User Guide

# ForwardHealth Portal
# Electronic Funds Transfer

March 11, 2024

WISCONSIN DEPARTMENT
*of* HEALTH SERVICES

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# 1 Introduction

This user guide provides general instructions on how to enroll in and administer a ForwardHealth electronic funds transfer (EFT) account.

## 1.1 Important Information

The following information should be reviewed and understood prior to enrolling for EFT payments from ForwardHealth:

- All EFT enrollments must be completed via your secure Provider Portal account. Paper enrollments will not be accepted.
- Only a clerk who has been assigned the EFT role may enroll in EFT. An account administrator may create a new clerk account for this purpose or may modify an existing clerk account to have an EFT role.
- Once enrolled for EFT, organizations cannot revert back to receiving paper checks.
- Organizations may change their EFT information at any time.
- Enrolling in EFT does not change your Remittance Advice. You will continue to receive your remittance information the same way.

If you do not have a ForwardHealth Portal account and wish to enroll in EFT, go to https://www.forwardhealth.wi.gov/ to request a ForwardHealth Portal account. You may also call the ForwardHealth Portal Helpdesk at 866-908-1363 for assistance in requesting a Provider Portal account.

## 1.2 Getting Started

All administrative accounts have access to the EFT enrollment and tracking function on the ForwardHealth Portal.

Account administrators who wish to delegate EFT enrollment and tracking functionality to users within their organization can create clerk accounts, modify existing clerk accounts, and grant those clerk accounts access to the EFT enrollment and tracking functionality. The EFT role should only be assigned to those clerks who need access to EFT information and should be removed when no longer needed.

Note: Please be advised that EFT information includes data about your financial institution and EFT settlement account number. By granting a clerk the EFT role, account administrators are granting clerks access to this information. Account administrators are responsible for ensuring that access to this information is restricted to only those clerks authorized within the organization to view the information.

For information about managing clerk accounts, refer to the “Clerk Maintenance” section of the ForwardHealth Provider Portal Account User Guide which is located on the Portal User Guides page of the ForwardHealth Portal.

# 2 Enroll in Electronic Funds Transfer

1. Access the ForwardHealth Portal at https://www.forwardhealth.wi.gov/.

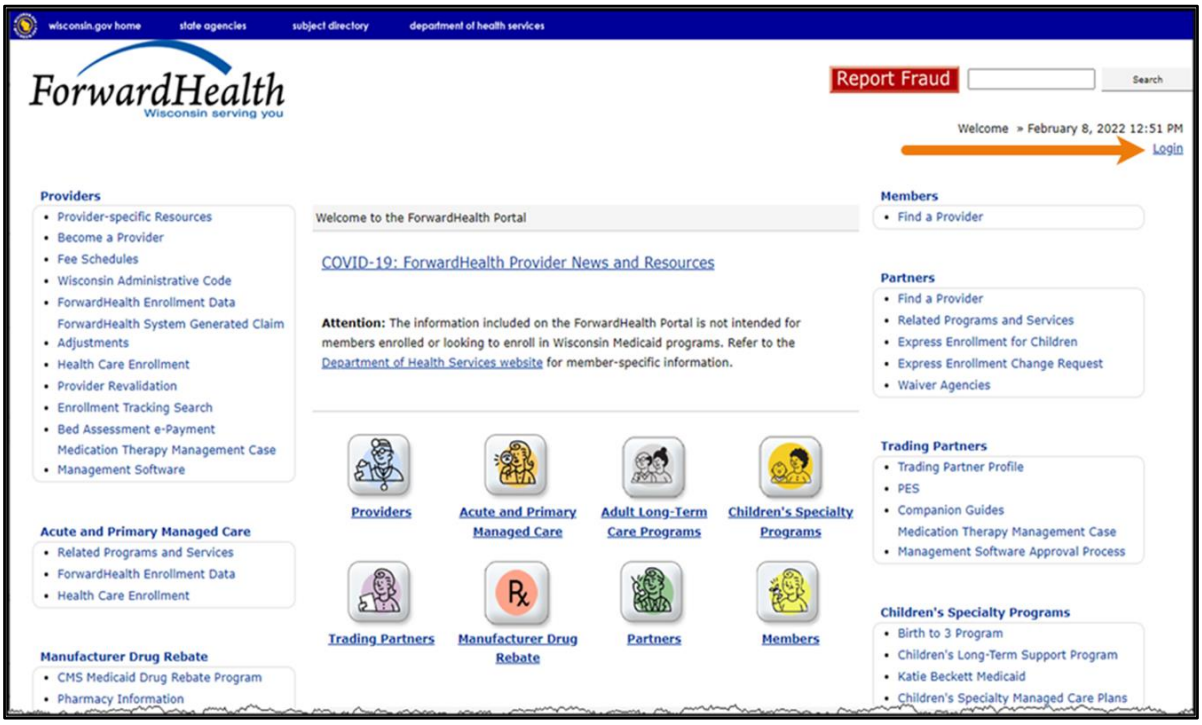


**Figure 1** ForwardHealth Portal Page

2. Click **Login**. A Sign In box will be displayed.

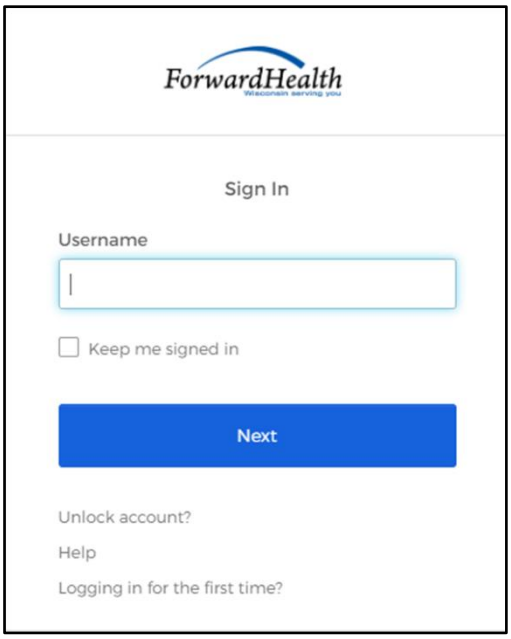


**Figure 2** Sign In Box

3. Enter the user's username.
4. Click **Next**. A Verify with your password box will be displayed.

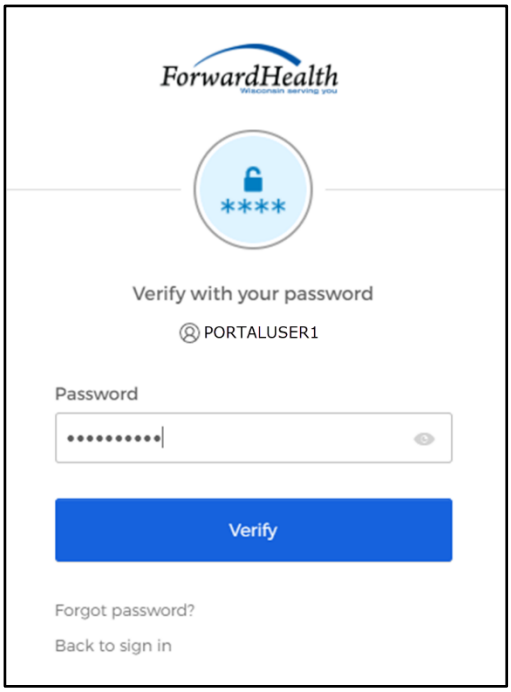


**Figure 3** Verify With Your Password Box

5. Enter the user's password.

6. Click **Verify.** The Secure Provider page will be displayed.

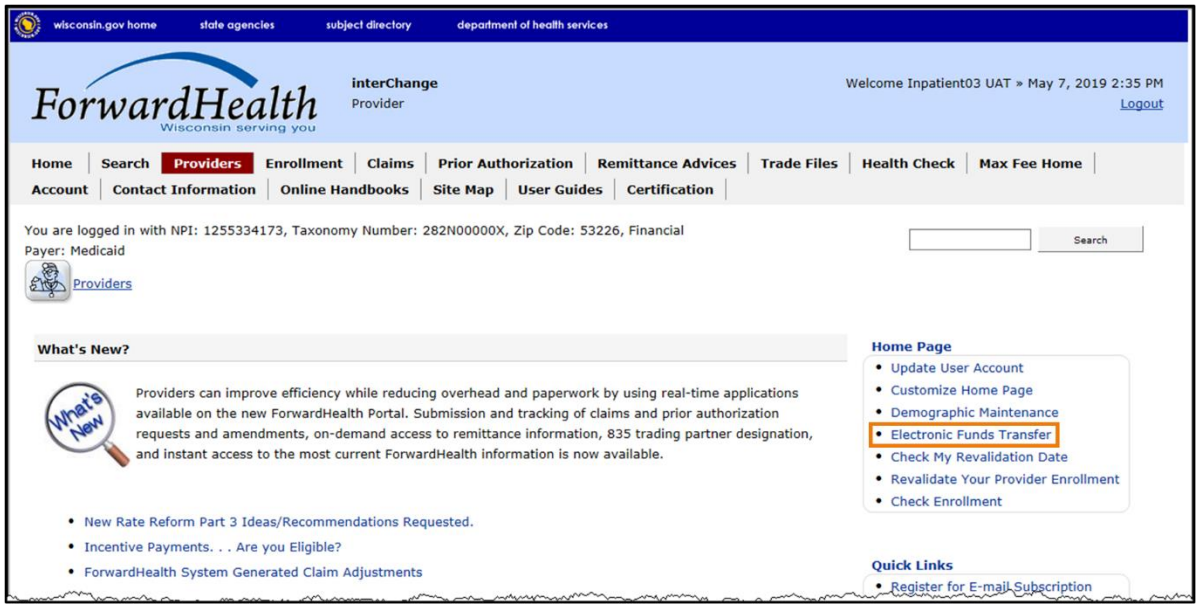


**Figure 4** Secure Provider Page

7. Click **Electronic Funds Transfer** located in the Home Page box on the right of the page. The Introduction page will be displayed.

   Note: Electronic funds transfer enrollment must be initiated by an account administrator or clerk who has been assigned the EFT role. Clerks not assigned the EFT role will not see the EFT link. Account administrators who wish to delegate the EFT enrollment and tracking functionality to other users within their organization can create clerk accounts, modify existing clerk accounts, and grant those clerk accounts access to the EFT enrollment and tracking functionality. For information on adding a role to a clerk, refer to the ForwardHealth Provider Portal Account User Guide.

