

As an iCare (branded as Inclusa in the Family Care program) provider, you are an important part of getting quality, timely care to Wisconsin adults who are older or have disabilities. We want to remind you about a new requirement for you to enroll with Wisconsin Medicaid through the ForwardHealth Portal by January 1, 2026.

Who should enroll now

If you are 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

While the deadline is January 1, 2026, starting now will allow you to be listed in the public-facing ForwardHealth Provider Directory. You can easily choose the services you want to deliver, and the programs relevant to you.

Who will enroll later this year

If you are any of the following provider types, you should wait to enroll:

- Supportive home care organizations
- Providers with a unique Electronic Visit Verification (EVV) provider agency ID

ForwardHealth will let you know when you can enroll, likely in mid-2025. You'll have until January 1, 2026, to enroll.

Make sure you get notified—

visit www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Subscriptions.aspx and subscribe to the **Adult LTC Waiver Provider email list**.

Who does not need to enroll

If you are any of the following provider types, this new requirement does not affect you and you do not need to enroll:

- Participant-hired workers
- Individual self-directed support workers

How to get started enrolling now

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

Next, start your application

Visit forwardhealth.wi.gov/WIPortal/Subsystem/Certification/EnrollmentCriteria.aspx to start your enrollment application today.

Help is available

Visit forwardhealth.wi.gov/WIPortal/cms/public/ltc/provider_enrollment.htm for information about the requirement and to get key resources, including:

- 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.