

User Guide

ForwardHealth Portal Electronic Payment

March 11, 2024



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Table of Contents

1 Introduction..... 1

2 Access the E-Payment Page..... 1

3 View and Pay Invoices 4

4 Pay Claim Refunds 7

1 Introduction

The E-Payment (electronic payment) feature allows users to view and pay invoices (for example, accounts receivable and provider-based bills) and pay claim refunds through the ForwardHealth Portal.

Payments to ForwardHealth are made through an online form. Payments can be made using a checking or savings account or a credit or debit card.

Note: The preferred method to adjust a claim is through the claim submission function on the Portal. **A payment using the claim refund function results in a region 67 adjustment, which locks the claim from future adjustments and claim resubmissions.**

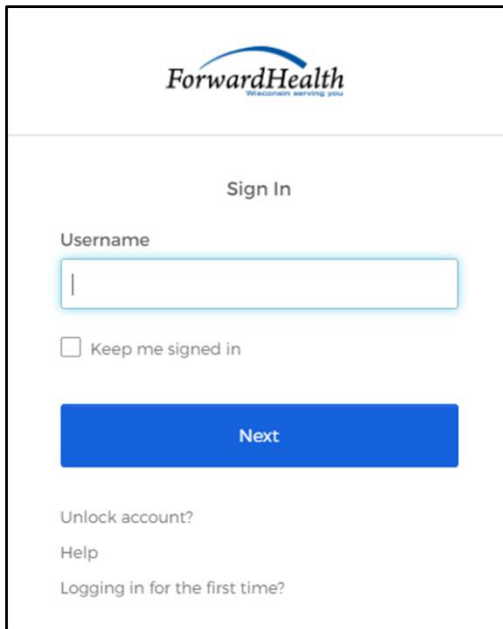
2 Access the E-Payment Page

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

The screenshot displays the ForwardHealth 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'. The ForwardHealth logo is prominently displayed on the left, with the tagline 'Wisconsin serving you'. On the right, there is a 'Report Fraud' button and a search bar. Below the navigation bar, a welcome message reads 'Welcome > February 8, 2022 12:51 PM' with a 'Login' button. The main content area is divided into several sections: 'Providers' (listing resources like Provider-specific Resources, Become a Provider, Fee Schedules, etc.), 'Acute and Primary Managed Care' (listing Related Programs and Services, ForwardHealth Enrollment Data, etc.), 'Manufacturer Drug Rebate' (listing CMS Medicaid Drug Rebate Program, Pharmacy Information), 'Members' (listing Find a Provider), 'Partners' (listing Find a Provider, Related Programs and Services, etc.), 'Trading Partners' (listing Trading Partner Profile, PES, etc.), and 'Children's Specialty Programs' (listing Birth to 3 Program, Children's Long-Term Support Program, etc.). A central section features a 'COVID-19: ForwardHealth Provider News and Resources' link and an attention notice. A grid of icons at the bottom provides quick access to 'Providers', 'Acute and Primary Managed Care', 'Adult Long-Term Care Programs', 'Children's Specialty Programs', 'Trading Partners', 'Manufacturer Drug Rebate', 'Partners', and 'Members'.

Figure 1 ForwardHealth Portal Page

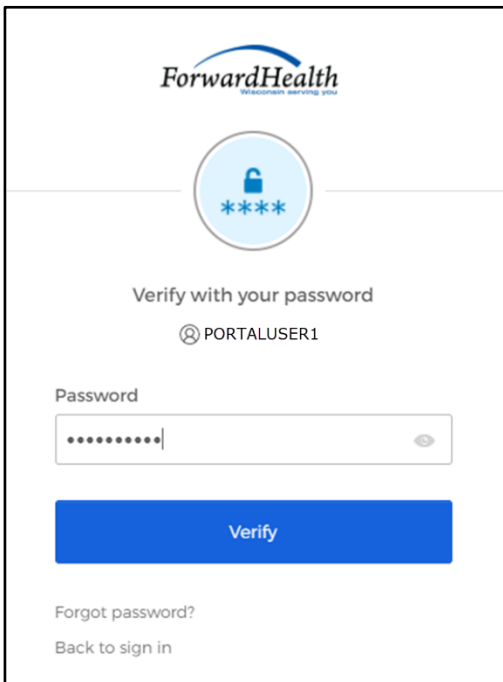
2. Click **Login**. A Sign In box will be displayed.



