



# **interChange and the ForwardHealth Portal Upgrades**

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# Topics covered

- What is interChange and the ForwardHealth Portal?
- What is the interChange2 project?
- Timeline for the interChange2 project
- How does this affect IM Agencies?
- New navigation features
- Questions?

# What is interChange and the ForwardHealth Portal?



- interChange is the name of the Medicaid Management Information System (MMIS) in Wisconsin (implemented in 2008).
- ForwardHealth Portal is the website/portal various entities use to conduct business with Wisconsin Medicaid (implemented in 2008).

# What is the interChange2 project?



- The interChange2 project will migrate the current ForwardHealth Portal to a new framework.
- This will result in changes to what you see in your portal accounts.

# Timeline for the interChange2 project



- November 16, 2015: First notification to users
  - Training video released
  - Posting of the revised Partner Portal User Guide for County Income Maintenance Coordinators and Workers for interChange Functionality
- November 30, 2015: Reminder notification
- December 3, 2015: Final reminder

# Timeline for the interChange2 project (cont.)



- December 4, 2015: Implementation begins
- December 6, 2015: New Portal is live

Messages will be sent to the Portal message boxes and via the CARES Call Center.

- December 21, 2015: Process Help released

# How does this affect IM Agencies?



- Appearances will change on web pages of the ForwardHealth Portal such as fonts, spacing, etc.
- Previous bookmarks may no longer work and will need to be updated.
- Search and result panels will have a new look and feel.
- There will be new navigation features.



# New navigation features

Some of the new navigation features for users include:

- Save the previous five searches
- Save favorite pages
- Change the color scheme and fonts
- Setting Default Preferences



# Questions?

- Questions about the project can be sent to:  
**[VEDSiCportalupgrade@wisconsin.gov](mailto:VEDSiCportalupgrade@wisconsin.gov)**