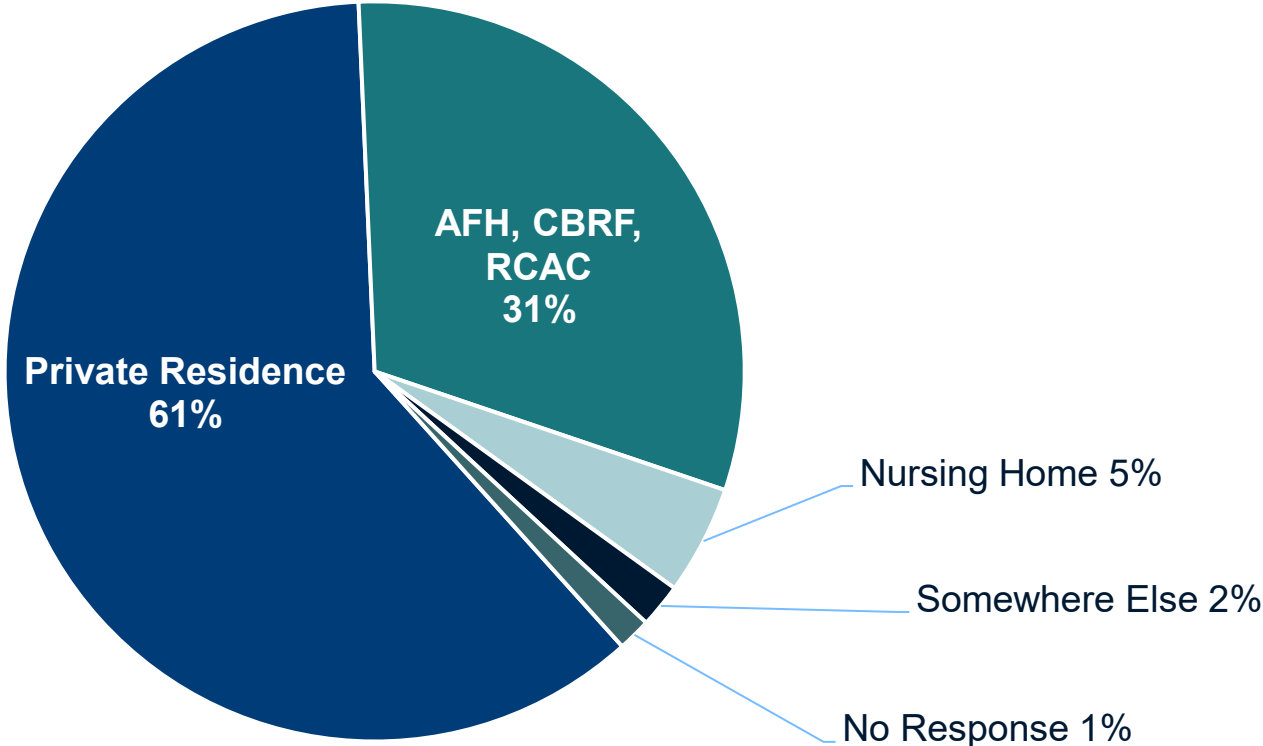
* Represents a change of +/- 2% compared to 2024.

Trend of Response Rates by Program from 2021-2025



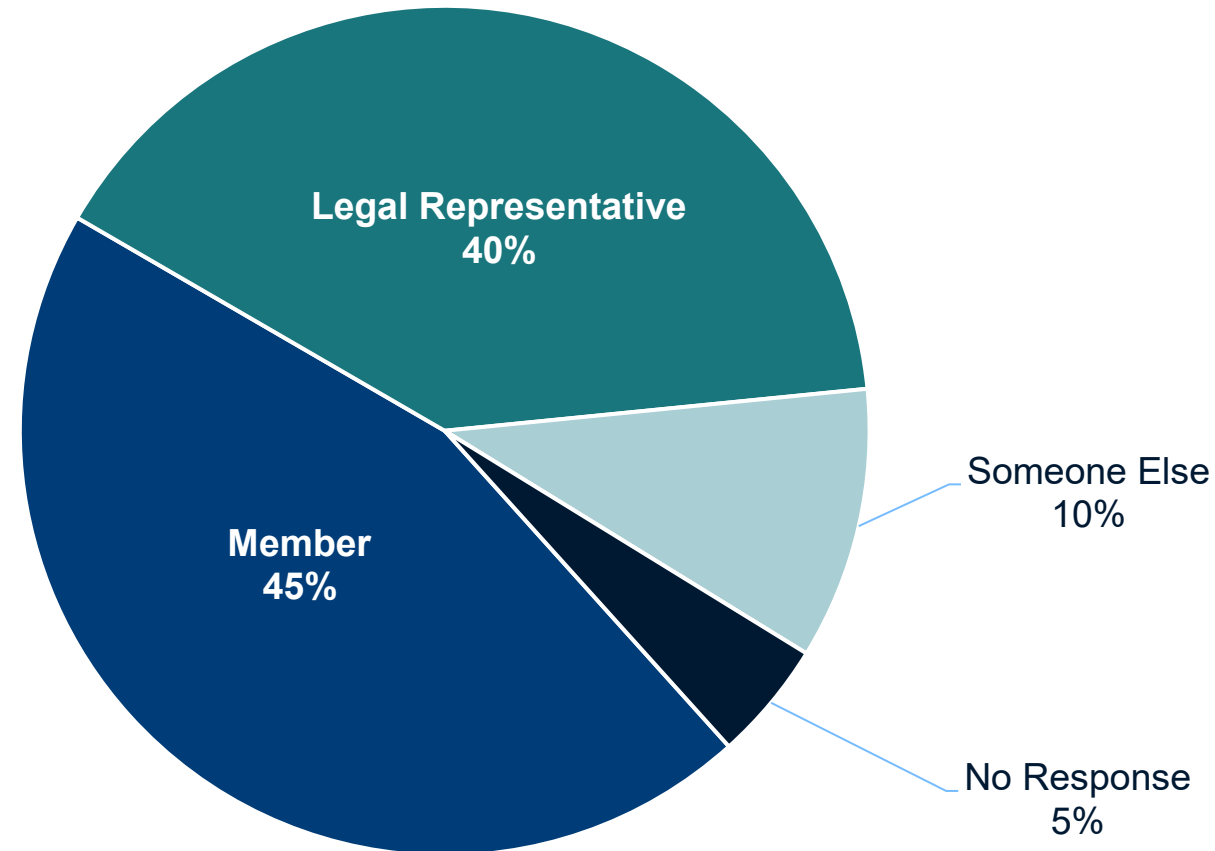
FC/FCP/PACE Demographics: Living Situation

Q15: Currently, which of the following best describes where you, the member, live?



FC/FCP/PACE Demographics: Survey Respondent

Q16: Who answered the questions in this survey?



Next Steps

- The raw survey data will be shared with each MCO via secure email.
- Any questions, concerns, or comments?