

User Guide

ForwardHealth Portal Email Subscription

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WISCONSIN DEPARTMENT
of HEALTH SERVICES

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1 Introduction

Through the email subscription function on the ForwardHealth Portal (the Portal), providers and other interested parties may register to receive email notifications of new provider publications. Users are able to select by program (BadgerCare Plus and Wisconsin Medicaid, Family Care, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program, and Wisconsin HIV Drug Assistance Program [HDAP]) and provider type (for example, physician, hospital, durable medical equipment vendor) which notifications they would like to receive. Any number of staff or other interested parties from an organization may sign up for an email subscription.

2 Email Subscriptions

2.1 Register for Email Subscriptions

1. Access the ForwardHealth Portal at forwardhealth.wi.gov/.

The screenshot shows the ForwardHealth Portal homepage. The navigation bar at the top includes links for 'wiscnsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. The main content area is divided into several sections:

- Providers:**
 - Provider-specific Resources
 - Become a Provider
 - Fee Schedules
 - Wisconsin Administrative Code
 - ForwardHealth Enrollment Data
 - ForwardHealth System Generated Claim Adjustments
 - Health Care Enrollment
 - Provider Revalidation
 - Enrollment Tracking Search
 - Bed Assessment e-Payment
 - Medication Therapy Management Case
 - Management Software
- Acute and Primary Managed Care:**
 - Related Programs and Services
 - ForwardHealth Enrollment Data
 - Health Care Enrollment
- Manufacturer Drug Rebate:**
 - CMS Medicaid Drug Rebate Program
 - Pharmacy Information
 - Related Programs and Services
- Adult Long-Term Care Programs:**
 - Family Care/Family Care Partnership/PACE
 - IRIS
- Hot Topics:**
 - Division of Quality Assurance Provider Directory Changes
 - Next EVV Key Conversations drop-in help session is February 21
 - Update: Additional Synagis Doses Allowed for Members for the 2021-2022 Respiratory Syncytial Virus Season
 - Information About Electronic Visit Verification
 - Your Key to EVV: Unlocking Electronic Visit Verification in Wisconsin, Issue 12
 - DocStation Announced as MTM Case Management Software Vendor
 - Residential Substance Use Disorder Treatment Benefit Resources
 - Telehealth Expansion and Related Resources Page on the ForwardHealth Portal
 - Child Care Survey for Medical Professionals and Essential Staff
 - Information about COVID-19 (Coronavirus Disease 2019)
- Policy and Communication:**
 - Policy:**
 - ForwardHealth Updates
 - Online Handbooks
 - Forms
 - Communication:**
 - Communications Home
 - User Guides
 - Trainings
 - E-mail Subscription Sign-up** (highlighted with a red box)
- Members:**
 - Find a Provider
- Partners:**
 - Find a Provider
 - Related Programs and Services
 - Express Enrollment for Children
 - Express Enrollment Change Request
 - Waiver Agencies
- Trading Partners:**
 - Trading Partner Profile
 - PES
 - Companion Guides
 - Medication Therapy Management Case
 - Management Software Approval Process
- Children's Specialty Programs:**
 - Birth to 3 Program
 - Children's Long-Term Support Program
 - Katie Beckett Medicaid
 - Children's Specialty Managed Care Plans

Figure 1 ForwardHealth Portal Homepage

2. Click **E-mail Subscription Sign-up** located in the Communication menu. The ForwardHealth Subscriptions page will be displayed.

