



County Crisis or APS Staff Partner Portal for Forward Health

Attention: County Crisis Program and Adult Protective Service (APS) managers

To enhance collaboration and service coordination between county programs and Family Care managed care organizations (MCO) providing long-term care services, the Wisconsin Department of Health Services has developed a new ForwardHealth Partner Portal role for county staff.

The new Forward Health Partner Portal role is titled **County Crisis or APS Staff**. The role allows designated staff to determine if a person is enrolled in a Family Care Program MCO.

The information available to this role is limited to:

- General demographic and public insurance information.
- The name of the MCO the individual is enrolled in.
- The 24/7 emergency contact number for that MCO's regional office.

This information is intended to help county programs make connections, gather information, and coordinate services with an MCO if a Family Care member comes into contact with the crisis program or APS staff.

How to create County Crisis or APS Staff user accounts:

County Crisis Program and APS supervisors are encouraged to submit a list of up to eight staff names and portal IDs. This list should be submitted to dhsareaadmin@dhs.wisconsin.gov. County-contracted agency staff may be designated by a county supervisor.

Requesting access to the partner portal is a two-step process.

1. Individual staff members request access and create a username on the Forward Health Partner Portal using this link:

<https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Partner/PartnerLogin.aspx>

Instructions:

- a) Click: **Partner Request Access**

Quick Links

- [Online Handbooks](#)
- [ForwardHealth Updates](#)
- [Max Fee Schedules](#)
- **Partner Request Access**
- [Partner Portal User Guide](#)

[Wisconsin Well Woman Program](#)

- [Policy and Procedure Manual](#)

b) Select: **New user requesting Partner Portal Access**

Portal Access Choose Request Type

Required fields are indicated with an asterisk (*).

Select what you wish to do

Request Type*

New user requesting Partner Portal Access

New User requesting Partner Portal and Partner Portal Administrative Access

c) Enter your information and create a User ID

- For Role entry select: **County Crisis or APS Staff**

User Information

First Name*

Last Name*

E-Mail Address*

Confirm E-Mail*

Requested User ID*

Work Phone Number* Ext.

Role*

Date Requested

d) Review and agree to the security agreement by checking the box

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

Previous Next

- Enter the appropriate certifying agency/site code from the drop-down menu and click 'next' (do not select any 'financial payer information')
- Complete the password page

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- Stay "in the know" with ForwardHealth policy, coverage, and benefits by [signing up](#) for the email subscription options that interest you.

[Portal Access Choose Request Type](#) » [Portal Access Request Information](#) » [Portal Access Additional Information](#)

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

e) Inform your county supervisor of your username and completed request

2. County supervisors then list the individuals and their user names in the [County Crisis or APS Partner Portal Request \(F-02892\)](#) and email it to: dhsareaadmin@dhs.wisconsin.gov.

Area Administration staff will respond to new user requests for portal access within five business days.

- If a user request is not responded to after five days, contact Area Administration to ask about its status.
- If a county would like to request more than eight user accounts, contact Area Administration with a brief rationale describing the need.

New users may be requested as needed. An annual reconciliation of approved users will occur via Area Administration.

To remove users no longer with the agency, or no longer have a business reason to access this portal, please email Area Administration at DHSAreaAdmin@dhs.wisconsin.gov

For general information about the ForwardHealth Partner Portal you can access:

The ForwardHealth Partner Portal User Guide

www.forwardhealth.wi.gov/WIPortal/content/provider/userguides/partner_portal_user_guide.pdf.spage

The Forward Health Partner Portal for County Crisis and APS Staff: User Guide

<http://www.dhs.wisconsin.gov/publications/p02527.pdf>