The screenshot shows the ForwardHealth logo at the top with the tagline "Wisconsin serving you". Below the logo is the heading "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue button labeled "Next" is positioned below the checkbox. At the bottom of the form, there are three links: "Unlock account?", "Help", and "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.



The screenshot shows the ForwardHealth logo at the top with the tagline "Wisconsin serving you". Below the logo is a circular icon containing a padlock and four asterisks. Below the icon is the heading "Verify with your password". Underneath is the text "PORTALUSER1" with a small icon to its left. There is a "Password" label above a text input field with masked characters (dots) and a toggle icon on the right. A blue button labeled "Verify" is positioned below the input field. At the bottom of the form, there are two links: "Forgot password?" and "Back to sign in".

Figure 3 Verify With Your Password Box

5. Enter the user's password.

6. Click **Verify**. The Secure Provider page will be displayed.

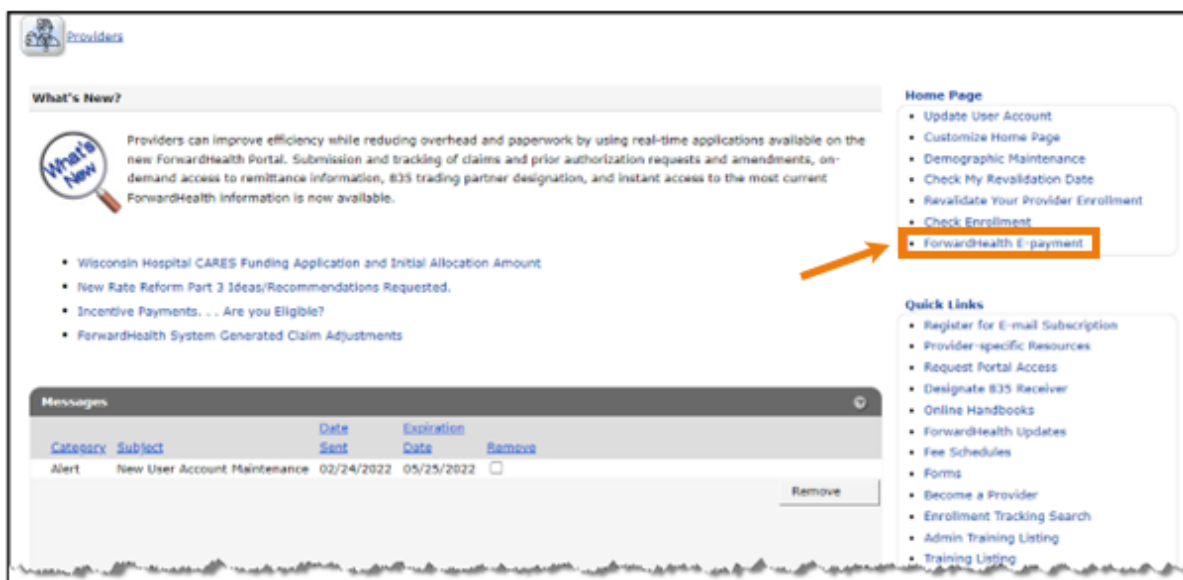


Figure 4 Secure Provider Page

7. Click **ForwardHealth E-Payment** in the Home Page box near the top right side of the page. The Payment Selection panel will be displayed.