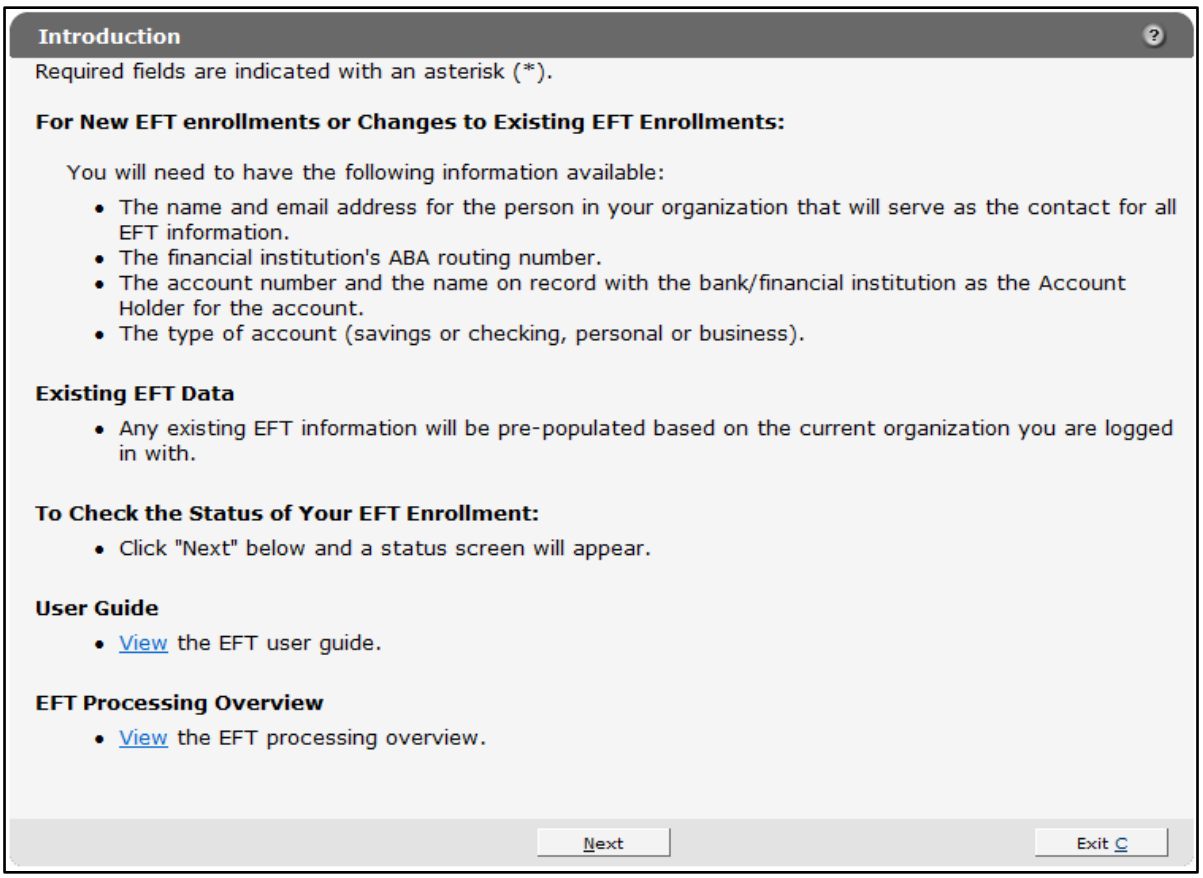


Figure 5 Introduction Page

8. Gather the information listed on the Introduction page. Your financial institution's American Bankers Association (ABA) routing number and the account number used for your EFT transactions can be found on the account's checks and deposit slips.


Figure 6 Sample Check

9. Click **Next**. The Electronic Funds Transfer Request page will be displayed.

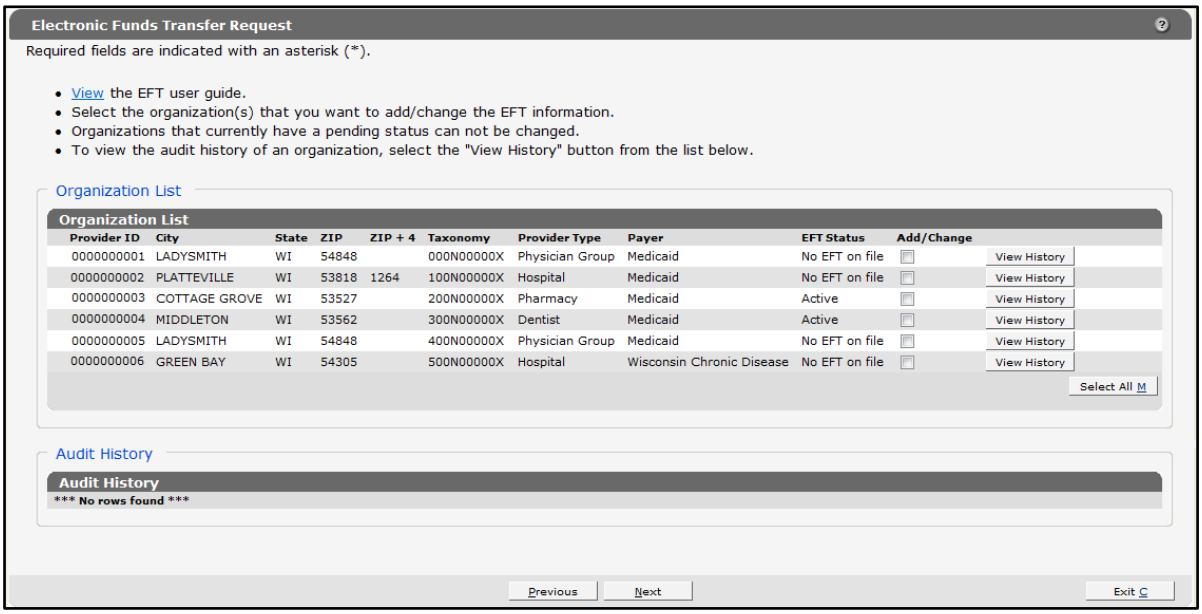


**Figure 7** Electronic Funds Transfer Request Page

If you are an EFT clerk, this page will display all the service locations for which you are assigned the EFT role. Account administrators will see all the service locations for the provider under which they are logged in.

The EFT Status column displays the current status of each service location. Service locations not yet enrolled in EFT will display a status of *No EFT on file*.

10. Check the **Add/Change** box for each service location that is to be enrolled in EFT. If all the service locations listed are to be enrolled, click **Select All**.

    Note: When more than one service location is selected, all the information entered in the succeeding pages will apply to all the service locations selected. If there is a difference in the EFT set-up information used between service locations, including demographic information, email addresses, ABA routing numbers, EFT settlement account numbers, and account types, the service locations must be entered separately.

11. Click **Next**. The General Information page will be displayed.

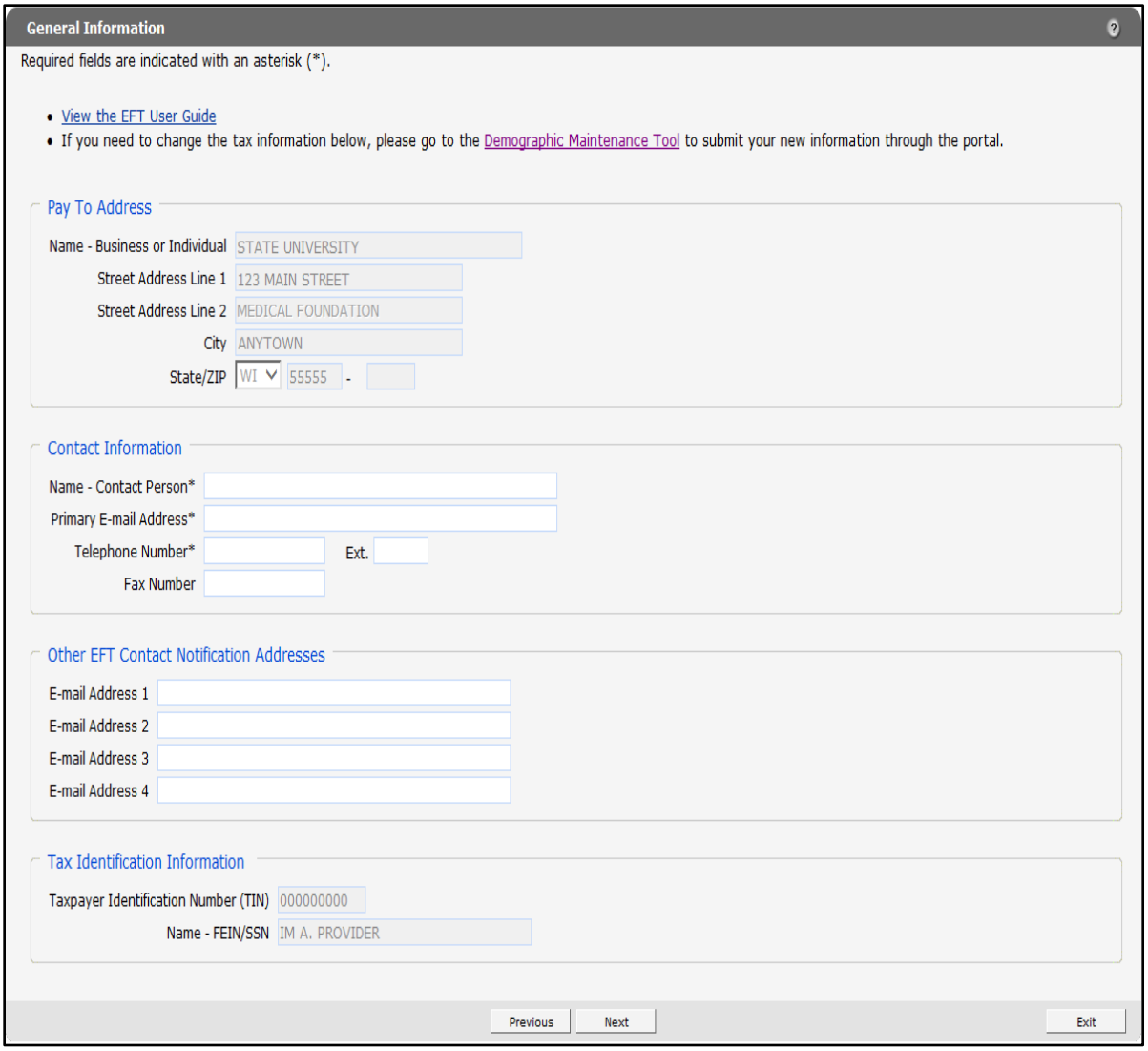


**Figure 8** General Information Page

The "Pay To Address" and "Tax Identification Information" sections are pre-filled with the information you already have on file.

Note: If it is necessary to change the tax identification information, click **Demographic Maintenance Tool** located at the top of the page to submit your new information.

12. In the "Contact Information" section, enter the name and contact information of the individual from your organization designated as the primary contact for all notices and information regarding EFT. The email address entered in the "Contact Information" section will serve as the primary email contact for the EFT account.

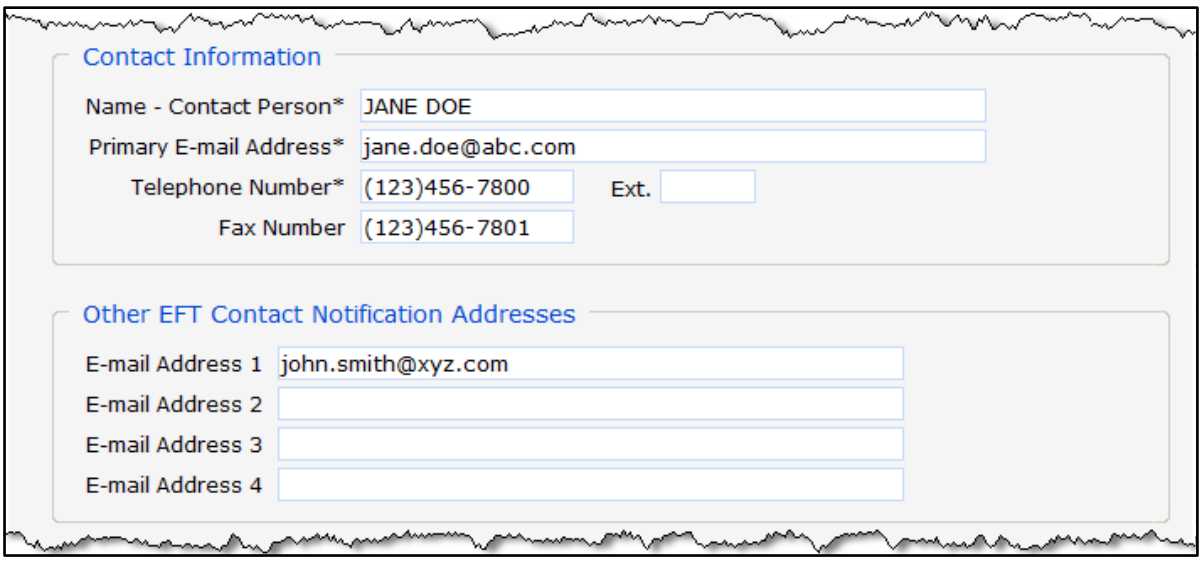


**Figure 9** Contact Information and Other EFT Contact Notification Addresses Sections

13. In the "Other EFT Contact Notification Addresses" section, add email addresses for any other individuals who should be notified of changes or issues with the EFT account.

