



Wisconsin
Department of Health Services

Division of Care and Treatment Services

PPS PORTAL

Login Request Guide for Access Administrators

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 and approving access for other users in your county.

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

ForwardHealth
Wisconsin serving you

Report Fraud Search

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

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

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.

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

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

2. Click **Partners**.

The public Partner home page will be displayed.

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" and "Katie Beckett Program staff". A "Login to Secure" form is visible on the right side. The "Request Secure Partner Site" link is highlighted with a red arrow. Other sections include "Find a Provider", "Related Programs and Services", and "Member Resources".

4. Select your **Request Type**.

Select the radio button indicating **New User requesting Partner Portal and Partner Portal Administrative 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" (unselected) and "New User requesting Partner Portal and Partner Portal Administrative Access" (selected). 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 and Password requirements at the top of the form, and make sure to accept the User Security Agreement in the lower left corner.

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

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 an admin.

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. Complete the **Portal Access Admin** form.

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

In the **Organization** drop-down, select the county for which you will be an Access Administrator.

Click **Add**.

If there are multiple counties for which you will be an Access Administrator, you can continue entering them.

Once you have finished, click **Next**.

The screenshot shows a web form titled "Portal Access Admin Information". At the top, it says "Required fields are indicated with an asterisk (*)". Below this, there are two tabs: "Role" and "Organization". The "Role" tab is active, and the "Organization" tab is also visible. Below the tabs, there is a text prompt: "Select row above to update - or - click Add button below." Below this prompt, there are two dropdown menus: "Role" (set to "PPS MH & AODA Reports") and "Organization" (empty). To the right of these dropdowns are two buttons: "Add" (highlighted with a red box) and "Cancel". At the bottom of the form, there are four buttons: "Previous", "Next", "Exit", and "Clear".

8. Fill out the **Portal Access Universe** form.

The **Universe** drop-down should have only one option: **PPS MH & AODA Reports**. Select this one.

In the checklist below, select the county(ies) 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 where you are employed, but could include more if your county is part of a region that delivers behavioral health services.

The screenshot shows a web form titled "Portal Access DSS Universe Request". At the top, it says "Required fields are indicated with an asterisk (*)". Below this, there are two tabs: "Universe Requested" and "Status". The "Universe Requested" tab is active. Below the tabs, there is a text prompt: "Select row above to update - or - click Add button below." Below this prompt, there is a dropdown menu labeled "Universe*" (set to "PPS MH & AODA Reports"). Below the dropdown, there is a section titled "Please select one or more of the Universe Control Items below*". This section contains a list of checkboxes next to various county and tribe names, including Adams Co. HSD, Ashland Co. HSD, Bad River Chippewa Tribe, Barron Co. HSD, Bayfield Co. HSD, Brown Co. HSD, Buffalo Co. HSD, Burnett Co. HSD, Calumet Co. HSD, Chippewa Co. HSD, Clark Co. DCP, Clark Co. DSS, Columbia Co. HSD, Crawford Co. HSD, Dane Co. HSD, Dodge Co. HSD, Door Co. DCP, Douglas Co. HSD, Dunn Co. HSD, Eau Claire Co. HSD, Florence Co. HSD, Fond du Lac Co. HSD, Grant Co. HSD, Manitowoc Co. HSD, Marinette Co. HSD, Marquette Co. HSD, Menominee Co. HSD, Menominee Tribe, Milwaukee Co. HSD, Monroe Co. HSD, Oconto Co. HSD, Oneida Co. DSS, Oneida Tribe, Outagamie Co. HSD, Ozaukee Co. DHS, Pepin Co. HSD, Pierce Co. HSD, Polk Co. HSD, Portage Co. HSD, Price Co. HSD, Racine Co. HSD, Red Cliff Chippewa Tribe, Richland Co. HSD, Rock Co. HSD, and Shawano Co. HSD.

Click **Next**.

9. 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**.

Portal Access Secret Questions

Required fields are indicated with an asterisk (*).

- Security Answers are case sensitive

Secret Questions

Password*

Confirm Password*

First Security Question*

First Answer*

Second Security Question*

Second Answer*

Third Security Question*

Third Answer*

Fourth Security Question*

Fourth Answer*

Previous Submit Exit Clear

Click **Submit**.

10. 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

Phone: 1-866-908-1363