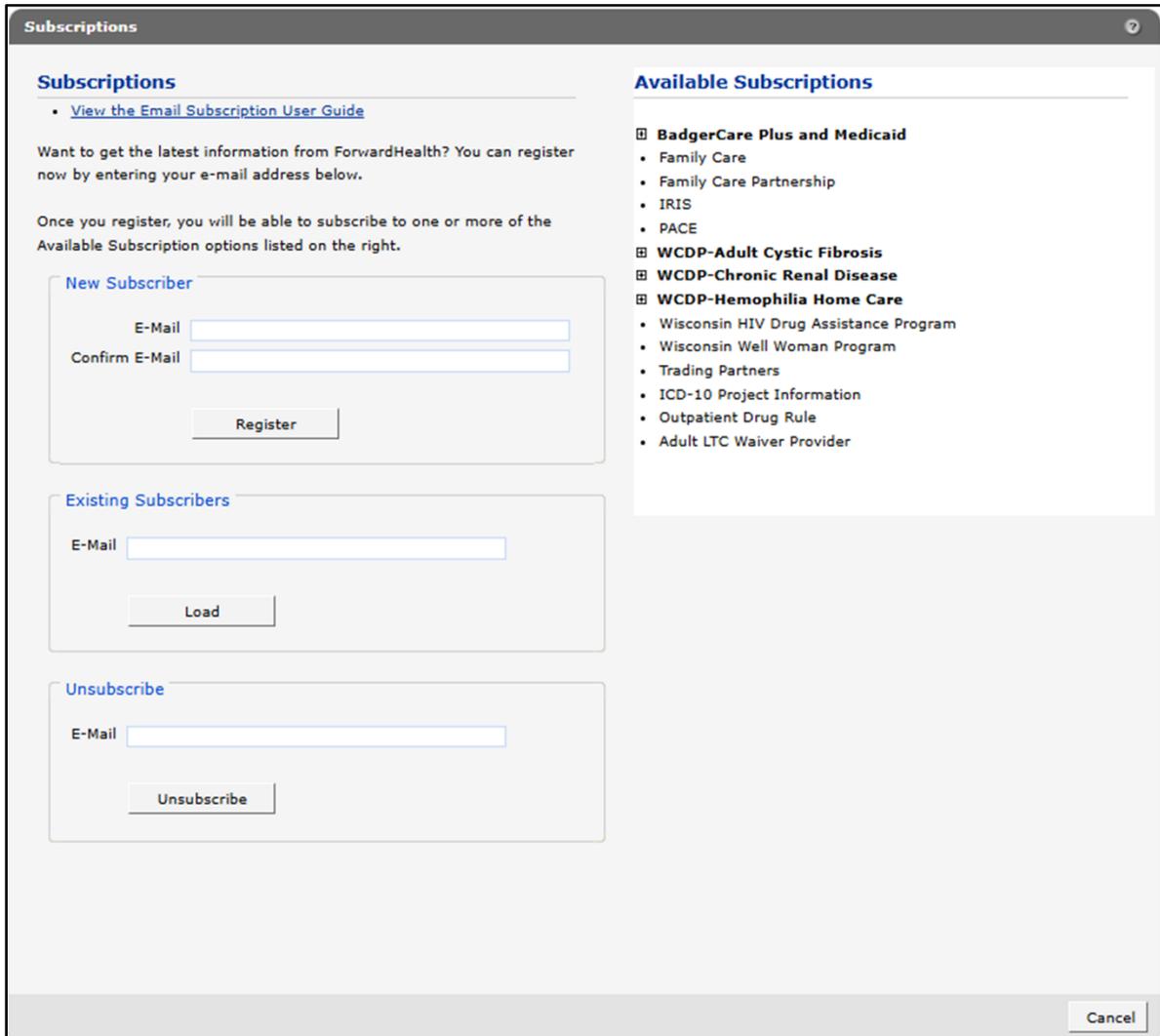


Figure 2 Subscriptions Page

3. In the “New Subscriber” section, enter the email address to which the subscription(s) is to be sent (twice for confirmation).