14. Click **Next**. The Financial Institution Information page will be displayed.

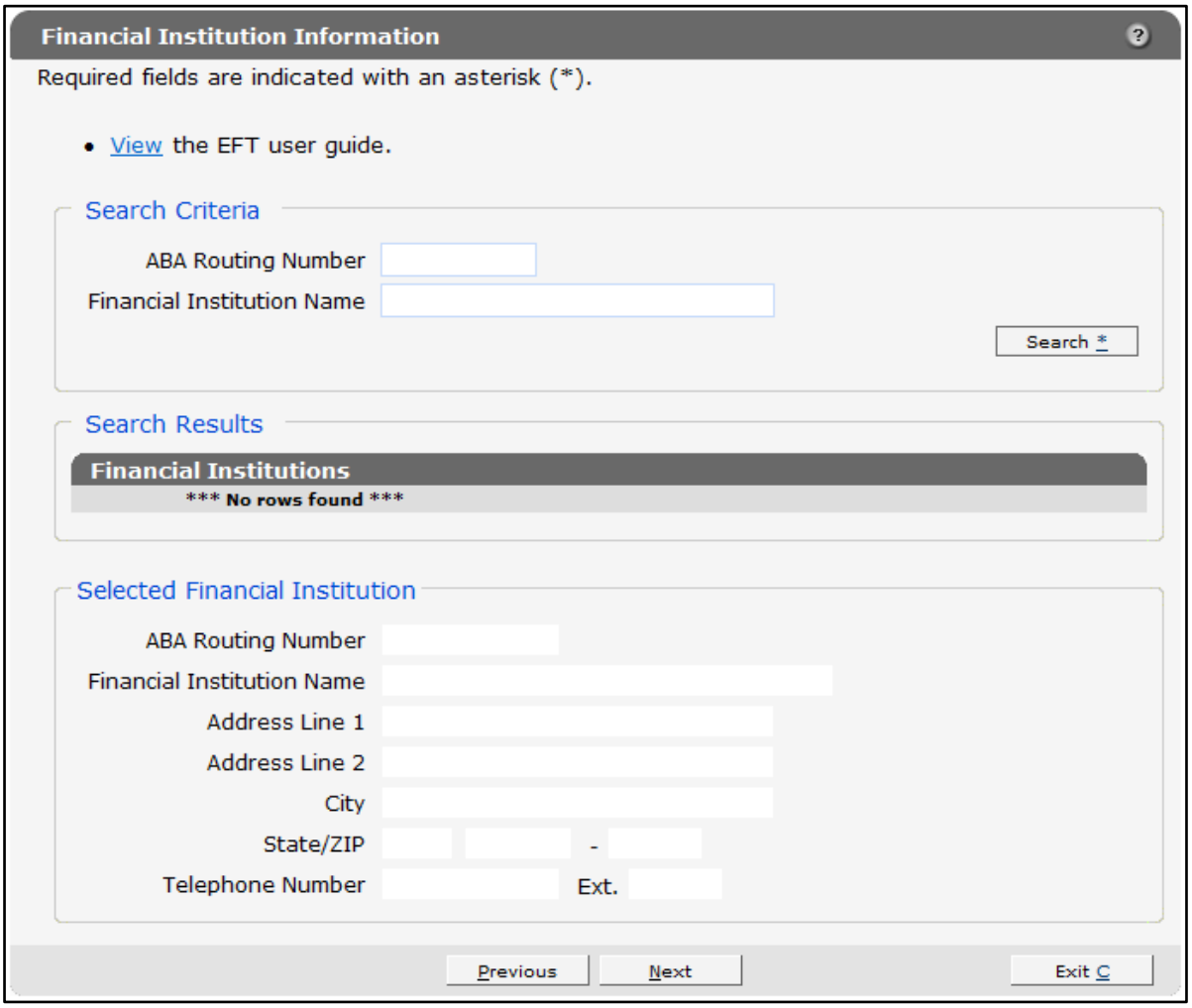


**Figure 10** Financial Institution Information Page

15. In the "Search Criteria" section, enter either the ABA routing number or the name of the financial institution you wish to use for settlement of the ForwardHealth EFT payments.

16. Click **Search**. A list of the available financial institutions matching your search criteria will be displayed in the "Search Results" section.

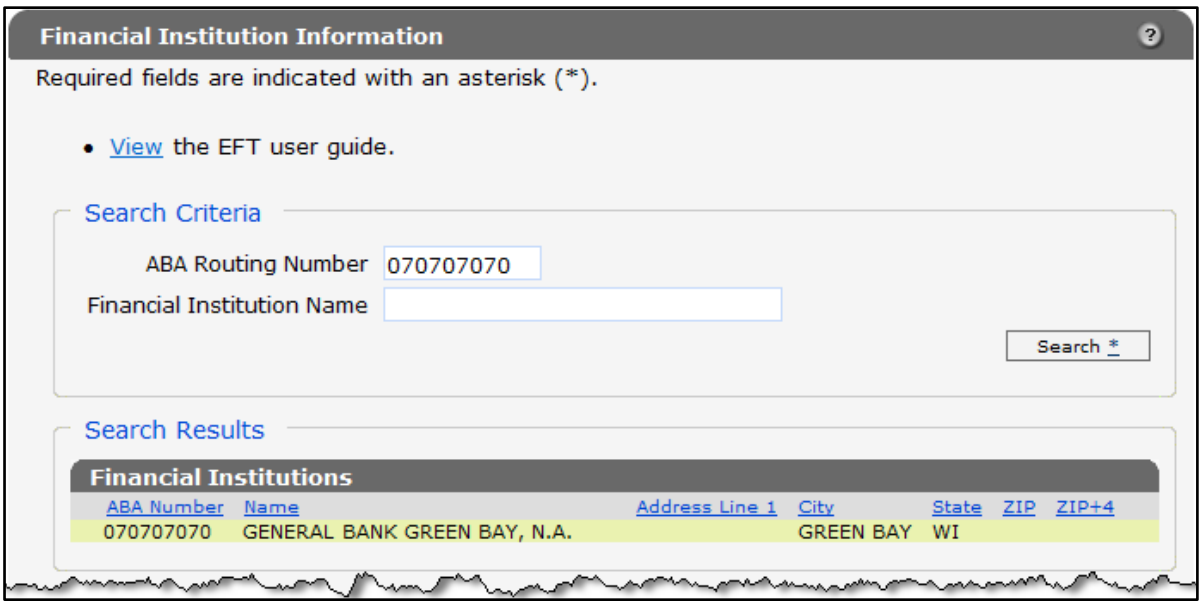


**Figure 11** Search Results Section

17. From the displayed list, click the financial institution whose information matches the ABA routing number, name, and address of the institution with which your organization has an account and that your organization wishes to designate as their ForwardHealth EFT financial institution. Information for the selected financial institution will be displayed in the "Selected Financial Institution" section.

