



WISCONSIN DEPARTMENT
of HEALTH SERVICES

RaeAnn Fahey
Manager - Program
Participation Oversight
Section
Bureau of Quality &
Oversight (BQO)

Provider Management Overview

IRIS Advisory Committee

May 28, 2024

Presentation Objectives

- What is the Provider Management System?
- Why develop a new solution?
- Who is impacted?
- When? - Timeline
- Future Process
- Resources





What is Provider Management?



A centralized technology system which all providers (HCBS and fee for service) will use to submit all information necessary to become certified with Wisconsin Medicaid.



The system is operated by Wisconsin Medicaid and accessible to providers online via the ForwardHealth Portal.

Why Develop a New Solution?

DHS is developing a new LTC waiver service provider management solution to both ensure compliance with federal requirements and to actualize the opportunities a new solution presents.

Compliance



CMS Managed Care Rule

The CMS Managed Care Rule established new regulatory requirements for oversight of Medicaid Managed Care programs, with specific focus on provider network adequacy



21st Century Cures Act

The 21st Century Cures Act (Federal Law) requires states to enroll all Medicaid providers, even those providing services through a managed care contract



Affordable Care Act

The ACA (Federal Law) established new requirements for Program Integrity within the Medicaid Program

Opportunity



Centralization and Automation

The solution aims to automate and centralize provider enrollment activities and information



Standardization of Provider Vetting

All providers will go through standard vetting activities applicable for their type, specialty, and service combination



Improve data management and reporting

Centralizing and standardizing provider enrollment data provides cleaner data for analysis and reporting purposes



Efficiency Gains

The new solution is intended to reduce burden on providers and MCOs while allowing DHS access to provider demographic information critical for timely and accurate program evaluation and reporting

Benefits of Provider Management

DHS

- Improved LTC provider data
- Compliance with federal law

IRIS, Family Care, Family Care Partnership, and PACE Providers

- Less repetition of providing information
- Reduced risk of errors - the system guides through the process

MCOs

- Reduced provider credentialing activities
- Access to one resource for all Medicaid certified providers for contracting

IRIS FEAs

- Reduced provider credentialing activities
- Access to one resource for all Medicaid certified providers for onboarding

Participants/Members

- Searchable online directory of certified waiver services providers



Who does this impact?

PROGRAMS IMPACTED

- IRIS (Include, Respect, I Self-Direct)
- Family Care
- Family Care Partnership
- Program of All Inclusive Care for the Elderly (PACE)

PROVIDERS IMPACTED - ALL

- Organizations/Agencies
- Sole Proprietors
- Individual Providers
- Tribal Providers
- Family Care FEAs
- Individual Self-Directed Support Workers (SDS)*
- Participant Hired Workers (PHWs)*

OTHERS IMPACTED

- Managed Care Organizations (MCOs)
- Fiscal Employer Agents (FEAs)
- IRIS Consultant Agencies (ICAs)



***This does
NOT impact
providers
under the
Children's
Programs***

*While individual PHWs and individual SDS workers will receive Wisconsin Medicaid IDs, they will not self-enroll through ForwardHealth.

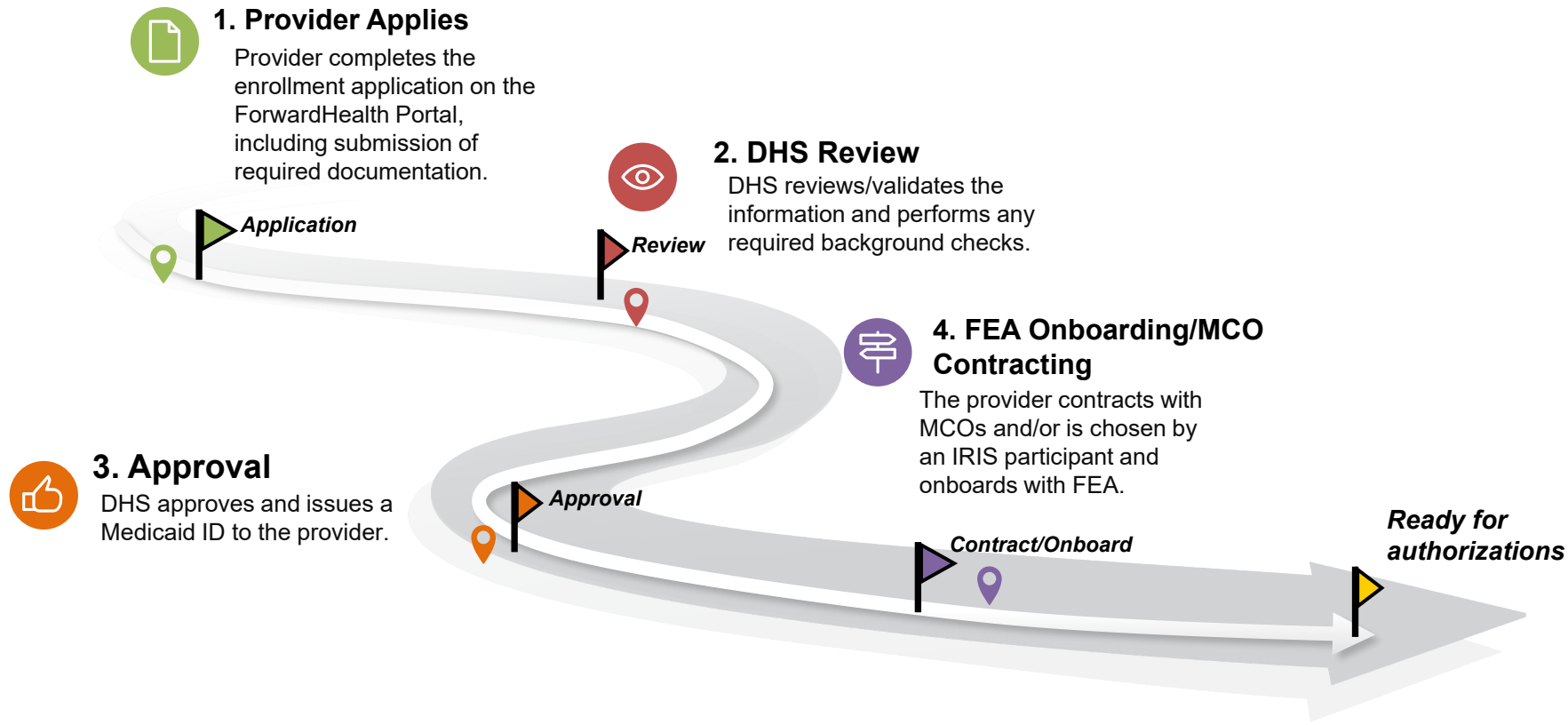
HCBS Providers ForwardHealth Enrollment Timeline