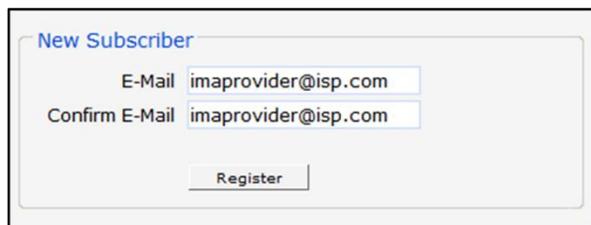


Figure 3 New Subscriber Section

- Click **Register**. A confirmation message will be displayed at the top of the page and the “Available Subscriptions” section will become activated.

The following messages were generated:

To complete your subscription, select one or more service areas and click Save.

Figure 4 Confirmation Message

If the user receives an error message, they may correct the error(s) and click **Register** again.

Note: After registering to receive email messages, the user will need to indicate the specific service areas for which they would like to receive messages. **If the user does not select a service area, they will not receive email messages.**

- In the “Available Subscriptions” section, select the program for which the user wants to receive messages. If the area(s) to which the user wishes to subscribe is under a program that is collapsed (that is, minimized so that selections under the category are not shown), they can click the **name of the program, not the  sign**, to display an expanded list of areas.

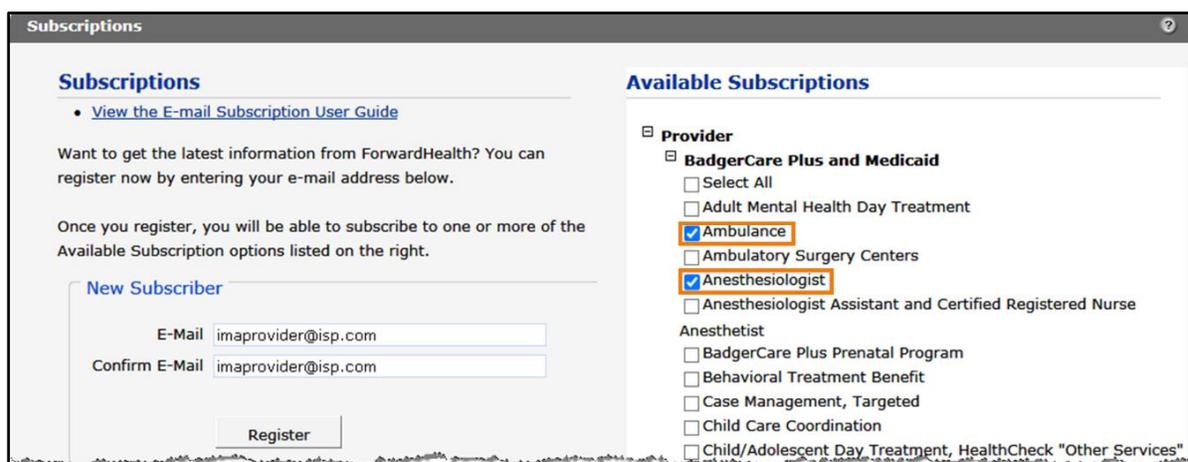


Figure 5 Expanded List of Areas

- Check the box for the area(s) for which the user wishes to receive messages or check the **Select All** box if they want to receive messages for all the listed areas.

- At the bottom of the page, click **Save**.