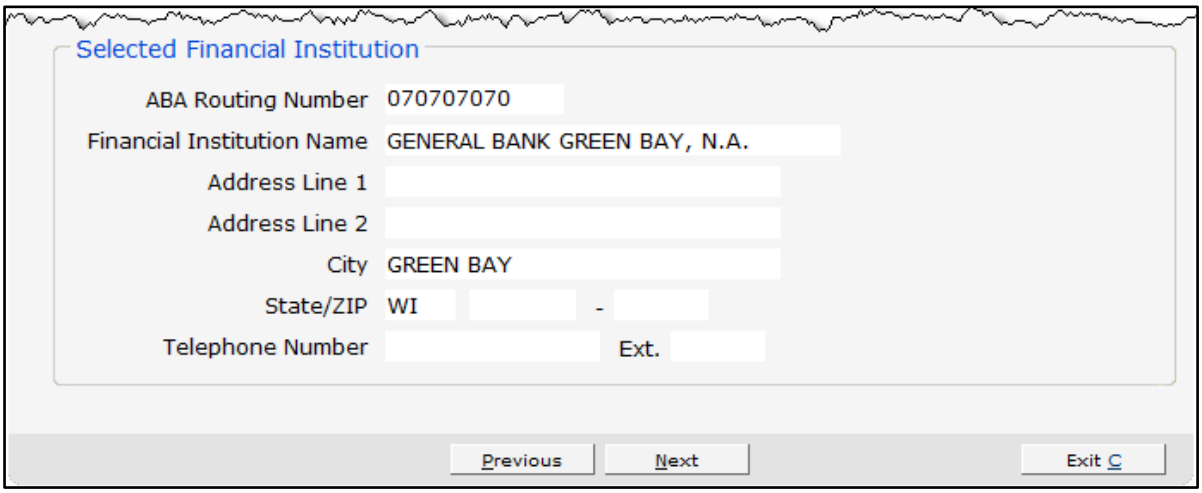


**Figure 12** Selected Financial Institution Section

18. Verify that the populated information is correct.

19. Click **Next**. The Account Information page will be displayed.

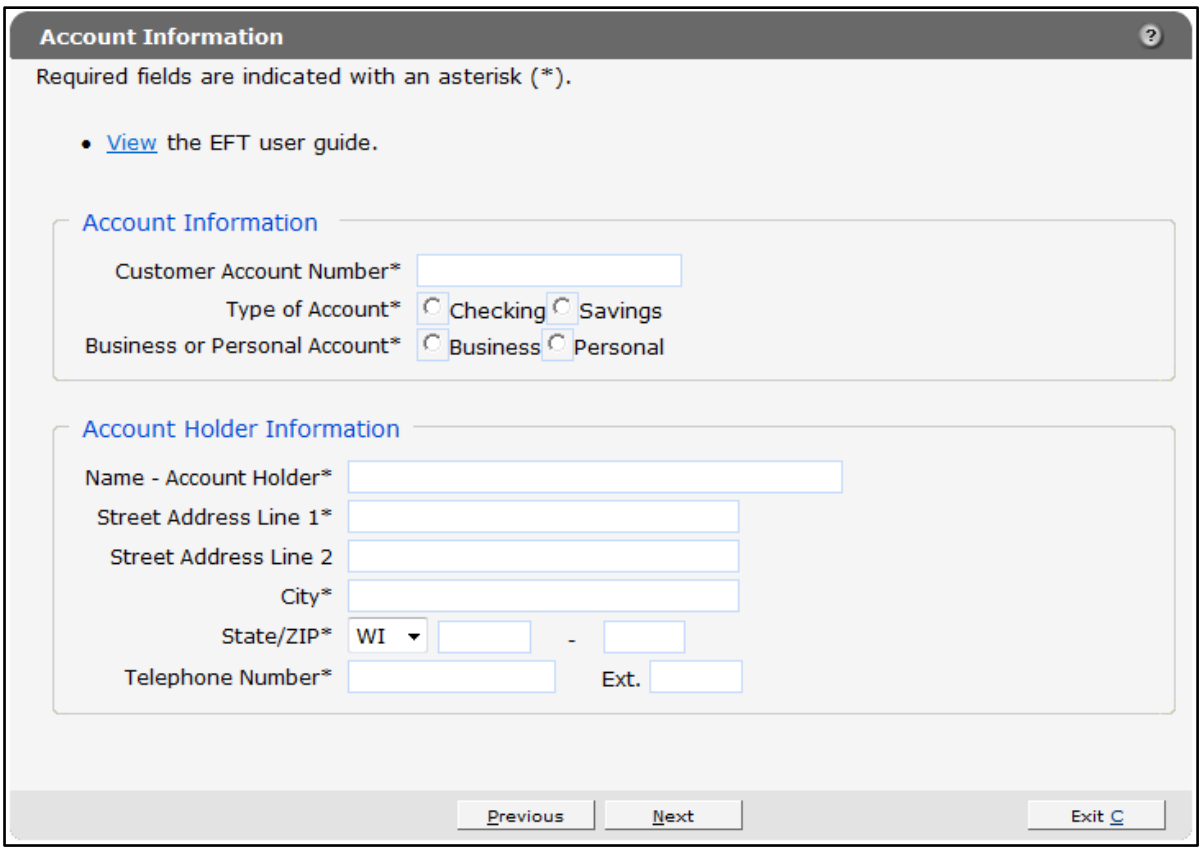


**Figure 13** Account Information Page

20. Enter information in and select information for the fields in the "Account Information" and "Account Holder Information" sections.

21. Click **Next**. The Authorization to Make Electronic Fund Payments page will be displayed.

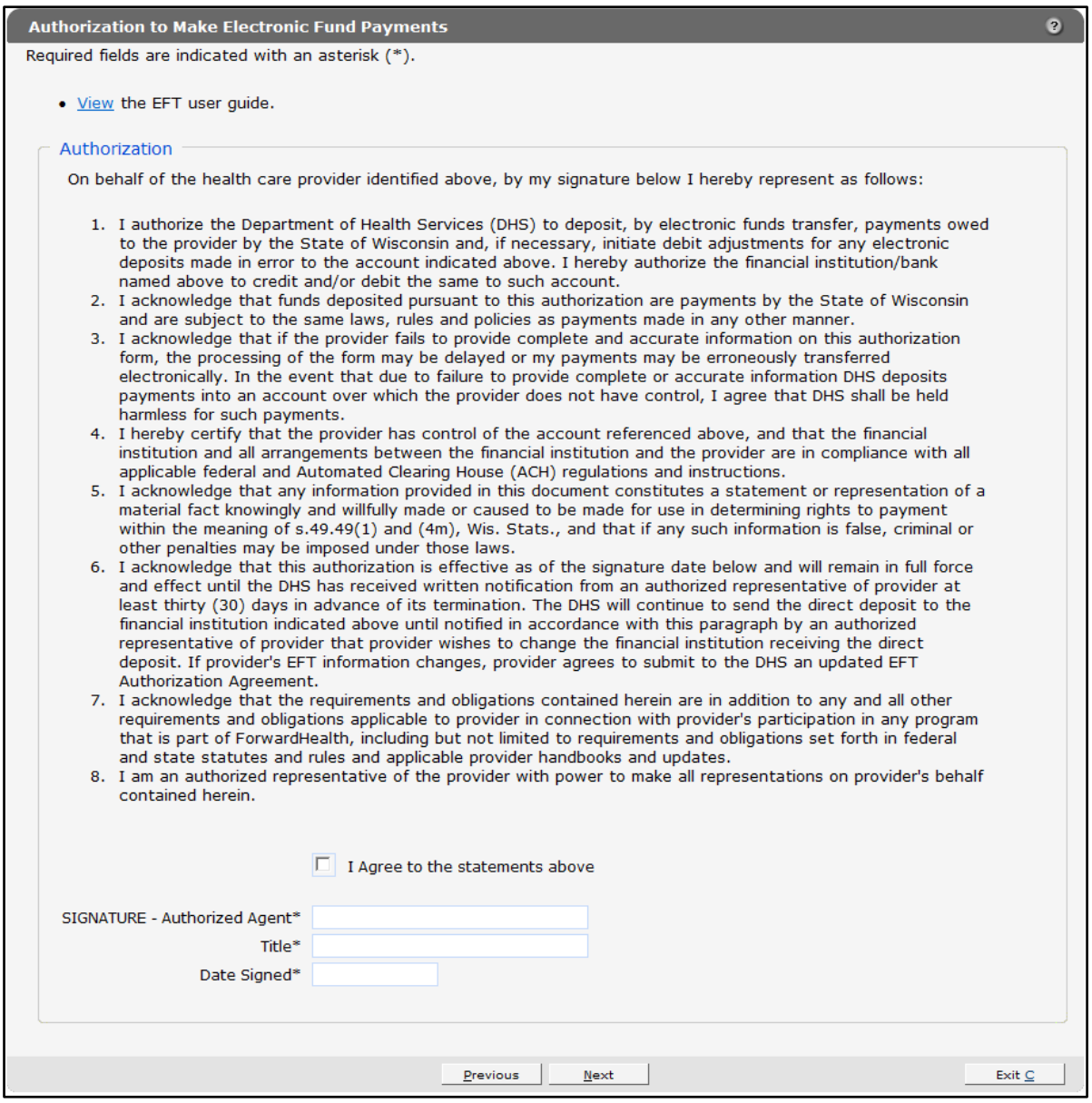


**Figure 14** Authorization to Make Electronic Fund Payments Page

22. Read the Authorization statement.
23. Check the box next to "I Agree to the statements above."
24. Enter your signature, title, and the date.

    Note: This is a legally binding agreement. If you do not agree to these statements, you will not be enrolled in EFT.

25. Click **Next**. The Summary page will be displayed.


**Figure 15** Summary Page

26. To preview your request, click **Preview EFT Request**. A draft PDF version of your EFT request(s) will be displayed in a separate window. Each agreement consists of two pages. (Multiple EFT requests will be displayed in one PDF.)

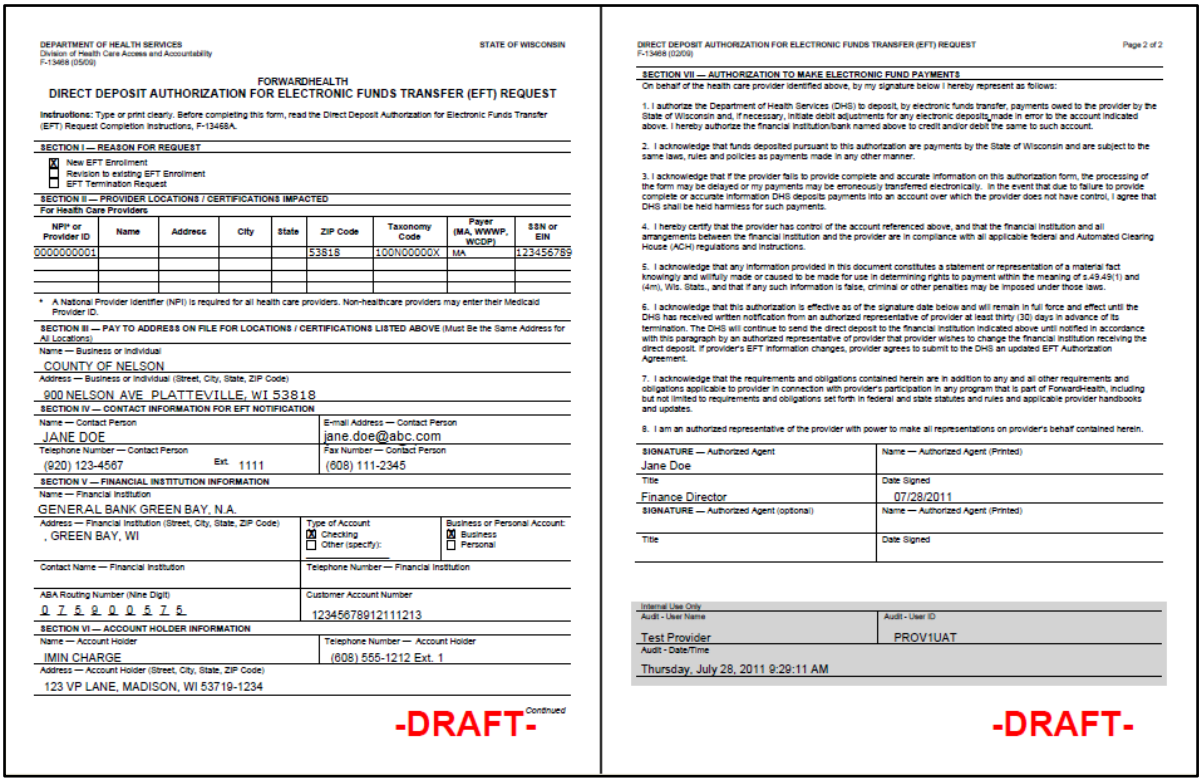


**Figure 16** Draft PDF Version of EFT Request

Note: Do *not* print and fax or mail these requests to ForwardHealth. ForwardHealth does not accept paper enrollments. The enrollment will be submitted when you click Submit on the Summary page.

27. Verify that the information displayed in the draft PDF version is accurate.

    To make changes to an EFT request, click **Previous** until you return to the appropriate page. Change the necessary information.

28. Click **Submit** on the Summary page to submit the EFT enrollment request(s). The EFT Request was Submitted page will be displayed.

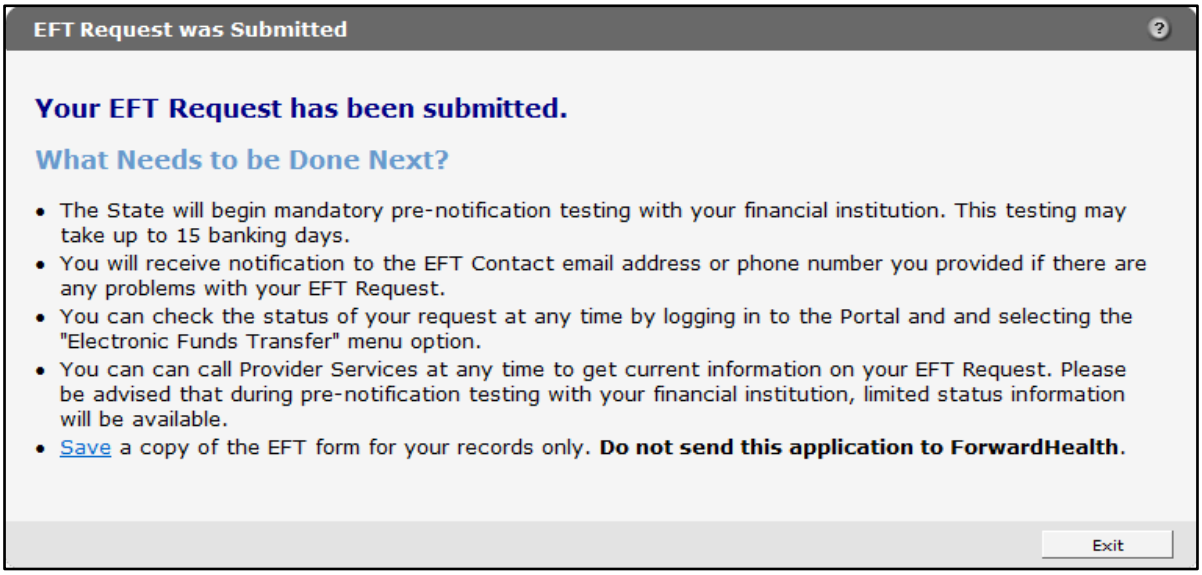


**Figure 17** EFT Request Was Submitted Page

    The EFT Request was Submitted page confirms that your EFT request(s) was submitted successfully and describes next steps.

