The Independent Healthcare Plan (“iCare”) Family Care Program (branded “Inclusa”) is sending this informational aid to assist you with your WI Medicaid enrollment.

Due to a DHS requirement effective January 1, 2026, any provider offering services to members enrolled in a Managed Care Organization (MCO) must have a Medicaid ID in order to bill and be paid for those services and supports.

## **How Will This Affect Providers?**

Effective January 1, 2026, if providers are not enrolled with Medicaid, claims will not be accepted by WPS. **Simply put, you will not be paid for services provided.**

## **Who Should Enroll Now**

If you are a provider for any of the following provider types, you should enroll as soon as possible:

* Organizations and agencies
* Sole proprietors
* Individuals who are not self-directed support workers
* Individuals who deliver supportive home care along with other services

All adult long-term care (LTC) waiver services providers are required to be fully enrolled in Wisconsin Medicaid.

* All adult LTC waiver services providers must enroll by January 1, 2026, to continue to provide services and receive payments from managed care organizations (MCOs) or IRIS (Include, Respect, I Self-Direct) fiscal employer agents.
* The enrollment approval process can take up to 60 days. Providers should enroll soon to avoid payment disruptions.
* Providers can prepare by referencing the [enrollment checklist (PDF)](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforwardhealth.us4.list-manage.com%2Ftrack%2Fclick%3Fu%3D83c3b5a7a14d1370a868b03db%26id%3Dd242f1ac2a%26e%3D9b820d17dc&data=05%7C02%7CJulie.Jaworski%40inclusa.org%7Cf87457c9a426471d2c1708ddc9466992%7C5788c51f54a347b881a949fbe26f48cc%7C0%7C0%7C638888026456893805%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C4000%7C%7C%7C&sdata=pwTNTiEkditSuJROhl2onlRTTI%2B6uh812gCxWm8kdc8%3D&reserved=0) to see what documents are needed and get step-by-step enrollment instructions. The checklist and more information about enrollment are available on the [Provider Enrollment for Adult Long-Term Care](https://www.forwardhealth.wi.gov/WIPortal/cms/public/ltc/provider_enrollment.htm) page on the Portal.
* ForwardHealth offers training to help with the enrollment process. Find them on the [Trainings](https://www.forwardhealth.wi.gov/WIPortal/cms/page/trainings/home) page of the Portal under the Adult Long-Term Care Programs drop-down menu.
* **For additional questions, providers should contact DHS Provider Services at 800-947-9627.**

### Special Notice for Supportive Home Care Agencies with an Electronic Visit Verification-Only Provider Medicaid ID

* Supportive home care agencies who have an electronic visit verification (EVV)-only provider Medicaid ID will have to update their enrollment with Wisconsin Medicaid this summer.
* All adult long-term care (LTC) waiver services providers are required to be fully enrolled in Wisconsin Medicaid. This includes supportive home care agencies that provide services under service codes S5125, S5126, T1019, and T1020. Later this summer, ForwardHealth will publish an Adult Long-Term Care Update and send you a notice to let you know that you can update your enrollment.
* When your agency was first enrolled in Wisconsin Medicaid for EVV, ForwardHealth collected basic information about your organization. You’ll need to log in to the ForwardHealth Portal (the Portal) to provide additional information when you receive this notice. This additional information will let us fully enroll you as Medicaid provider.
* **ForwardHealth is using the term “revalidation” for this process to convert your EVV-only enrollment to full Medicaid enrollment. You will keep the same provider ID after revalidation.**
* Revalidation will be available starting in late summer 2025. Once you revalidate, you will be a fully certified Medicaid provider and will meet all state and federal requirements to deliver adult LTC waiver services.
* The deadline to update your file to full enrollment is January 1, 2026. You can use the Portal to complete your revalidation or check your status.

## Apply now

**Time is running out to get your provider enrollment application processed in**

**time to avoid disruptions in the new year.**

Visit [forwardhealth.wi.gov/WIPortal/Subsystem/Certification/EnrollmentCriteria.aspx](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Certification/EnrollmentCriteria.aspx) to start or continue your enrollment application today.

## Help is available

Visit [forwardhealth.wi.gov/WIPortal/cms/public/ltc/provider**\_**enrollment.htm](https://www.forwardhealth.wi.gov/WIPortal/cms/public/ltc/provider_enrollment.htm)

for information about the requirement and to get key resources, including:

* An enrollment checklist
* Recorded trainings
* Adult Long-Term Care Updates
* Questions and answers
* Contacts for assistance

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

You can get notifications and reminders sent right to your email by signing up for the **Adult LTC Waiver Provider** email list at [www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Subscriptions.aspx](http://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Subscriptions.aspx).

## How to start your enrollment

### First, gather materials

You’ll need the following information to complete your application:

* Tax identification number(s)
* National Provider Identifier (NPI), if you have one
* Address
* Name and address of owners and managing employees
* Any applicable professional license or certification information

à**Use the Provider Enrollment Checklist:** [www.forwardhealth.wi.gov/WIPortal/content/
pdf/LTCPM\_Care\_Enrollment\_Provider\_Checklist.pdf.spage](http://www.forwardhealth.wi.gov/WIPortal/content/pdf/LTCPM_Care_Enrollment_Provider_Checklist.pdf.spage)

### Next, start your application

Visit [forwardhealth.wi.gov/WIPortal/Subsystem/Certification/EnrollmentCriteria.aspx](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Certification/EnrollmentCriteria.aspx) to start your enrollment application today.

## **WI DHS Resources**

[Provider Enrollment for Adult Long-Term Care](https://www.forwardhealth.wi.gov/WIPortal/cms/public/ltc/provider_enrollment.htm)

[Adult Long-Term Care Update LTC 2025-01 - Adult Long-Term Care Provider Enrollment: Deadline to Enroll](https://www.forwardhealth.wi.gov/kw/pdf/LTC_2025-01.pdf)

[DHS Enrollment Checklist (PDF)](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforwardhealth.us4.list-manage.com%2Ftrack%2Fclick%3Fu%3D83c3b5a7a14d1370a868b03db%26id%3Dd242f1ac2a%26e%3D9b820d17dc&data=05%7C02%7CJulie.Jaworski%40inclusa.org%7Cf87457c9a426471d2c1708ddc9466992%7C5788c51f54a347b881a949fbe26f48cc%7C0%7C0%7C638888026456893805%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C4000%7C%7C%7C&sdata=pwTNTiEkditSuJROhl2onlRTTI%2B6uh812gCxWm8kdc8%3D&reserved=0)

[Provider Enrollment Information](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Certification/EnrollmentCriteria.aspx)

[ForwardHealth Subscriptions](http://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Subscriptions.aspx)