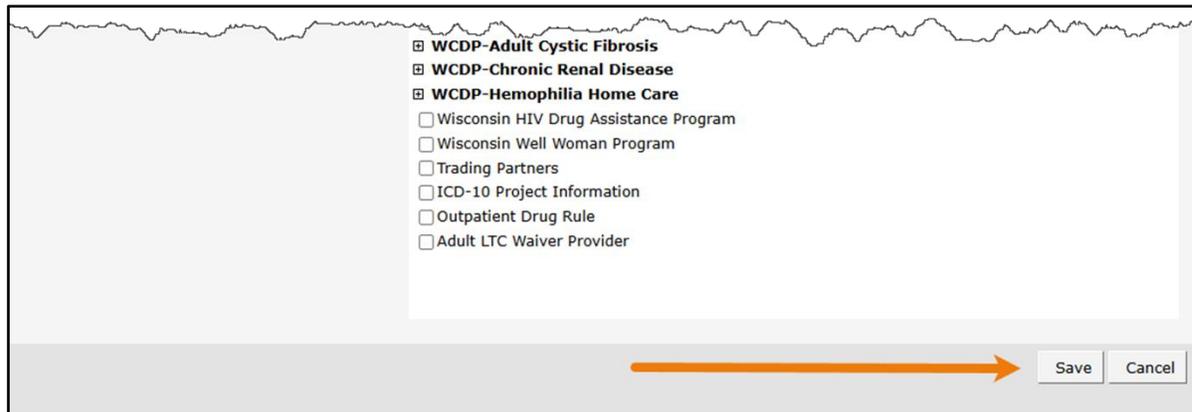


Figure 6 Save Selected Areas

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

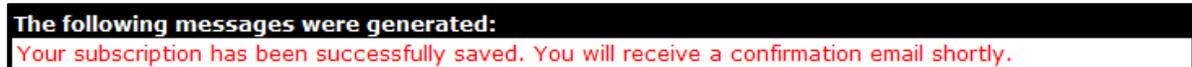


Figure 7 Confirmation Message

If the user receives an error message, they may correct the error(s) and click **Save** again.

2.2 Change Email Subscriptions

To add or delete an area(s) from the user's email subscription list, they can complete the following steps:

- In the "Existing Subscribers" section, enter the email address registered to receive subscription notifications.

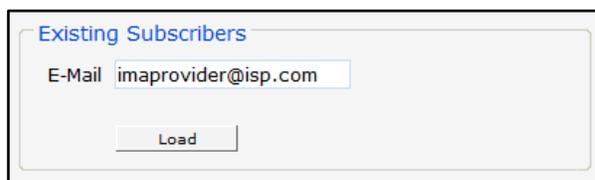
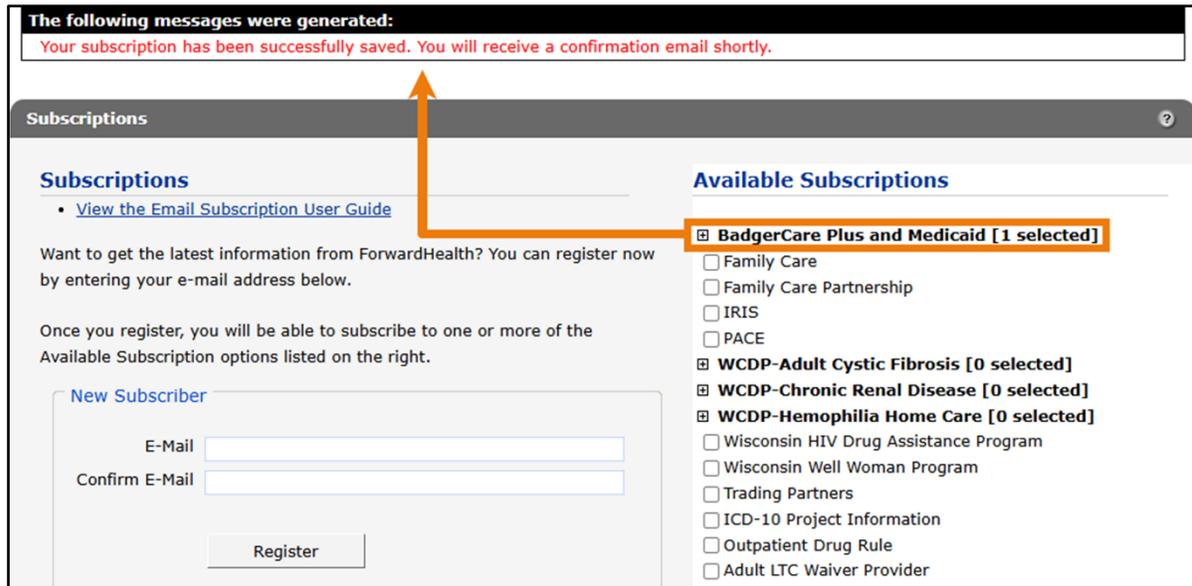


Figure 8 Existing Subscribers Section

2. Click **Load**. The “Available Subscriptions” section will display the user’s current subscriptions, and a confirmation message will be displayed at the top of the page.