Feb. 2024 – Aug. 2024	Aug. 2024	Sep. 2024	Sep. 2024 – Sep. 2025	Oct. 2025 – Dec. 2025	Jan 1, 2026
Communication <ul style="list-style-type: none">• ForwardHealth webpage• Email blasts• Partners' newsletters• Townhalls	Training <p>Virtual training sessions scheduled through March 2025</p>	Go Live <p>ForwardHealth to begin accepting LTC waiver provider applications</p>	Roll Out Period <p>Providers complete applications</p>	Catch-Up <p>Ensure providers who need additional assistance are enrolled</p>	Enrollment Deadline <p>Providers must be enrolled with Medicaid through ForwardHealth to be authorized and paid for services</p>

Future Enrollment Process

Below is a high-level view of the future enrollment process for organizations/agencies, sole proprietors, Tribal providers, and individuals who are **not self-directed service or participant hired workers**.



Resources



ForwardHealth webpage

Question & Answer document

Informational video

Townhalls

Email communication

Live virtual training sessions

Recorded training videos

User guides

Adult LTC Updates

ForwardHealth Online Handbook

To Stay Informed

[ForwardHealth Email Subscription Signup](#)



[Subscriptions](#)

Subscriptions

- [View the Email Subscription User Guide](#)

Want to get the latest information from ForwardHealth? You can register now by entering your e-mail address below.

Once you register, you will be able to subscribe to one or more of the Available Subscription options listed on the right.

New Subscriber

E-Mail

Confirm E-Mail

Register

☐ Existing Subscribers

Available Subscriptions

☒ BadgerCare Plus and Medicaid

- Family Care
- Family Care Partnership
- IRIS
- PACE

☒ WCDP-Adult Cystic Fibrosis

☒ WCDP-Chronic Renal Disease

☒ WCDP-Hemophilia Home Care

- Wisconsin AIDS Drug Assistance Program
- Wisconsin Well Woman Program
- Trading Partners
- Pharmacy PA Advisory Committee
- Adult LTC Waiver Provider

ForwardHealth Project Page

[Link to ForwardHealth](#)



Welcome » February 2, 2014

New Provider Enrollment System for Adult Long-term Care

The Wisconsin Department of Health Services (DHS) is creating a centralized provider enrollment system for adult long-term care (LTC) waiver service providers. This centralized technology system will allow providers to submit all information necessary to become a certified Medicaid provider through the ForwardHealth Portal.

This new provider enrollment system will:

- Comply with federal requirements.
- Standardize, streamline, and automate the Medicaid enrollment process for adult LTC waiver service providers.

Most adult LTC waiver service providers, including organizations/agencies, sole proprietors, and individuals, who are **not** self-directed service or participant-hired workers, will use the new provider enrollment system in the future. Individual self-directed service and participant-hired workers will continue to enroll using current processes.

DHS will notify providers of any deadlines in advance and will share more information about the timeline as it becomes available.

Impacted Programs

- [Family Care](#)
- [Family Care Partnership](#)
- [Program of All-Inclusive Care for the Elderly \(PACE\)](#)
- [IRIS \(Include, Respect, I Self-Direct\)](#)

Impacted Providers and Entities

Home Page

- [E-Mail Subscription Sign-up](#)
- [Adult LTC Provider Q&A](#)
- [Adult Long-term Care Updates](#)
- [Become a Provider](#)
- [Information for Specific Provider](#)
- [Types](#)
- [Training Schedule](#)

Send questions to:

LTCProviderEnrollment@wisconsin.gov

Thank you!