WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Health Care Access and Accountability
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To:	ACCESS Handbook Users
From:	Shawn Tessmann, Bureau Director Bureau of Enrollment Policy and Systems
Re:	**ACCESS Handbook Release 15-03**
Release Date:	10/26/2015
Effective Date:	10/26/2015

EFFECTIVE DATE

The following policy additions or changes are **effective 10/26/2015** unless otherwise noted. **Grey highlighted text denotes new text. Text with a strike through it in the old policy section denotes deleted text.**

POLICY UPDATES

3.0 Apply for Benefits

This chapter has been reorganized and updated to include real-time eligibility and add a program information. Where entire sections are new, only the section heading has been highlighted in order to promote readability.

12.3.1.1.1 Responsibilities of the Security Administrator

This section has been rewritten.

12.3.1.1.2 Changing a Security Administrator

12.3.1.1.2 ~~Changing~~ Adding or Removing a Security Administrator

This section has been rewritten.

12.3.2.3 Setting Up a User Account in APP

Security Administrators

If the individual indicated that he or she is a Security Administrator, he or she must enter in the Partner or Provider ID for the organization and the PIN. The Partner or Provider ID is the number in the approval letter from ForwardHealth that identifies the organization as approved to use the EE tool. The approval letter was sent to the EE contact person. The PIN is the one-time use number that was emailed to the ~~Security Administrator~~ EE contact person after the organization was enrolled as an EE partner, provider or qualified hospital. ~~(see~~ See Section 12.3.1.1.1 Responsibilities of the Security Administrator for more information about the approval letter and PIN~~)~~.

If the ~~Security Administrator~~ EE contact person has forgotten or misplaced the EE PIN, a new one may be requested by checking the "Send New PIN" checkbox. The system will email the replacement PIN to the email address originally specified by the organization at the time of application for certification.

Note: The replacement PIN is sent to the email address specified at the time of application for certification which may not be the email address of the person who requested the replacement PIN by checking the “Send New PIN” checkbox. The

organization should coordinate internally to make sure that the replacement PIN is shared with the appropriate people in the organization.

If the organization did not include an email address when enrolling as an EE partner, provider or qualified hospital through the ForwardHealth Portal, or if the email address provided has since changed, the Security Administrator should submit the correct email address via the “Express Enrollment Change Request” in the ForwardHealth Portal. Otherwise, the ~~Security Administrator~~ EE contact person may not receive the PIN email, or it may not go to the correct person.