

# User Guide

## Waiver Agency Portal Login

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# Table of Contents

1 Introduction.....	1
1.1 Introduction.....	1
1.2 Purpose .....	1
2 Getting Started.....	2
2.1 New Waiver Agencies.....	2
2.2 Help Desk Information.....	2
3 Accessing the Secure Waiver Agency Page .....	3
3.1 User Guides .....	7

# 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 [User Guides](#) 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/>.

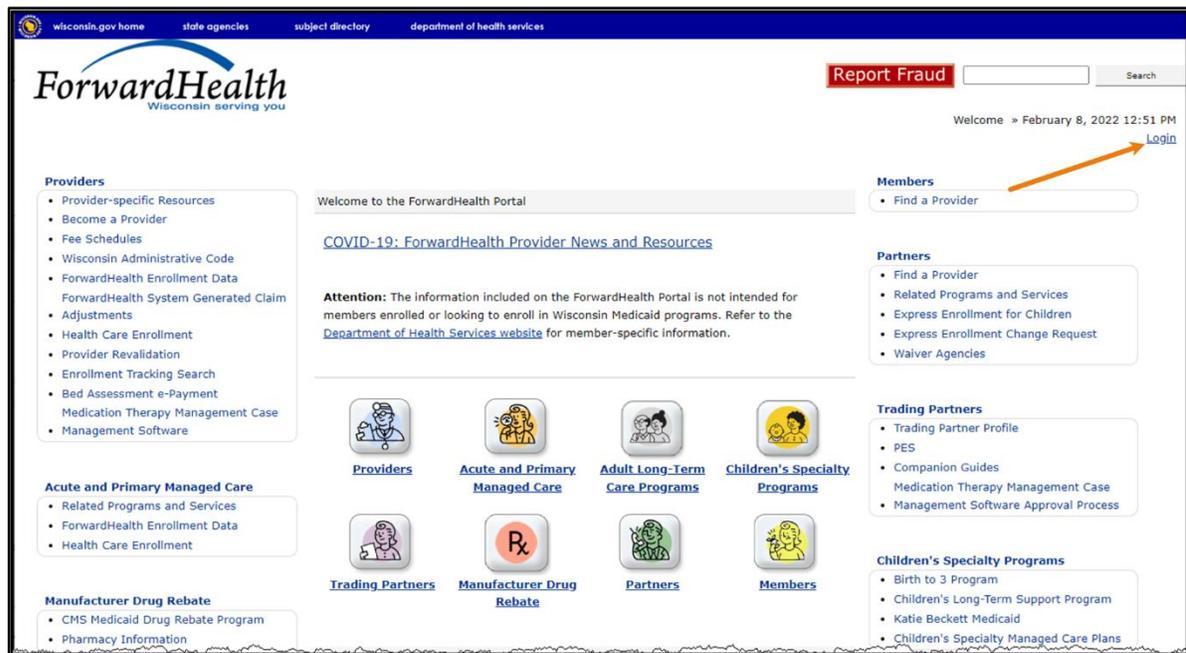
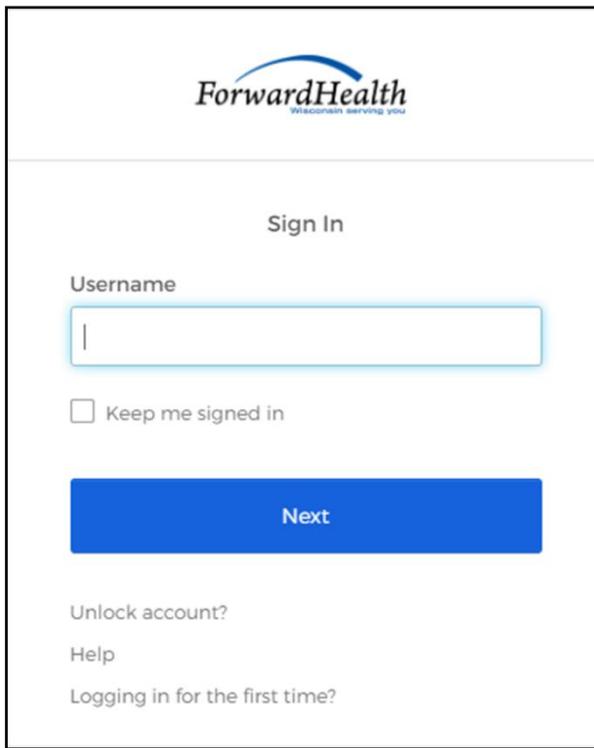


