



Forward Health Partner Portal User Guide

This user guide is for county crisis or adult protective service (APS) staff who have approved accounts for the ForwardHealth Partner Portal. The purpose of this portal is to allow these county staff to determine if a person is enrolled in a Family Care managed care organization, identify which managed care organization the person is enrolled with, and access the 24-hour phone number to contact that organization.

Logging into the portal

1. Click on the login link located in the upper-right corner of the page.

The screenshot shows the ForwardHealth Partner Portal homepage. At the top, there is a navigation bar with links for 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. Below this is the ForwardHealth logo with the tagline 'Wisconsin serving you'. To the right of the logo is a 'Report Fraud' button and a search bar. Further right, the text 'Welcome > August 14, 2019 1:59 PM' is displayed, with a 'Login' button highlighted by a red box. The main content area is divided into several sections: 'Providers' (with links like 'Provider-specific Resources', 'Become a Provider', etc.), 'Managed Care' (with links like 'Related Programs and Services', 'ForwardHealth Enrollment Data', etc.), 'Manufacturer Drug Rebate' (with links like 'CMS Medicaid Drug Rebate Program', 'Pharmacy Information', etc.), 'Members' (with links like 'Member Information', 'Find a Provider', etc.), 'Partners' (with links like 'Find a Provider', 'Related Programs and Services', etc.), and 'Trading Partners' (with links like 'Trading Partner Profile', 'PES', etc.). A central section titled 'Welcome to the ForwardHealth Portal' contains an 'Attention' notice about browser support and a paragraph describing the portal's purpose. At the bottom, there are sections for 'Hot Topics' (with a link to 'BusinessObjects Upgrade to 4.2.5 Training') and 'Policy and Communication' (with a link to 'ForwardHealth Updates').

- You will then be routed to the Partner Portal screen. Enter your login information in the spaces provided.



The Partner site is specifically designed to provide up-to-date ForwardHealth information and functionality specific to the following partners:

- 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
- Wisconsin Division of Juvenile Corrections
- Waiver Agencies

Partners should log in to the secure Partner Portal using the login area to the right on this page. The secure Partner Portal is designed to provide functions to each partner specific to the partner's relationship to the Department of Health Services and the various ForwardHealth programs as appropriate.

Accessing the Secure Partner Site

Many partner users were emailed their login information during October 2008. If you received your login information, you do not need to request access and can immediately enter your login information in the "Login to Secure Site" area to the right.

If you did not receive your login information in October 2008, you will need to request access by clicking the link below and completing the necessary request information.

Login to Secure Site

[Username](#)

[Password](#)

- [Logging in for the first time?](#)
- [Forgot your password?](#)

Quick Links

- [Max Fee Schedules](#)
 - [Partner Request Access](#)
-
- [Wisconsin Well Woman Program Policy and Procedure Manual](#)
-
- [Express Enrollment for Children](#)
 - [Express Enrollment Change Request](#)

Policy and Communication

- [Communications Home](#)
 - [ForwardHealth Updates](#)
 - [ForwardHealth Update Summaries](#)
 - [Online Handbooks](#)
-
- [User Guides](#)

Accessing iC functionality

After logging into the Partner Portal, click on the **iC Functionality** tab on the right-hand side of the screen.



You are logged in as a Partner User



Messages ?

*** No rows found ***

The information contained in this message is confidential and is intended solely for the use of the person or entity named above. This message may contain individually identifiable information that must remain confidential and is protected by state and federal law. If the reader of this message is not the intended recipient, the reader is hereby notified that any dissemination, distribution or reproduction of this message is strictly prohibited. If you have received this message in error, please immediately notify the sender by telephone and destroy the original message. We regret any inconvenience and appreciate your cooperation

Quick Links

- [Max Fee Schedules](#)
 - [Partner Links](#)
 - [Partner Request Access](#)
 - [Partner Portal User Guide](#)
-
- [Wisconsin Well Woman Program Policy and Procedure Manual](#)
-
- [Express Enrollment for Children](#)
 - [Express Enrollment Change Request](#)

Searching by member name

1. From the iC Functionality tab, search for members by name by clicking on **Member Search** link.

The screenshot shows the top of the ForwardHealth Wisconsin website. The header is green and contains the logo on the left, the text "interChange Partner" in the center, and a welcome message "Welcome VAUGHN BRANDT » August 14, 2019 2:56 PM" on the right with a "Logout" link. Below the header is a navigation menu with links for Home, Search, Partners, Enrollment, Max Fee Home, Account, Contact Information, Online Handbooks, Site Map, iC Functionality (highlighted in red), and User Guides. A "Certification" link is also visible on the far left.