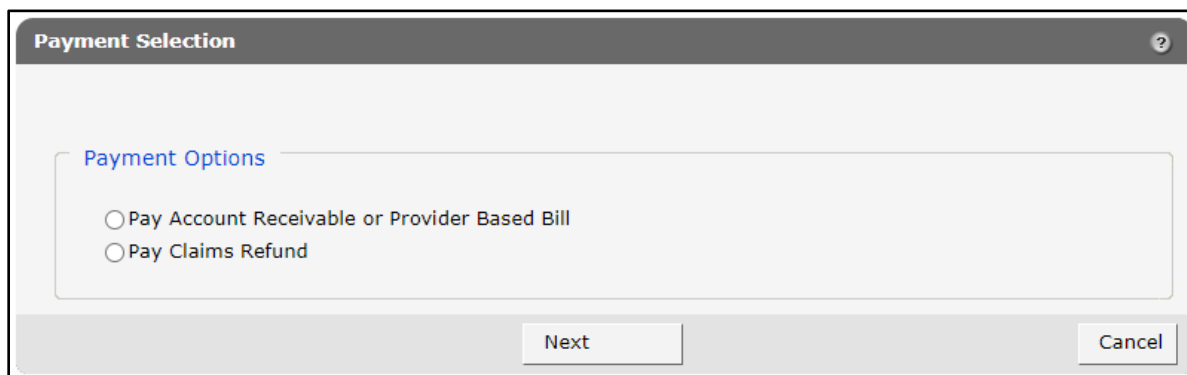


Figure 5 Payment Selection Panel

8. Click one of the following options on the Payment Selection panel:
- Pay Account Receivable or Provider Based Bill**—Select this option to choose from a list of invoices and make an electronic payment against the balance(s) due.

Click **Next**. If this selection is chosen, proceed to the [View and Pay Invoices](#) section of this user guide.
 - Pay Claims Refund**—Select this option to complete and upload a spreadsheet with internal control numbers (ICNs) and amounts to pay claim refunds.

Click **Next**. If this selection is chosen, proceed to the [Pay Claim Refunds](#) section of this user guide.

3 View and Pay Invoices

The user is able to view and select invoices available for payment on the Portal. Once all invoices are selected and payment amounts are entered for each, the user completes the payment through an online form.

1. The Electronic Payment panel will be displayed.

The screenshot shows a web application window titled "Electronic Payment". Inside, there is a section for "Payment Options" containing a table of invoices. Below the table are several input fields for user-defined information, and a summary section at the bottom with buttons for navigation and payment.

| Date Established | Type | Control Number | Description | Amount Due | Amount Paid |
|------------------|---------------------|----------------|-------------|------------|-------------|
| 08/04/2015 | Accounts Receivable | 0000001001340 | Audit | \$90.00 | \$0.00 |
| 06/22/2017 | Accounts Receivable | 0000001001832 | Audit | \$1,000.00 | \$0.00 |
| 06/11/2021 | Accounts Receivable | 0000001002602 | NSF Setup | \$10.00 | \$0.00 |

Date Established:

Type:

Control Number:

Description:

Amount Due:

Amount Paid:

Save Cancel

Items Paid:

Total Paid:

Previous Cancel Pay Now

Figure 6 Electronic Payment Panel

- Click the row showing the invoice for which payment will be made. The fields below the section will populate with the invoice's information.

Note: Clicking the column name changes the sort order for the column.

The screenshot shows the 'Electronic Payment' interface. At the top, there is a 'Payment Options' section with a table of invoices. The table has columns for Date Established, Type, Control Number, Description, Amount Due, and Amount Paid. The second row is highlighted in green, indicating it is the selected invoice.

| Date Established | Type | Control Number | Description | Amount Due | Amount Paid |
|------------------|---------------------|----------------|-------------|------------|-------------|
| 08/04/2015 | Accounts Receivable | 0000001001340 | Audit | \$90.00 | \$90.00 |
| 06/22/2017 | Accounts Receivable | 0000001001832 | Audit | \$1,000.00 | \$0.00 |
| 06/11/2021 | Accounts Receivable | 0000001002602 | NSF Setup | \$10.00 | \$0.00 |

Below the table, the form fields are populated with the information from the selected invoice:

Date Established: 06/22/2017
Type: Accounts Receivable
Control Number: 0000001001832
Description: Audit
Amount Due: \$1,000.00
Amount Paid: 0

At the bottom of the form, there are buttons for 'Save', 'Cancel', 'Previous', and 'Pay Now'. The 'Items Paid' field shows 1 and the 'Total Paid' field shows \$90.00. Two orange arrows point to the 'Amount Paid' field and the 'Save' button.

Figure 7 Electronic Payment Panel With Populated Information

- Enter the amount to be paid for the selected invoice in the Amount Paid field.
- Click **Save** to save the amount entered.
- To pay amounts for additional invoices, repeat steps 2 through 4. As payment amounts are saved, the number of invoices and total amount for all invoices will be populated in the Items Paid and Total Paid fields.

- Click **Pay Now**. The online payment form will be displayed.