29. To save a copy of your EFT request(s) for your records, click **Save**. A draft PDF version of your EFT request(s) will be displayed in a separate window.

30. Click **Exit**. You will be redirected to the secure Provider page.

# 3 Check the Status of your Electronic Funds Transfer Enrollment

## 3.1 Access Electronic Funds Transfer Enrollment Status Information

1. Access the ForwardHealth Portal at https://www.forwardhealth.wi.gov/.
2. Log in to your secure Provider Portal account.
3. Click **Electronic Funds Transfer** located in the Home Page box on the right of the page.

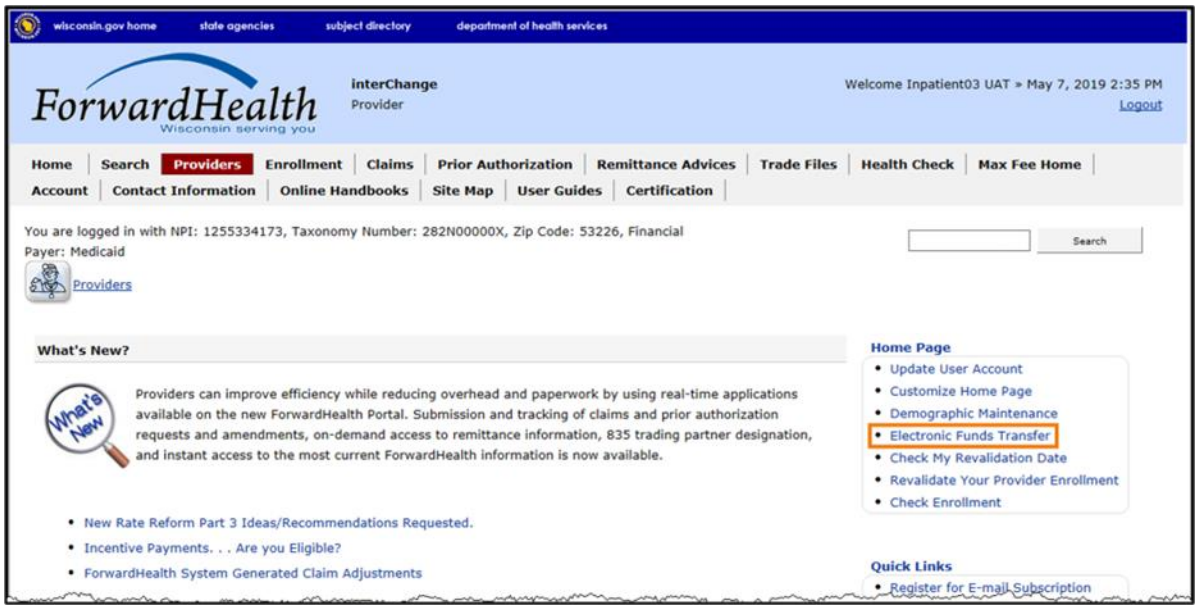


**Figure 18** Electronic Funds Transfer Link

The Introduction page will be displayed.

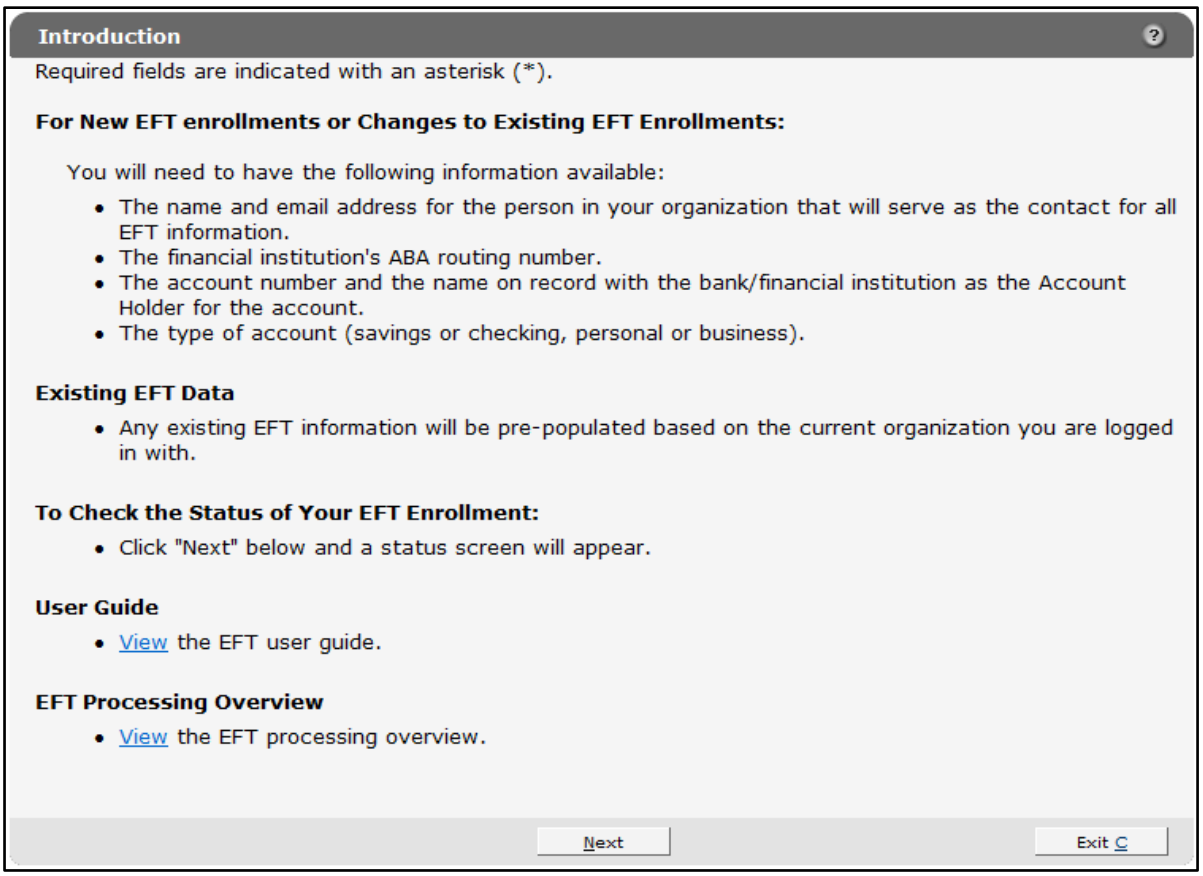


Figure 19 Introduction Page

4. Click **Next**. The Electronic Funds Transfer Request page will be displayed.

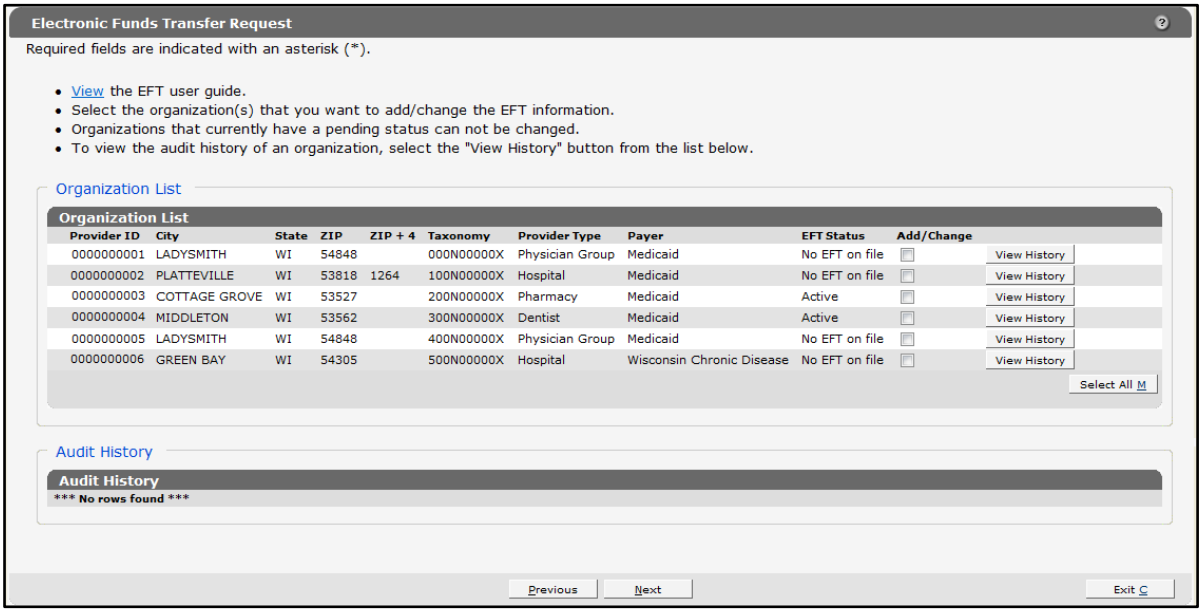


Figure 20 Electronic Funds Transfer Request Page

If you are an EFT clerk, this page will display all the service locations for which you are assigned the EFT role. Account administrators will see all of the service locations for the provider under which they are logged in.

The EFT Status column displays the current status of each service location.

### 3.1.1 Enrollment Statuses

#### Pending

A *Pending* status indicates that ForwardHealth is preparing to initiate the required prenotification test transaction with the financial institution designated as your organization's ForwardHealth EFT settlement account.

#### Prenotification

A *Prenotification* status indicates that ForwardHealth has initiated the prenotification test transaction with the designated financial institution and is awaiting a response. Prenotification testing can take up to 15 banking days to complete. A *Prenotification* status also indicates that ForwardHealth has not received notification of any error in the EFT account set-up from the financial institution during the testing process to date.

#### Active

An *Active* status indicates that the required prenotification testing process has been completed without error. The next scheduled payment will be made by EFT and the payments directly deposited into the provider's EFT settlement account at the designated financial institution.

The EFT enrollment will remain in an *Active* status unless you change your enrollment information or the financial institution initiates a change in their ABA routing number or settlement account information.

#### Failed

A *Failed* status indicates that errors occurred during the required prenotification test process with the designated financial institution. If this occurs, ForwardHealth will work with the provider's financial institution to resolve the errors and generate a second prenotification test with the financial institution. When necessary, ForwardHealth will contact the EFT contact person identified on the EFT enrollment form for your organization to verify or correct information.

#### Interrupt

An *Interrupt* status is a temporary status that forces a paper check to be issued. Electronic funds transfers will only be placed in this status at the direction of ForwardHealth. The EFT account remains valid while the account is in an *Interrupt* status and can be placed back into an *Active* status to resume scheduling EFTs.

## No EFT on File

A *No EFT on file* status indicates that an EFT request has not been submitted for a specific service location or that an EFT request has been canceled.

# 3.2 View History

To view the enrollment history for a specific service location, click **View History** next to the specific service location. The "Audit History" section will populate with any changes made to the EFT enrollment for the selected service location.