The screenshot displays a web interface for email subscriptions. At the top, a black banner contains the text "The following messages were generated:" followed by a red message: "Your subscription has been successfully saved. You will receive a confirmation email shortly." Below this is a "Subscriptions" header with a "Subscriptions" sub-header and a link to "View the Email Subscription User Guide". The main content area is split into two columns. The left column, titled "Subscriptions", contains a registration form with fields for "E-Mail" and "Confirm E-Mail", and a "Register" button. The right column, titled "Available Subscriptions", lists several programs with checkboxes and selection counts: "BadgerCare Plus and Medicaid [1 selected]", "Family Care", "Family Care Partnership", "IRIS", "PACE", "WCDP-Adult Cystic Fibrosis [0 selected]", "WCDP-Chronic Renal Disease [0 selected]", "WCDP-Hemophilia Home Care [0 selected]", "Wisconsin HIV Drug Assistance Program", "Wisconsin Well Woman Program", "Trading Partners", "ICD-10 Project Information", "Outpatient Drug Rule", and "Adult LTC Waiver Provider". An orange arrow points from the "BadgerCare Plus and Medicaid" selection to the confirmation message at the top.

Figure 9 Existing Subscribers Successfully Loaded

If the user receives an error message, they may correct the error(s) and click **Load** again.

Note: If the area(s) the user is subscribed to lies under a program that is collapsed, they can click the name of the program to display an expanded list of areas.

2.2.1 Add Subscriptions

1. To add a subscription(s) to the user’s current list, they can check the box for the area(s) for which they wish to receive the additional message(s) or check the **Select All** box if they want to receive messages for all the listed areas.