Figure 1 ForwardHealth Portal Homepage

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



**ForwardHealth**  
WISCONSIN SERVING YOU

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Sign In

Username

Keep me signed in

Next

[Unlock account?](#)

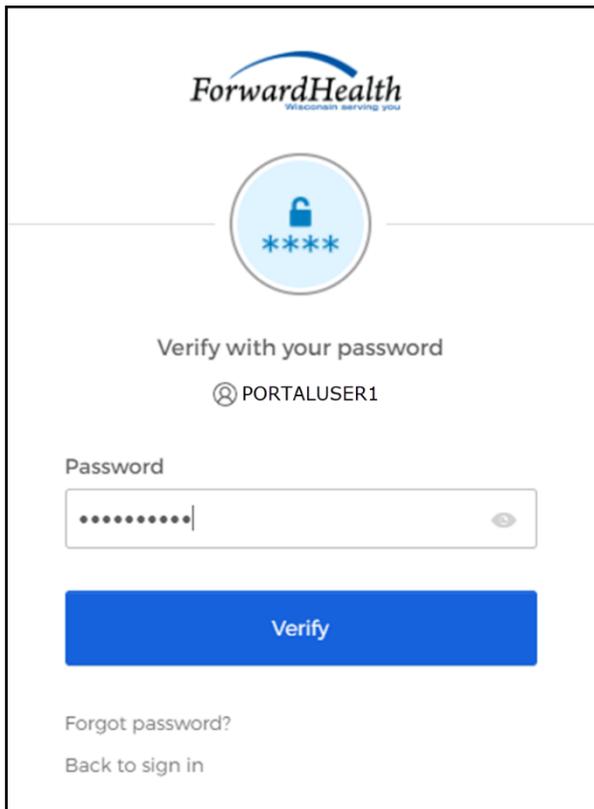
[Help](#)

[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.



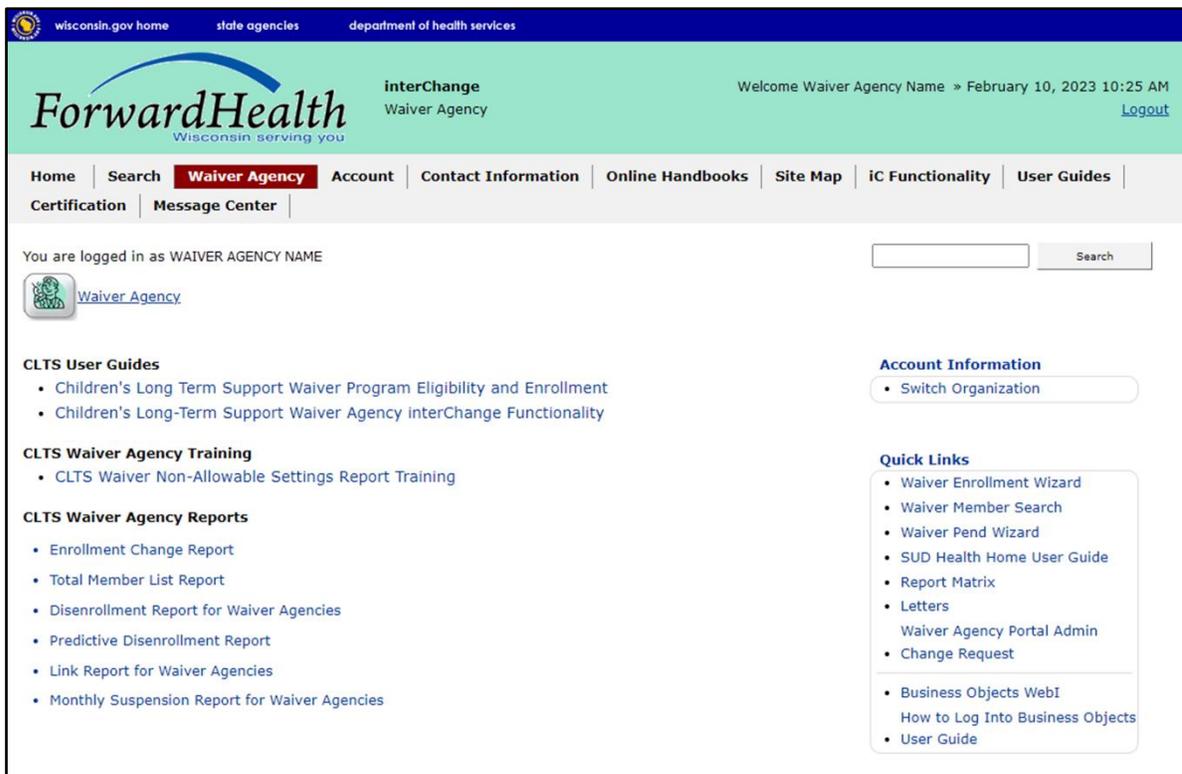
**Figure 3** Verify With Your Password Box