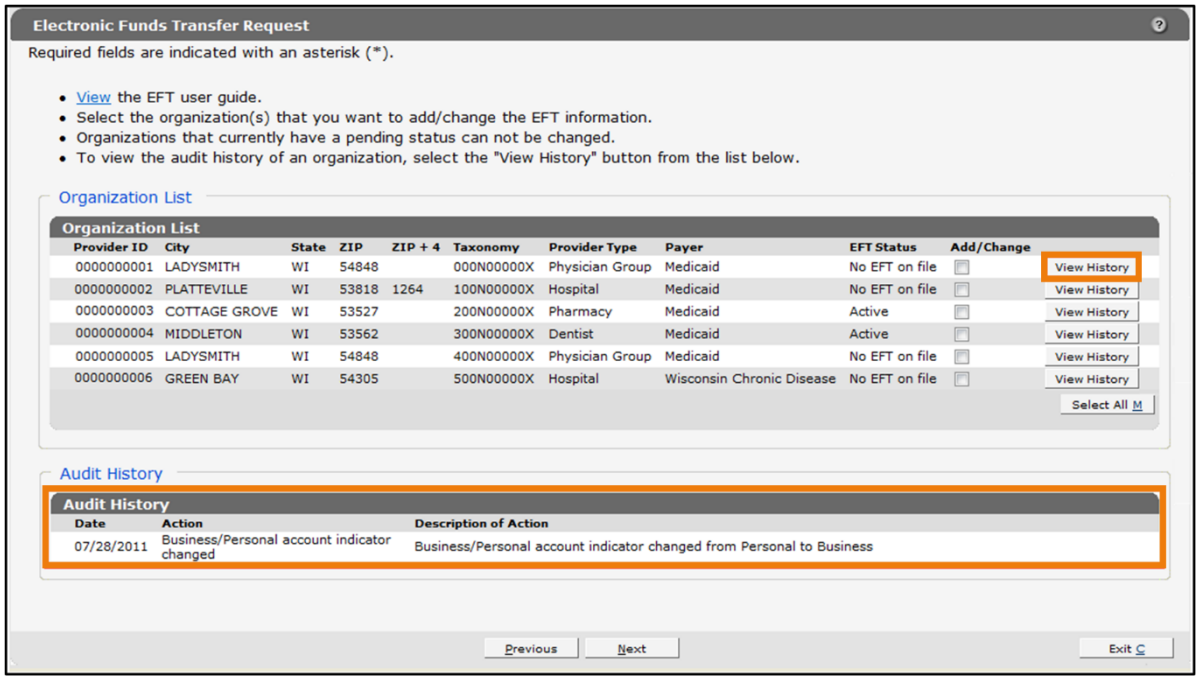


**Figure 21** Electronic Funds Transfer Request Page

# 4 Update Information on an Active Electronic Funds Transfer

In order to change information for an EFT enrollment, the enrollment must be in an *Active* status. To update or change information for an active EFT enrollment, complete the following steps:

1. Access the ForwardHealth Portal at https://www.forwardhealth.wi.gov/.
2. Login to your secure Provider Portal account.
3. Click **Electronic Funds Transfer** located in the Home Page box on the right of the page.

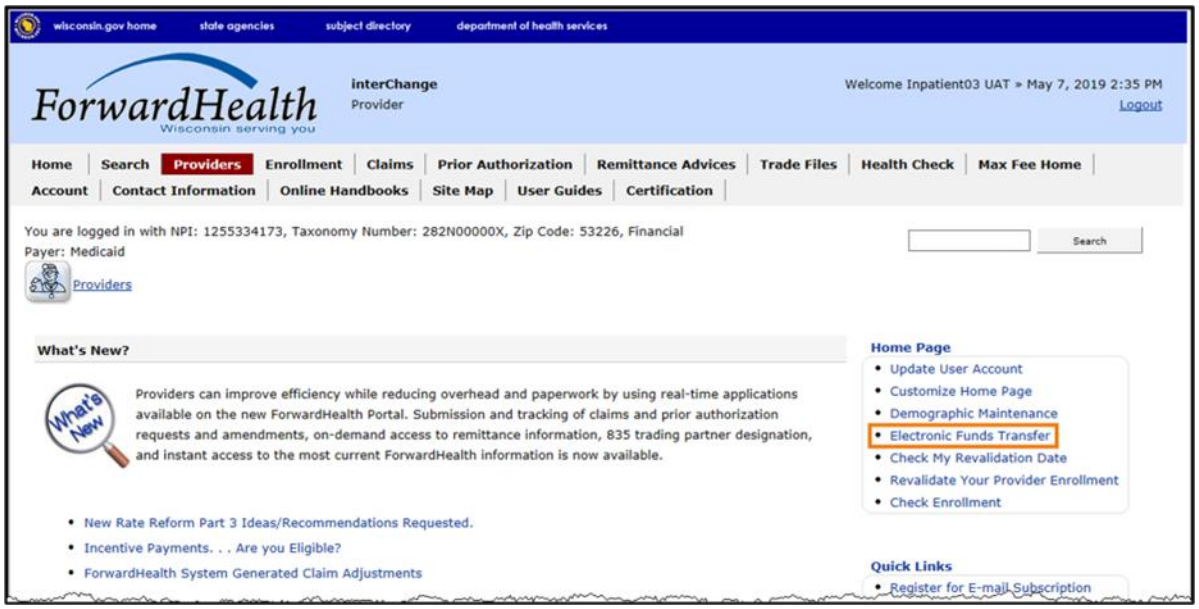


**Figure 22** Electronic Funds Transfer Link

The Introduction page will be displayed.

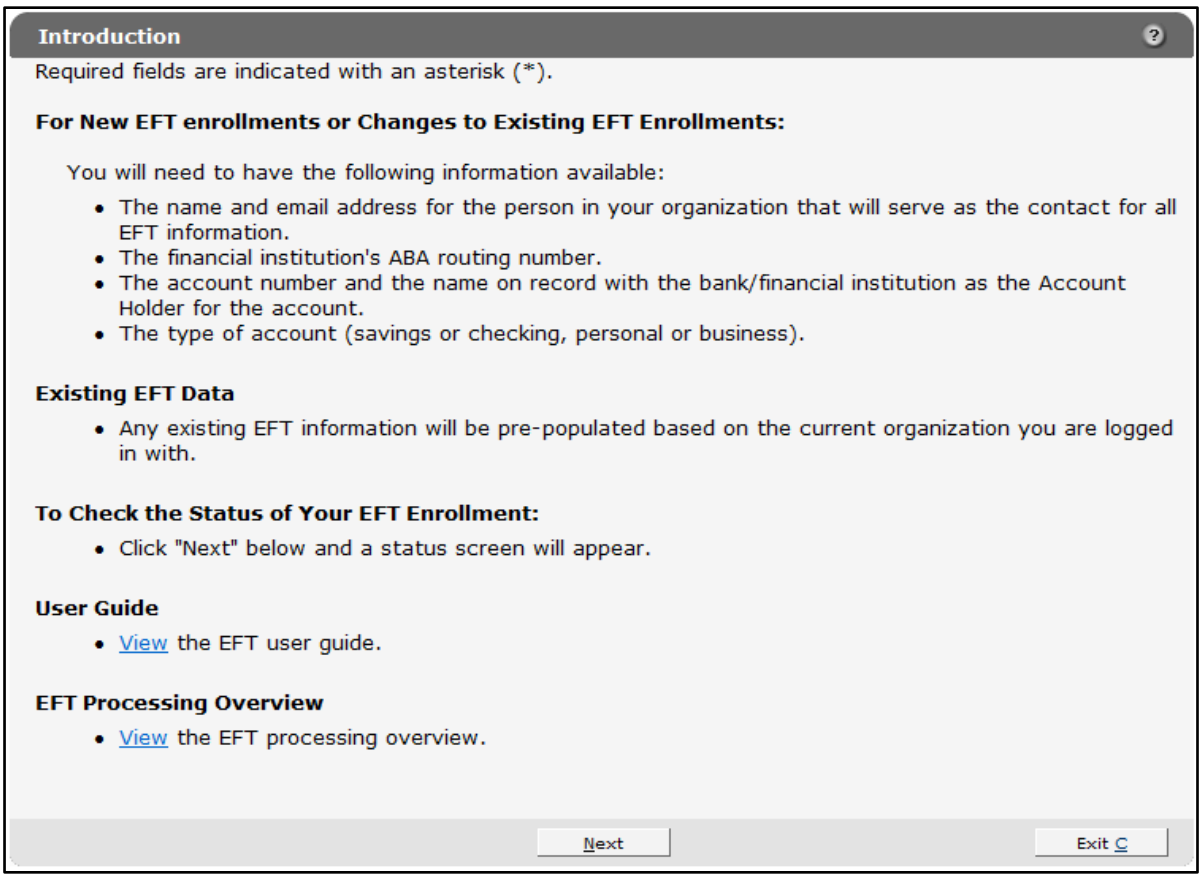


Figure 23 Introduction Page

4. Click **Next**. The Electronic Funds Transfer Request page will be displayed.

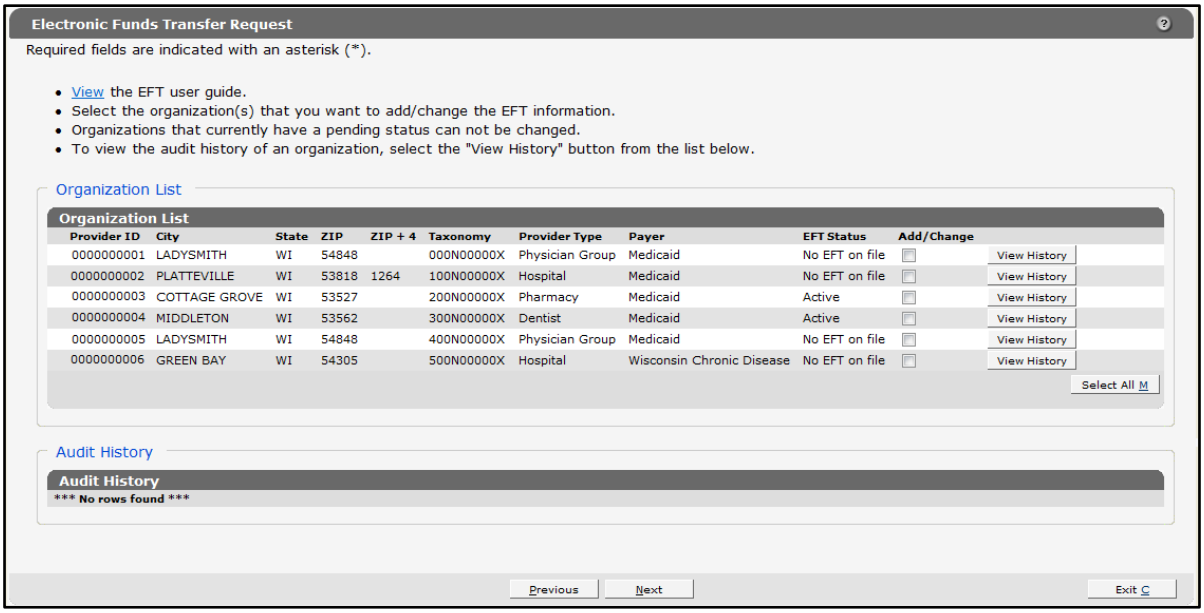


Figure 24 Electronic Funds Transfer Request Page

If you are an EFT clerk, this page will display all the service locations for which you are assigned the EFT role. Account administrators will see all of the service locations for the provider under which they are logged in.