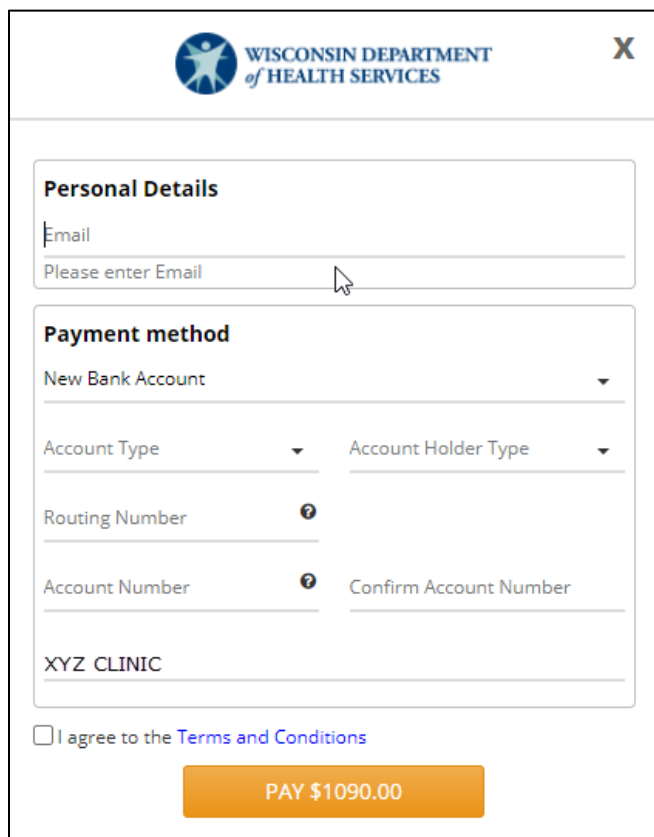


Figure 8 Online Payment Form

- Enter information in the Personal Details and Payment Method sections of the payment panel.

Note: Fields in this panel will vary depending on the payment method selected. If a new card account is selected for the method, a billing address will be required.

- Check the box to agree to the Terms and Conditions.
- Click **Pay \$XXX.XX**. The Payment Confirmation panel will be displayed. Users may make note of the payment confirmation number for future reference.

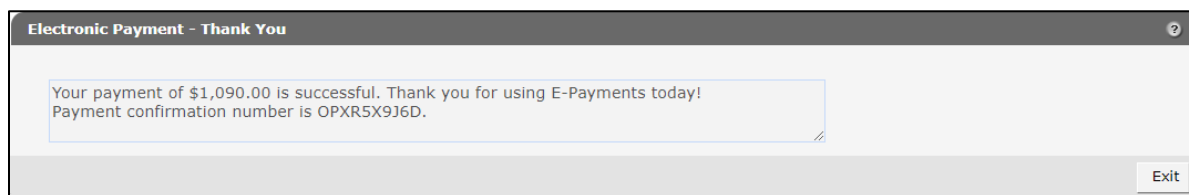


Figure 9 Payment Confirmation Panel

A confirmation email will be sent to the email listed on the online payment form. The email will include the payment amount and confirmation number.

4 Pay Claim Refunds

To pay claim refunds, the user downloads a spreadsheet template to edit offline and uploads the completed document to direct payment amounts for specific claim ICNs. The user then completes an online form to pay the valid claim amounts.

Note: The preferred method to adjust a claim is through the claim submission function on the Portal. **A payment using this function results in a region 67 adjustment, which locks the claim from future adjustments and claim resubmissions.**