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.



**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.

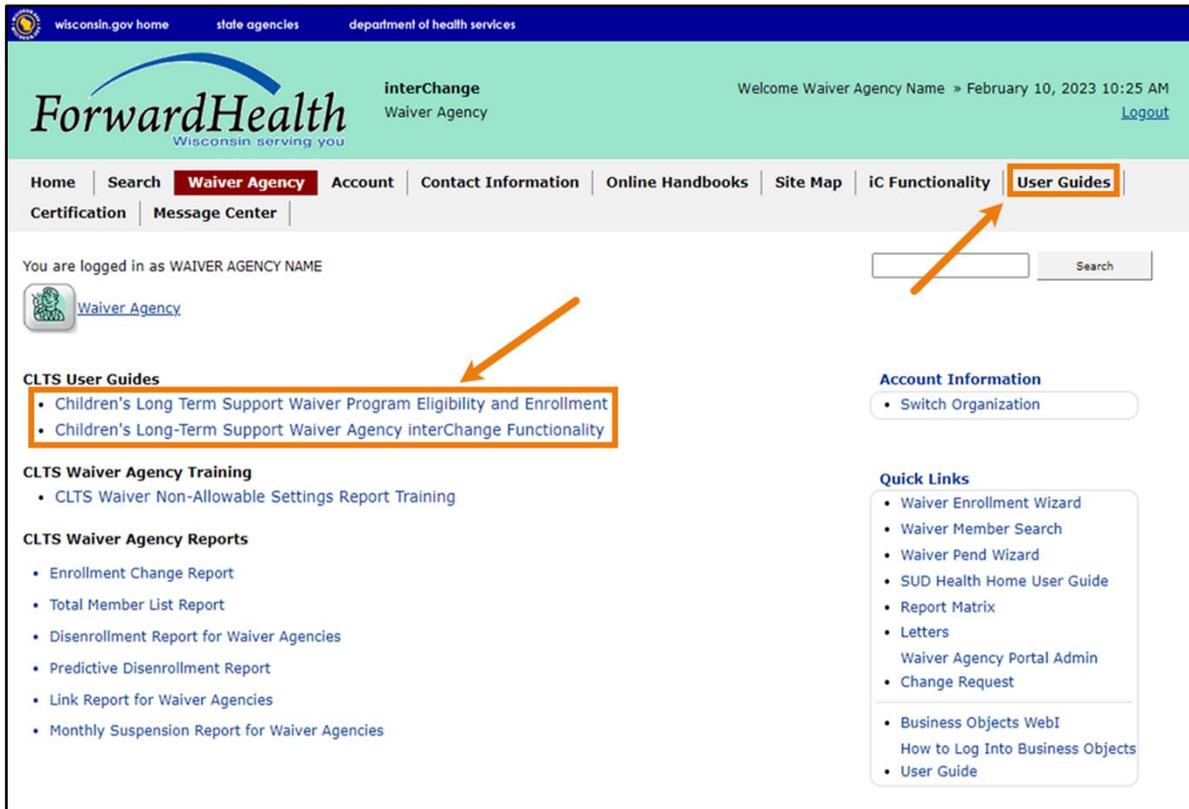


Figure 5 Secure Waiver Agency Page