5. Verify that the EFT account you wish to change is in an *Active* status.

6. Check the Add/Change box for each service location that you wish to modify. If all the service locations listed are to be modified, click **Select All** to check all the boxes.

   Note: When more than one service location is selected, all the information revised in the succeeding pages will apply to all the service locations selected. If there is any difference in the EFT information used between service locations, including demographic information, email addresses, ABA routing numbers, EFT settlement account numbers, and account types, the service locations must be revised separately.

7. Click **Next**. The General Information page will be displayed.

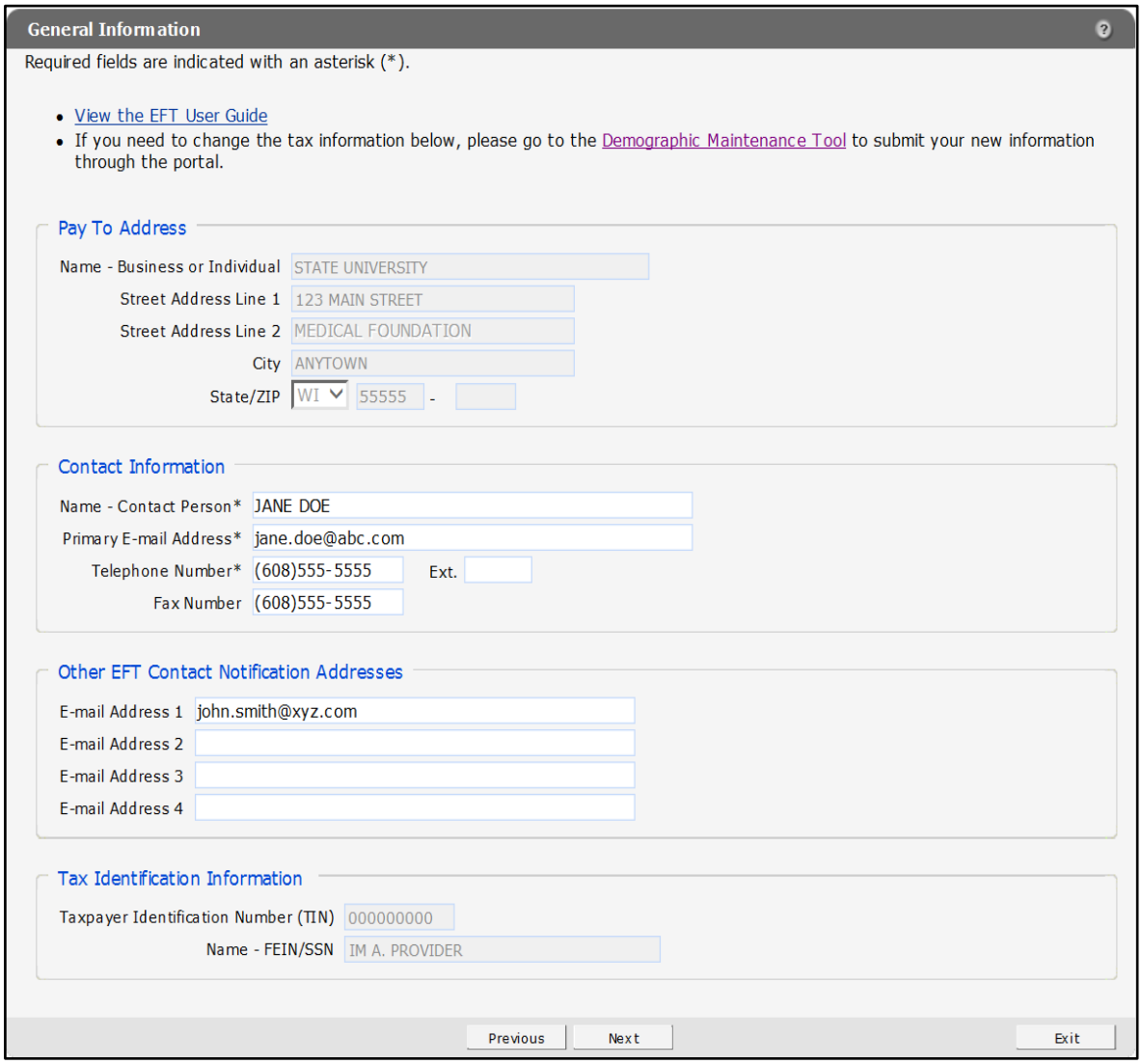


**Figure 25** General Information Page

8. If you are not changing any information on this page, click **Next**.

   To make any changes to the "Contact Information" or "Other EFT Contact Notification Addresses" sections, enter the changes in the appropriate fields. Once the information has been entered, click **Next**.

   The Financial Institution Information page will be displayed.

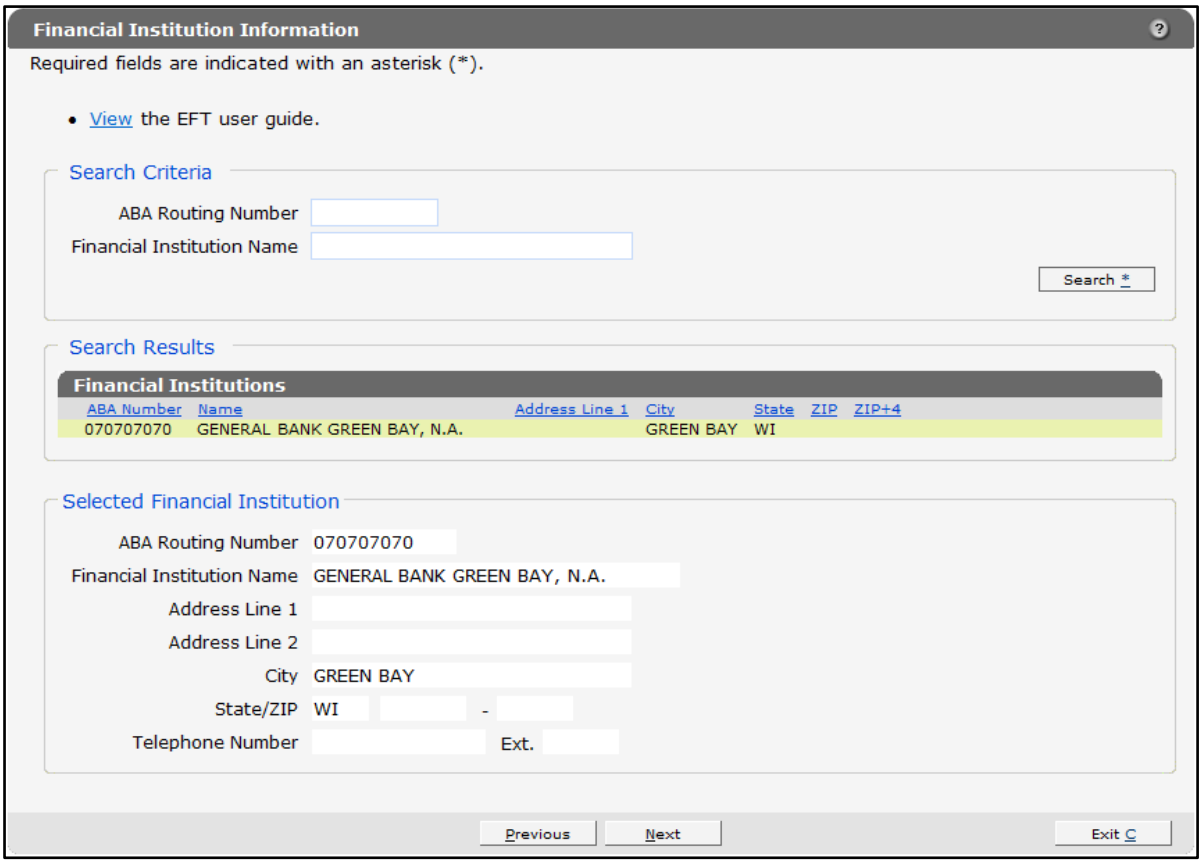


**Figure 26** Financial Institution Information Page

9. If you are not changing any information on this page, click **Next**.

   To change the financial institution receiving the EFT payment, enter the ABA routing number or name of the financial institution in the "Search Criteria" section and click **Search**. A list of the available financial institutions matching your search criteria will be displayed in the "Search Results" section. From the displayed list, click the financial institution whose information matches the ABA routing number, name, and address of the institution that your organization has an account with and that your organization wishes to designate as your new ForwardHealth EFT financial institution. Information for the selected financial institution will be displayed in the "Selected Financial Institution" section. Verify that the populated information is correct. Click **Next**.

   The Account Information page will be displayed.

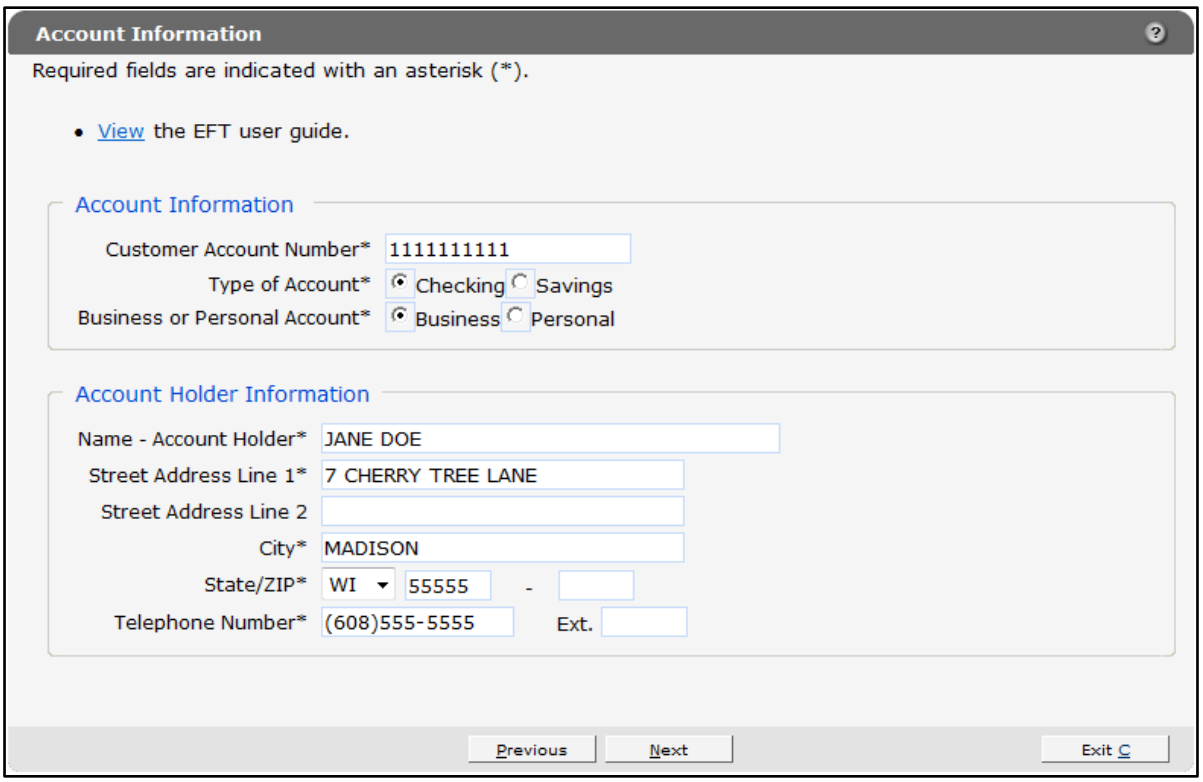


**Figure 27** Account Information Page

10. If you are not changing any information on this page, click **Next**.

    If you have changed to another financial institution, enter the provider's account information in the appropriate fields. If you are revising information for the provider's current institution, make the necessary changes. Click **Next**.