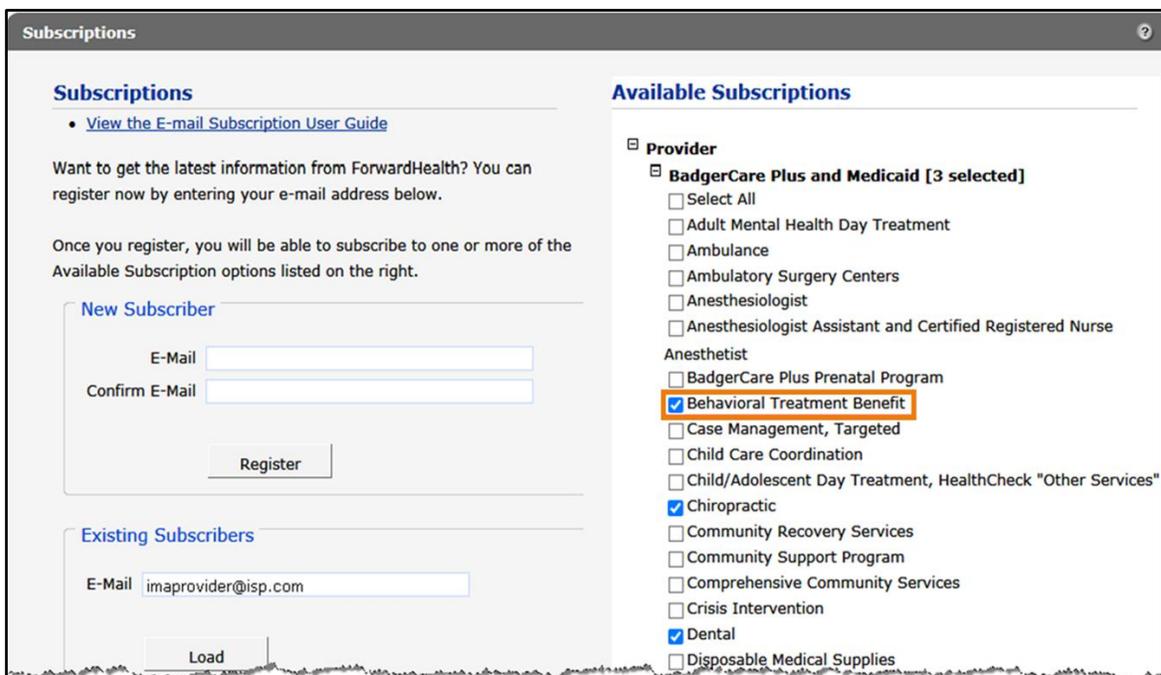


Figure 10 Add Area to Available Subscriptions

2. At the bottom of the page, click **Save**.

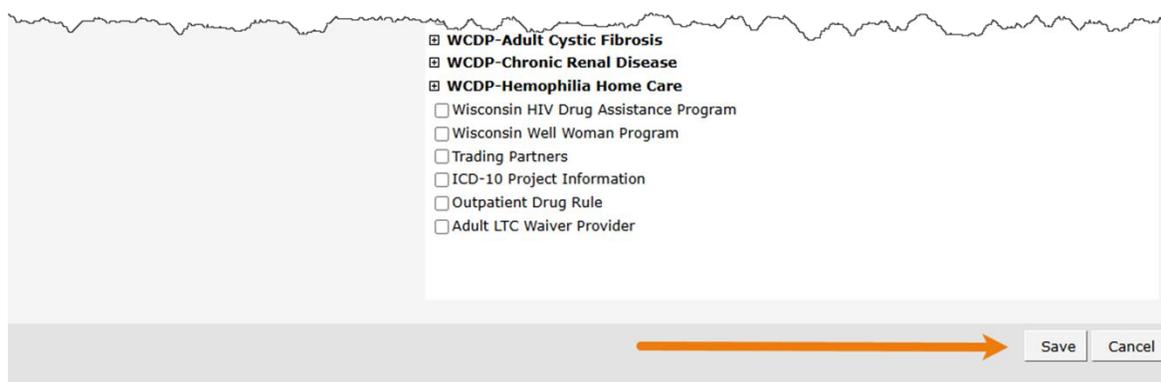


Figure 11 Save Added Area

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.



Figure 12 Confirmation Message

If the user receives an error message, they may correct the error(s) and click **Save** again.

2.2.2 Delete Subscriptions

1. To delete a subscription(s) from the user’s current list, they may remove the check from the box next to the area they wish to delete to deselect the area.