You are logged in as a Partner User

 

Member

- [Member Search](#)

Managed Care

- [MCO Search](#)

2. This will route you to the Member Search page, in which you can enter the individual's relevant information.

This screenshot is identical to the one above, showing the website header and navigation menu. The "iC Functionality" link is highlighted in red.

You are logged in as a Partner User

 

The screenshot shows the "Member Search" form. It has a dark grey header with the title "Member Search" and a help icon. The form contains several input fields for search criteria: Member ID, Previous Member ID, HICN, Medicare Beneficiary ID, Case Number, CARES Case, CARES PIN, SSN, Last Name, First Name, Previous Last Name, Previous First Name, Birth Date, Gender, and County. There is a "Sounds-like" checkbox. At the bottom right, there is a "search" button, a "Records" dropdown menu set to "20", and a "clear" button.

Accessing 24-hour phone number

1. After entering the member's name, you will be presented with the member information screen.

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

ForwardHealth | interChange Partner | Welcome VAUGHN BRANDT » September 9, 2019 10:48 AM | Logout

Home | Search | Partners | Enrollment | Max Fee Home | Account | Contact Information | Online Handbooks | Site Map | **iC Functionality** | User Guides | Certification

You are logged in as a Partner User [Search]

@neTouch Quick Search
Member ID
Case Number
search
clear
prev
Recent Searches
0402706404
6418972163
4201897141

Open Tab | save | cancel | help | Audit | Tabbed View

Member ID: [] Name: [] Active: Active
MCI Ind: Yes Prev Name: [] Linked ID: []
CARES Pin: 0000000000 CARES Case: 0000000000 Case History: []
Medicare Beneficiary ID: [] Address: [] Benefit Plan: MCD 01/01/2010-12/31/2299
SSN: [] Address 2: [] Medicare Cov: []
Gender: Male Address 3: [] Managed Care: FAMCR 01/01/2015-12/31/2299
Birth Date: [] City: MADISON MC Special Cond: []
Death Date: [] State: WI TPL: Yes
Age: 43 Zip: 53711-0000 Lockin: NEURO 01/01/2015-12/31/2016
Race: 7 - Not Provided Alt Address: No NH Level of Care: []
Ethnicity: 09 Ethnicity Unknown Phone: [] Patient Liability: []
Language: ENG - ENGLISH Phone Type: Home Deductible: []
County: 13 - Dane Add Phone: [] Last HlthChk Scrn: 7/2/2019
Tribal Ind: [] Add Type: No Phone Last HlthChk Dntl: 3/15/2019

2. Hover over **Open Tab** to reveal a drop down menu. Hover over **Managed Care** and then click on **Member LTC Enrollment History**.

@neTouch Quick Search
Member ID
Case Number
search
clear
prev

Open Tab | save | cancel | help | Audit | Tabbed View

- Member
- Managed Care
- Medicare
- Previous Data
- HealthCheck
- SSI
- Waiver Enrollment

- Member HMO Enrollment History
- Member LTC Enrollment History

Prev Name: []
CARES Case: 0000000000
Address: []
SSN: 420 56 4564
Address 2: 00 CAMBRIDGE ROAD

3. Select **MCO ID** on the Member LTC Enrollment History screen.

Member LTC Enrollment History		MC Special Conditions					
Member LTC Enrollment History							
MCO ID	MCO Name	MC Program	MC Service Area	Effective Date	End Date	Lock-In Date	Status
69007830	MCD COMMUNITY CARE FAMILY CARE	Family Care	State Wide Enrollment	01/01/2015	12/31/2299		Active

4. This will lead to the MCO Information screen, which lists the member’s MCO 24-hour phone number.

You are logged in as a Partner User Search

[IC Functionality](#) » [MCO Information](#)

@neTouch
Quick Search

MCO ID

MC Program

Recent Searches

[69007830 MCD](#)

Open Tab save cancel new help Audit Tabbed View

MCO ID Effective Date

MCO Name End Date

MC Program

MCO

MCO

MCO ID MCD Current Enrollees

MCO Name Future Enrollees

MC Program Age Restriction

24 Hour Phone Effective Date

Output Media End Date

Autoassign

Reassign - 90 days

Reassign - 6 months

Member Choice

Services Dual Eligibles

After contacting the MCO, explain your role and the purpose for your call. Ask for the name and contact information for the assigned care manager or nurse manager on the MCO’s interdisciplinary team. They will have more detailed information about the person and be able to collaborate with county services most effectively, though they are not usually available after hours to accept emergency calls. During an emergency situation, you may be able to coordinate with the MCO 24/7 operator.

To address password or security issues for the portal, the DXC security team is available Monday–Friday, 7:30 a.m. to 5:00 p.m. at 866-908-1363, select option 1.

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