



Contact Information for ForwardHealth interChange

WiCall – For WWWP Local Coordinators and Providers

800-947-3544 - Available 24 hours/day, 7 days/week

To check on enrollment, claim, prior authorization or payment/check status.

Provider Services – For all provider inquiries (all programs)

800-947-9627 - (For WWWP: **press 4** → **option 2**)

Available 7:00 a.m.-6:00 p.m. Monday-Friday

For billing, enrollment, member and policy information/questions

Electronic Data Interchange

(866) 416-4979 - Available 8:30 a.m.-4:30 p.m. Monday-Friday

For Trading Partner support, questions regarding Companion Documents or email questions to:
VEDSWIEDI@wisconsin.gov

Portal Questions - Help Desk

(866) 908-1363 - Available 8:30 a.m.-4:30 p.m. Monday-Friday

For password resets, technical issues and general ForwardHealth Portal questions

Written Inquiries – Electronic

Submit via the ForwardHealth Portal, www.forwardhealth.wi.gov/ use the “Contact Us” link

Written Inquiries – Paper

Submitted on the Written Correspondence Inquiry form F-1170 (Rev. 10/08)

Mail to: **ForwardHealth
Provider Services Written Correspondence
6406 Bridge Rd
Madison, WI 53784-0005**

ForwardHealth Portal Web Site – Providers, Trading Partners, Partners, HMOs

Web Site: www.forwardhealth.wi.gov/

To locate “Updates”: click the “Providers” icon → “Quick Links” → “FH Updates”

To locate “Alerts”: scroll to bottom; click “Hot Topics” → “Important alerts regarding implementation of interChange”

Member Services (all programs)

Phone: **800-362-3002** - Available 7:00 a.m.-6:00 p.m. Monday-Friday or visit

Web Site: www.forwardhealth.wi.gov/members