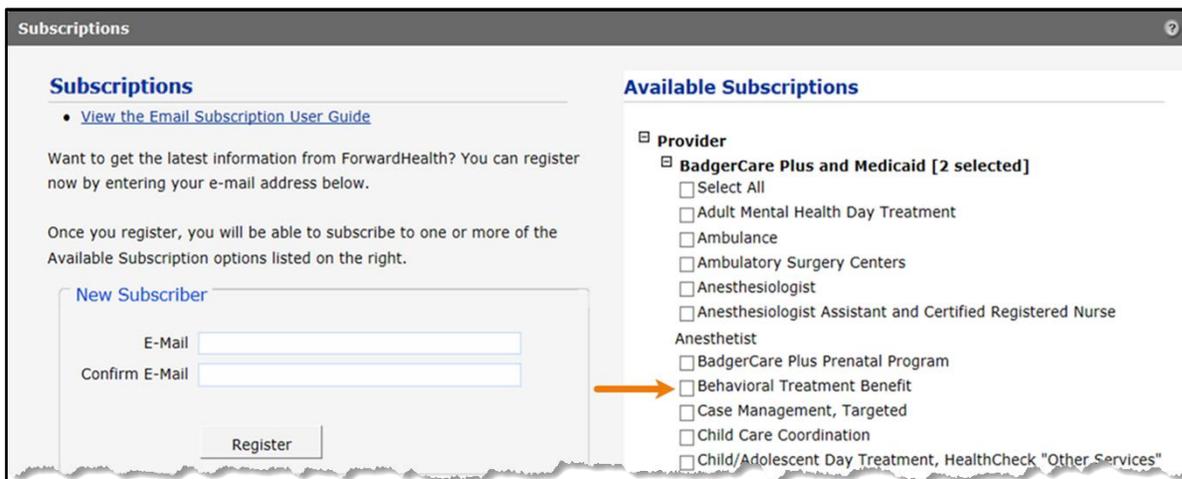


Figure 13 Delete Area From Available Subscriptions

2. At the bottom of the page, click **Save**.

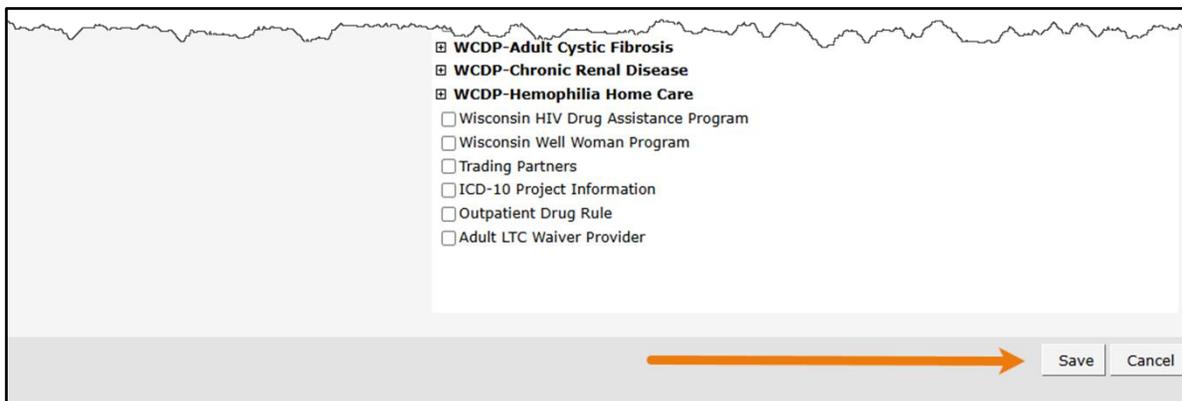


Figure 14 Save Deleted Area

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

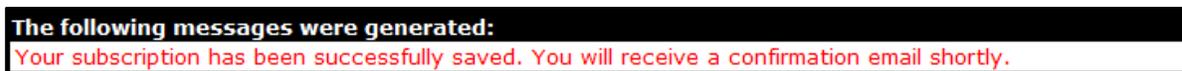


Figure 15 Confirmation Message

If the user receives an error message, they may correct the error(s) and click **Save** again.

2.3 Unsubscribe From Email Subscriptions

To be removed from the email subscription list, the user can complete the following steps:

1. In the “Unsubscribe” section, enter the registered email address to be removed from the email subscription list.



The screenshot shows a form titled "Unsubscribe" with a blue header. Below the header, there is a label "E-Mail" followed by a text input field containing the email address "imaprovider@isp.com". Below the input field is a button labeled "Unsubscribe".

Figure 16 Unsubscribe Section

2. Click **Unsubscribe**. A confirmation message will be displayed at the top of the page.



The screenshot shows a confirmation message in a black box with white text. The message reads: "The following messages were generated:" followed by "The email address has been removed as requested." in red text.

Figure 17 Confirmation Message

If the user receives an error message, they may correct the error(s) and click **Unsubscribe** again.