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

Accessing iC functionality
After logging into the Partner Portal, click on the iC Functionality tab on the right-hand side of the screen.
Searching by member name

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

2. This will route you to the Member Search page, in which you can enter the individual’s relevant information.
Accessing 24-hour phone number

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

   ![Member Information Screen]

   2. Hover over Open Tab to reveal a drop down menu. Hover over Managed Care and then click on Member LTC Enrollment History.
3. **Select MCO ID** on the Member LTC Enrollment History screen.

<table>
<thead>
<tr>
<th>MCO ID</th>
<th>MCO Name</th>
<th>MC Program</th>
<th>MC Service Area</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Lock-In Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>69007830</td>
<td>MCD COMMUNITY CARE FAMILY CARE</td>
<td>Family Care</td>
<td>State Wide Enrollment</td>
<td>01/01/2015</td>
<td>12/31/2299</td>
<td></td>
<td>Active</td>
</tr>
</tbody>
</table>

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

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