Waiver Agency Portal Login

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1 Introduction

1.1 Introduction

This User Guide explains how the user can establish a secure account within the ForwardHealth Portal and access the secure waiver agency page on the Portal.

Depending on the security role under which the user is logged in, users will have differing functions available to them.

1.2 Purpose

The purpose of this document is to provide instruction on how the user can establish a secure account and access the secure waiver agency page of the Portal.

2 Getting Started

Both public and secure information is accessible through the Portal. Public information is accessible to all users; however, to gain access to secure information and to conduct business with ForwardHealth, users are required to establish a secure account within the Portal.

The Portal allows authorized users to conduct business through a secure entry point 24 hours a day, seven days a week.

2.1 New Waiver Agencies

The Children's Long-Term Support and IRIS (Include, Respect, I Self-Direct) programs use the following processes for new waiver agencies:

- Children's Long-Term Support users—An agency representative will contact the Wisconsin Bureau of Children's Services, who will create the user in the system. Once the new user is created, a PIN letter will be sent to the waiver agency's administrator to grant access to the user.
- IRIS users—The Wisconsin Department of Health Services will collect the agency information and the administrator contact information to create the agency and the agency administrator in the system. Once the agency administrator is created, a PIN letter will be sent to the administrator who can begin setting up their account and using the Portal. This includes creating other users for the waiver agency.

Users can refer to their agency/program-specific user guide or the ForwardHealth Provider Portal Account User Guide available on the <u>User Guides</u> page of the Portal homepage for information about adding clerks and other administrative clerk functions.

Access to the secure Portal is **not** possible without a PIN. The letter also includes a Login ID, which is a health care provider's Waiver Agency ID. For security purposes, the Login ID contains only digits three–six of the Waiver Agency ID.

2.2 Help Desk Information

Users who encounter any issues with logging into the Waiver Agency area of the Portal for the first time or other Portal functionality should contact the Portal Help Desk at 866-908-1363.

3 Accessing the Secure Waiver Agency Page

Users with the necessary security roles can access OnBase reports and Business Objects Web Intelligence reports and participant confirmation and disenrollment letters/notices assigned by their agency administrator.

1. Access the Portal at https://www.forwardhealth.wi.gov/.



Figure 1 ForwardHealth Portal Homepage

2. Click Login. A Sign In box will be displayed.

Sign In Username		For	rwardI	Iealth	
Username			Sign	n	
Keep me signed in Next Unlock account? Help Logging in for the first time?	Userna	me			
Keep me signed in Next Unlock account? Help Logging in for the first time?	1				
Next Unlock account? Help Logging in for the first time?	C Kee	o me sign	ed in		
Unlock account? Help Logging in for the first time?			Next		
Help Logging in for the first time?	Unlock	account?			
Logging in for the first time?	Help				
	Logging	in for the	first time	?	

Figure 2 Sign In Box

3. Enter the user's username.

4. Click **Next**. A Verify with your password box will be displayed.

ForwardHealth	1

Verify with your passy	word
Password	٢
Verify	
Forgot password?	
Poels to sign in	
Back to sign in	

Figure 3 Verify With Your Password Box

5. Enter the user's password.

Note: If the user has access to the Portal through more than one agency, ensure that the login information is for the correct waiver agency.

6. Click Verify. The secure Waiver Agency page will be displayed.

Note: The user's secure Waiver Agency landing page may be different than the screenshot below depending on the user's organization.

S wisconsin.gov home state agencies department of health services	
ForwardHealth Wisconsin Serving you	gency Name » February 10, 2023 10:25 AM Logout
Home Search Waiver Agency Account Contact Information Online Handbooks Site Map Certification Message Center	iC Functionality User Guides
You are logged in as WAIVER AGENCY NAME	Search
CLTS User Guides Children's Long Term Support Waiver Program Eligibility and Enrollment Children's Long-Term Support Waiver Agency interChange Functionality 	Account Information Switch Organization
CLTS Waiver Agency Training	Ouick Links
CLTS Waiver Non-Allowable Settings Report Training	Waiver Enrollment Wizard
CLTS Waiver Agency Reports	Waiver Member Search
 Enrollment Change Report Total Member List Report Disenrollment Report for Waiver Agencies Predictive Disenrollment Report Link Report for Waiver Agencies Monthly Suspension Report for Waiver Agencies 	Waiver Pend Wizard SUD Health Home User Guide Report Matrix Letters Waiver Agency Portal Admin Change Request Business Objects WebI How to Log Into Business Objects
	• User Guide

Figure 4 Secure Waiver Agency Page

Information displayed above the waiver agency icon identifies the agency the user is logged in with. Also, the color of the banner should match what is displayed in the screenshot above and InterChange Waiver Agency will be displayed after the ForwardHealth logo to indicate the user is logged in to the Waiver Agency area of the Portal. If Partner is displayed after the ForwardHealth logo, the user is incorrectly logged into the Partner area of the Portal, which will not display links to the reports, notices, or user guide.

3.1 User Guides

A user can view their specific user guides by clicking the link(s) under the appropriate user guides heading on the secure Waiver Agency page. A user can view all user guides to which the user has access by clicking the User Guides tab.

Note: The user's secure Waiver Agency landing page may be different than the screenshot below depending on the user's organization.

S wisconsin.gov home state agencies department of health services	
ForwardHealth Wisconsin sorving you	Welcome Waiver Agency Name » February 10, 2023 10:25 AM Logout
Home Search Waiver Agency Account Contact Information Online Hand Certification Message Center	dbooks Site Map iC Functionality User Guides
You are logged in as WAIVER AGENCY NAME Waiver Agency CLTS User Guides Children's Long Term Support Waiver Program Eligibility and Enrollment Children's Long-Term Support Waiver Agency interChange Functionality	Account Information • Switch Organization
CLTS Waiver Agency Training CLTS Waiver Non-Allowable Settings Report Training 	Quick Links
CLTS Waiver Agency Reports Enrollment Change Report Total Member List Report Disenrollment Report for Waiver Agencies Predictive Disenrollment Report Link Report for Waiver Agencies	Waiver Member Search Waiver Pend Wizard SUD Health Home User Guide Report Matrix Letters Waiver Agency Portal Admin Change Request
Monthly Suspension Report for Waiver Agencies	 Business Objects WebI How to Log Into Business Objects User Guide

Figure 5 Secure Waiver Agency Page