



Wisconsin  
Department of Health Services

Division of Care and Treatment Services

# PPS PORTAL Login Request Guide

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1. Access the ForwardHealth portal at <http://www.forwardhealth.wi.gov/>

The public portal home page will be displayed as below. If you have an existing ForwardHealth portal account, do NOT log in using this account. You will be creating a new account for the purpose of accessing PPS MH/AODA Reports.

wisconsin.gov home   state agencies   subject directory   department of health services

**ForwardHealth**  
Wisconsin serving you

**Report Fraud**

Welcome » February 17, 2016 8:18 [Log](#)

**Alerts**

- On February 21, 2016, the ForwardHealth Portal will be migrating to new servers. Following this migration, Portal users may notice minor appearance changes and may need to reset bookmarks.

**Providers**

- Register for E-mail Subscription
- Provider-specific Resources
- Become a Provider
- Online Handbooks
- Fee Schedules
- Trainings
- Wisconsin Administrative Code
- ForwardHealth Enrollment Data
- Health Care Enrollment
- Provider Revalidation
- Enrollment Tracking Search
- Bed Assessment e-Payment
- Medication Therapy Management Case Management Software

**Managed Care**

- Related Programs and Services

**Members**

- Member Information
- Find a Provider
- Member Contacts

**Partners**

- Find a Provider
- Related Programs and Services
- Express Enrollment for Children
- Express Enrollment Change Request

**Trading Partners**

- Trading Partner Profile
- PES
- Companion Guides
- Medication Therapy Management Case

Welcome to the ForwardHealth Portal

**Attention:** ForwardHealth Portal supports the following browsers: Internet Explorer, Firefox and Safari.

The ForwardHealth Portal serves as the interface to ForwardHealth interChange, the new Medicaid Management Information System for the state of Wisconsin. Through this portal, providers, managed care organizations, partners, and trading partners can electronically and securely submit, manage, and maintain health records for members under their care. This Portal also provides users with access to the current health care information available.

**Providers**   **Managed Care Organization**   **Partners**   **Trading Partners**   **Members**

2. Click **Partners**

The public Partner home page will be displayed (you may need to scroll down to see it).

### 3. Click on **Request Secure Partner Site**

You may need to scroll down slightly to see the link.

The screenshot shows the ForwardHealth Wisconsin website header with the logo and "interChange Partner" text. Below the header is an "Alerts" section with a message about server migration on February 21, 2016. The main content area lists partner categories such as "Income Maintenance Workers/Coordinators", "Katie Beckett Program staff", "FosterCare and Subsidized Adoption workers", "Managed Care Organization Enrollment Brokers", "Child Support staff", "Wisconsin Well Woman Program Local Coordinating Agencies (LCAs)", "Social Security Administration (SSA)", "Aging and Disability Resource Centers (ADRCs)", "Subrogation workers", "Women, Infants, and Children (WIC) workers", "Wisconsin Department of Justice", "MetaStar", and "Wisconsin Division of Juvenile Corrections". A "Login to Secure" form is on the right with fields for "Username" and "Password", a "Go!" button, and a "Forgot your" link. Below the login form are "Quick Links" for "Online Hand", "Forward Heal", "Max Fee Sd", "Partner Req", "Partner Port", "Wisconsin W Procedure M", "Express Enc", and "Express Enc". The "Request Secure Partner Site" link is highlighted with a red arrow.

### 4. Select your **Request Type**

Select the radio button indicating **New user requesting Partner Portal Access**, then click **Next**.

The screenshot shows a form titled "Portal Access Choose Request Type" with a help icon. Below the title is the instruction "Required fields are indicated with an asterisk (\*)." The form contains a section "Select what you wish to do" with a "Request Type\*" label. There are two radio button options: "New user requesting Partner Portal Access" (which is selected) and "New User requesting Partner Portal and Partner Portal Administrative Access". At the bottom of the form are three buttons: "Next", "Exit", and "Clear".

5. Complete the **Portal Access Request Information** form.

Take note of the username requirements at the top of the form, and make sure to accept the User Security Agreement in the lower left corner.

Write down and save your selected Username, as this is what you will use to access the ForwardHealth portal in the future.

In the **Role** drop-down, select **PPS MH & AODA Reports**.

**Portal Access Request Information**

Required fields are indicated with an asterisk (\*).

- Requested User ID must be Alphanumeric.
- Requested User ID can not begin with a number.
- Requested User ID must be at least 6 characters in length.
- Requested User ID can not be greater than 20 characters.

**User Information**

First Name\*  
Last Name\*  
E-Mail Address\*  
Confirm E-Mail\*  
Requested User ID\*  
Work Phone Number\* Ext.  
Role\*  
Date Requested 02/17/2016

**Security Agreement**

The User understands that the Portal Access User Account Agreement (hereinafter "Agreement"), effective today, is made by and between the State of Wisconsin Department of Health Services ("DHS") and users who sign up for an account on this website (hereinafter "User").

WHEREAS, User renders certain professional health care services ("Services") to ForwardHealth members, and submits documentation of those Services to DHS; and,

WHEREAS, DHS, in its implementation of the ForwardHealth program in Wisconsin, provides a System of operational and informational support to respond to User inquiries to exchange certain data, claims, and billing information through electronic communications and through the Internet (hereinafter the "System");

Please check the box if you have read and agreed to Wisconsin's User Security Agreement.

Previous Next Exit Clear

Click **Next**.

6. Complete the **Portal Access Additional Information** form.

In the **Certifying Agency/Site Code** field, select the county for which you will be a user.

The **Financial Payer Information** fields will be greyed out. You do not need to check any of these boxes.

**Portal Access Additional Information**

Required fields are indicated with an asterisk (\*).

Certifying Agency/Site Code\*

**Financial Payer Information**

BadgerCare Plus/Medicaid  
 WCDP  
 WWWP  
 ADAP

Previous Next Exit Clear

Click **Next**.

7. Fill out the **Portal Access DSS Universe** form.

The **Universe** drop-down should have only one option: **PPS MH & AODA Reports**. Select this one. In the checklist below, select all of the counties whose reports you need access to. You should only check the counties whose data you have access to in PPS; typically, this will only be the county in which you work, but could include more if your county is part of a region that delivers behavioral health services.

Click **Next**.

8. Fill out the **Portal Access Secret Questions** form.

Note that the **Security Answers** are case sensitive and you must have distinct answers for each **Security Question**.

Take note of your chosen password. This is the password that you will use to access the ForwardHealth portal in the future. Passwords must contain an uppercase letter and a number or symbol.

Click **Submit**.

9. The following message will appear at the top of the screen, letting you know that your request was submitted successfully:

**The following messages were generated:**  
Save was successful. Once your request is processed, you will receive an email. If the request is approved, log in with your username and password.

## Where to Get Help

For questions related to your ForwardHealth logins or any errors that you are experiencing, please contact the ForwardHealth portal Help Desk:

Email: [vedswiedi@wisconsin.gov](mailto:vedswiedi@wisconsin.gov)

Phone: 1-866-908-1363