    The Authorization to Make Electronic Fund Payments page will be displayed.

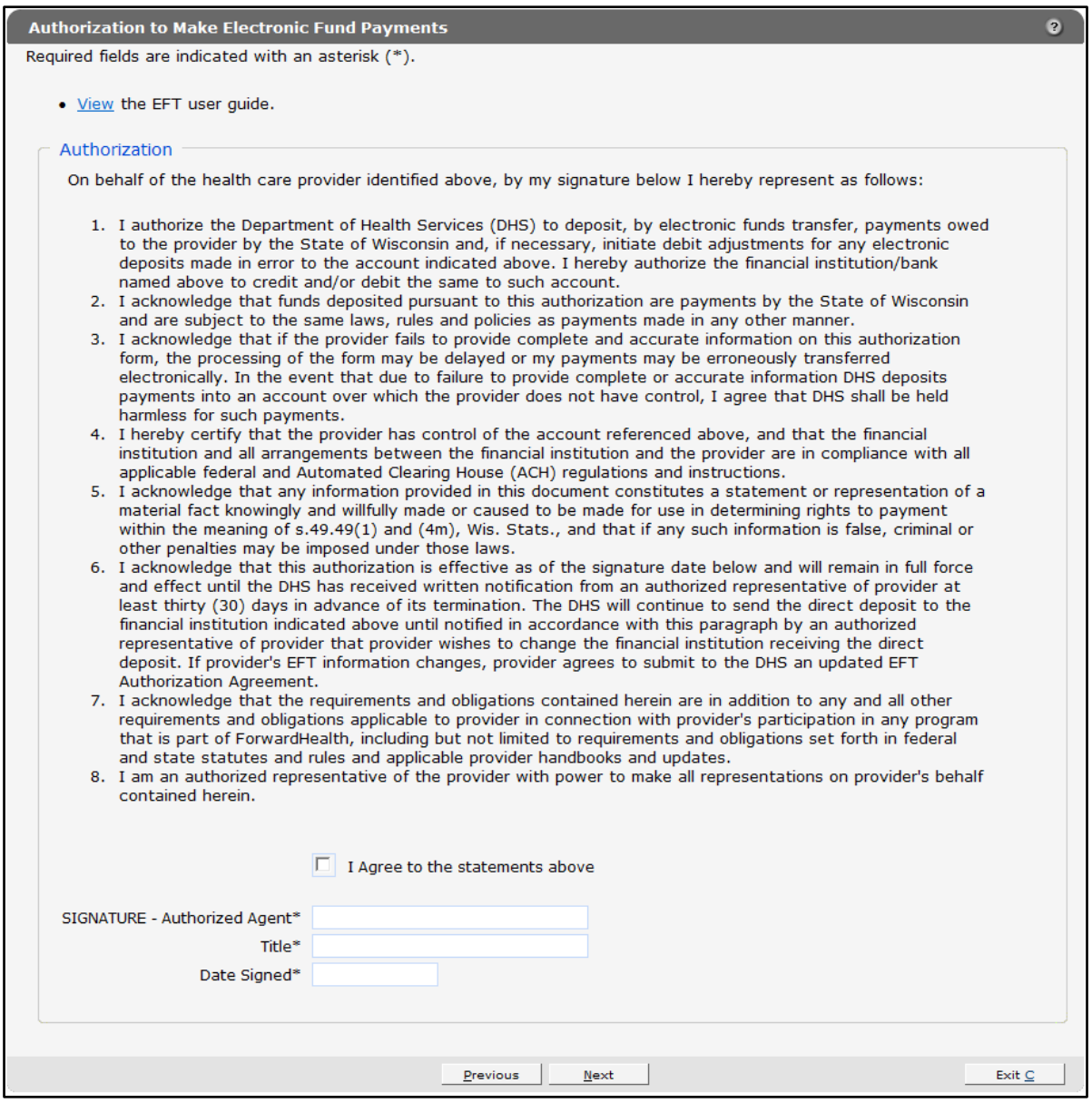


**Figure 28** Authorization to Make Electronic Fund Payments Page

11. Read the Authorization statement.
12. Check the box next to "I Agree to the statements above."
13. Enter your signature, title, and the date.

    Note: This is a legally binding agreement.
14. Click **Next**. The Summary page will be displayed.


**Figure 29** Summary Page

15. To preview your request, click **Preview EFT Request**. A draft PDF version of your EFT request(s) will be displayed in a separate window. Each agreement consists of two pages. (Multiple EFT requests will be displayed in one PDF.)

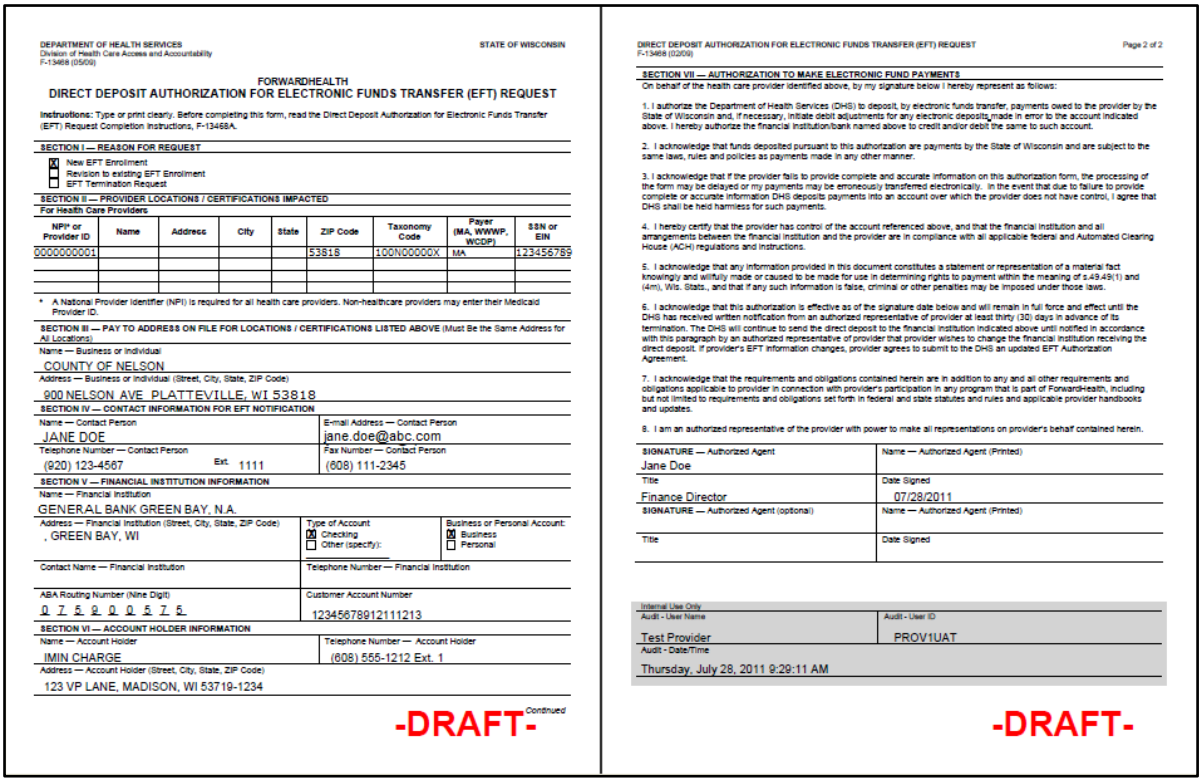


**Figure 30** Draft PDF Version of EFT Request

Note: Do *not* print and fax or mail these requests to ForwardHealth. ForwardHealth does not accept paper enrollments. The enrollment will be submitted when you click Submit on the Summary page.

16. Verify that the information displayed in the draft PDF version is accurate. To make changes to an EFT request, click **Previous** until you return to the appropriate page. Change the necessary information.

17. Click **Submit** on the Summary page to submit the EFT enrollment request(s). The EFT Request was Submitted page will be displayed.

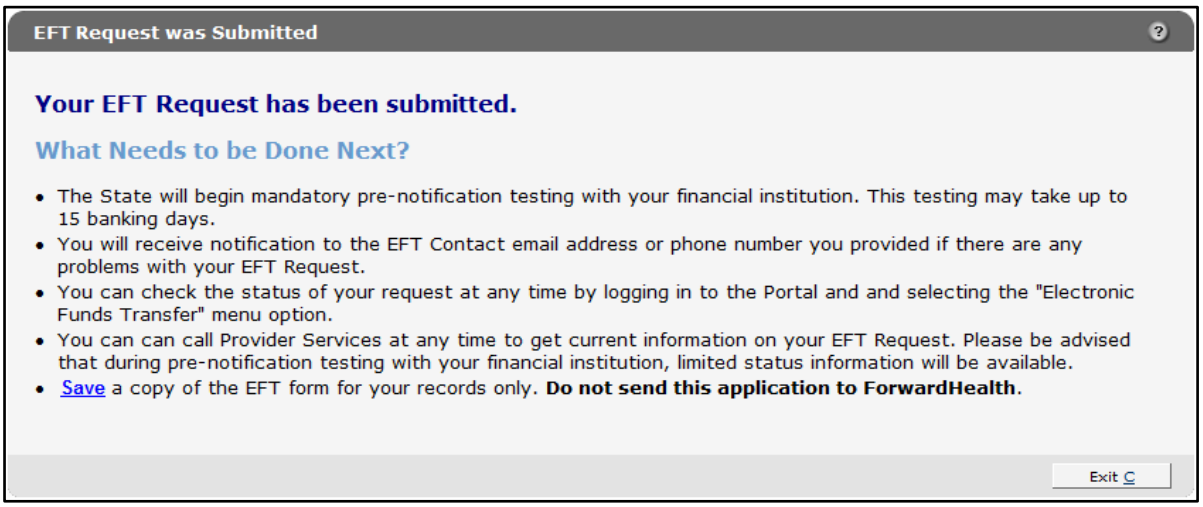


**Figure 31** EFT Request Was Submitted Page

The EFT Request was Submitted page confirms that your EFT request(s) was submitted successfully and describes the next steps.

18. To save a copy of your EFT request(s) for your records, click **Save**. A draft PDF version of your EFT request(s) will be displayed in a separate window.

19. Click **Exit**. You will be redirected to the secure Provider page.

# 5 Email Notifications

An EFT contact will receive an email notification in the following situations.

## 5.1 Change of Email Address

When the email address for an EFT contact is changed, an email message is sent to the original address, alerting the contact that the address has been changed in ForwardHealth's records. The message also indicates that the EFT contact should alert the provider's account administrator immediately if the change was made in error.

The message contains the following contact information in order to verify the correct address was changed:

- Provider ID/National Provider Identifier (NPI).
- Taxonomy number (if applicable).
- ZIP code.
- Financial payer.

## 5.2 Change of Electronic Funds Transfer Bank Information

When EFT bank information is changed, an email message noting that the key EFT account information (such as financial institution, account number, account type, account holder's name) has been changed is sent to the provider's EFT contact. In addition, an email message indicating that EFT information has been revised will be sent to the provider's account administrator's messaging account.