



IMPORTANT:

Certified AFH: Forward Health Enrollment

To receive payment, certified Adult Family Homes must be enrolled with Wisconsin Medicaid via the ForwardHealth Provider Portal **and** keep their AFH certification current, as failure to enroll or annually upload renewed certification may result in **nonpayment or contract termination**.

NEW PROVIDERS

- Providers must submit a Medicaid enrollment application through the ForwardHealth Portal to obtain a Medicaid-issued provider ID.
- Enrollment cannot be backdated, and claims will be denied if a provider is not actively enrolled.
- After initial enrollment, providers will receive a letter with instructions to request a PIN and set up portal access; this step is required to maintain enrollment.

RE-CERTIFICATIONS

- Providers are responsible for keeping an active certification and required credentials current in the ForwardHealth portal after initial enrollment.
- AFH certifications are valid for one year and renewed annually. **Providers must upload** new certifications to the ForwardHealth Portal at least 10 calendar days prior to expiration.
- Providers with expired or invalid certifications/credentials in the ForwardHealth Provider Portal are **subject to termination**.
- If a provider does not have a current certification uploaded in the ForwardHealth Portal, Lakeland Care is **unable to issue payment** during the lapse.

FOR ASSISTANCE, CONTACT:

- ForwardHealth Provider Service Call Center: 1-800-947-9627
- Available Monday through Friday, 7:00 a.m. - 6:00 p.m. (Central Time, with the exception of state-observed holidays).

STAY CONNECTED

- If you encounter barriers with ForwardHealth enrollment or maintaining your credentials in the ForwardHealth Provider Portal, please keep the Lakeland Care Certified AFH team informed by emailing **certifiedAFH@lakelandcareinc.com**.