1. The Claims Refund Electronic Payment will be displayed.

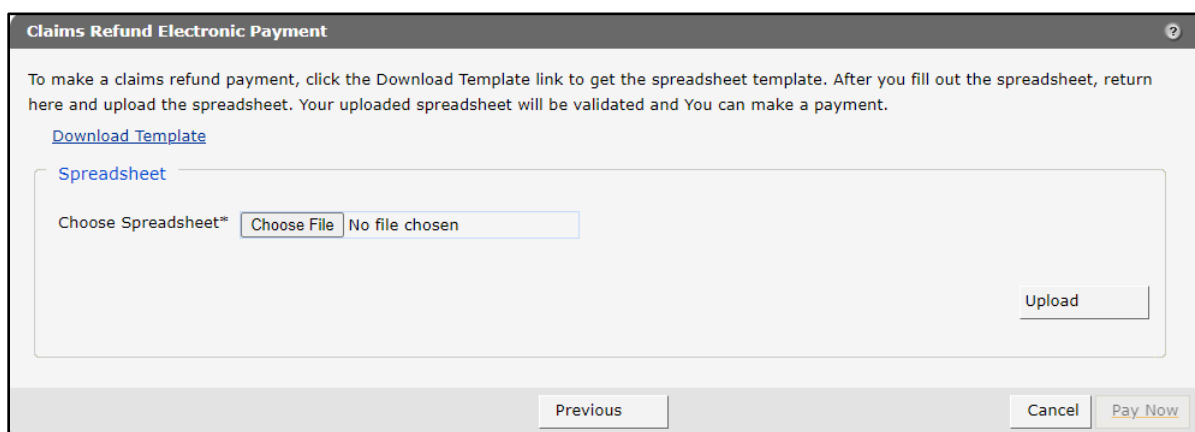


Figure 10 Claims Refund Electronic Payment Panel

2. Click **Download Template**.
3. Open the file, rename the template, and save it. Only an Excel spreadsheet based on the provided template will be accepted for e-payment.
4. Enter the ICNs for which payment will be made, the amounts that will be paid for each, and detail numbers, if applicable, in the respective spreadsheet columns. Save the file.

Note: The Line column is optional. If a detail line number is entered in this column, the system will attempt to apply the amount entered to the specified detail on the claim. If no detail line is indicated, the system simply applies the payment to the claim.

5. Click **Choose File** on the Claims Refund Electronic Payment panel. Navigate to the saved spreadsheet.

Note: If the spreadsheet has more than 1,000 rows, the file must be split so that no more than 1,000 rows are uploaded at one time.

- Click **Upload**. Once the file has finished uploading, the “ICNs,” “File Errors,” and “Summary Information” sections will be populated on the Claims Refund Electronic Payment panel.

Claims Refund Electronic Payment ?

To make a claims refund payment, click the Download Template link to get the spreadsheet template. After you fill out the spreadsheet, return here and upload the spreadsheet. Your uploaded spreadsheet will be validated and You can make a payment.

[Download Template](#)

Spreadsheet

Choose Spreadsheet* No file chosen

ICNs

| ICN | Amount | Medicaid Paid Amount | Detail Number | Status |
|---------------|---------|----------------------|---------------|---------|
| 2222133001020 | \$13.63 | \$17.19 | 1 | Valid |
| 2222129001028 | \$56.73 | \$0.00 | 0 | OverPay |

File Errors

| File Row Number | Error Message |
|-----------------|---|
| 2 | The payment amount is greater than the amount on the claim. |

Summary Information

| | |
|-------------------------------------|---------|
| Count valid ICNs | 1 |
| Count invalid ICNs | 1 |
| Total Payment Amount for valid ICNs | \$13.63 |

You have uploaded 1 invalid ICNs. Please check your spreadsheet for errors and reupload OR you may press 'Pay Now' and make a payment for the valid ICNs

Figure 11 Claims Refund Electronic Payment Panel With ICNs

- Review the data in the “Summary Information” section. If any ICNs are shown to be invalid, correct the errors on the spreadsheet, save it, and re-upload.

- Click **Pay Now** if the summary data are correct. The online payment form will be displayed.

Note: The Pay Now button will only be active when a valid spreadsheet has been uploaded and the total payment amount is greater than zero.


**WISCONSIN DEPARTMENT
of HEALTH SERVICES**

Personal Details

epayuser@xyzhealth.com

Payment method

New Card Account

.....  ... 12/22

XYZ HEALTH CARE

Billing Address

555 WESTWIND DRIVE

ANYTOWN Wisconsin 55555

I agree to the [Terms and Conditions](#)

PAY \$13.63

Figure 12 Online Payment Form

- Enter information in the Personal Details and Payment Method sections of the payment form.

Note: Fields in this form will vary depending on the payment method selected. If a new card account is selected for the method, a billing address will be required.

- Check the box to agree to the Terms and Conditions.

11. Click **Pay \$XXX.XX**. The Electronic Payment confirmation panel will be displayed. Users may make note of the payment confirmation number for future reference.

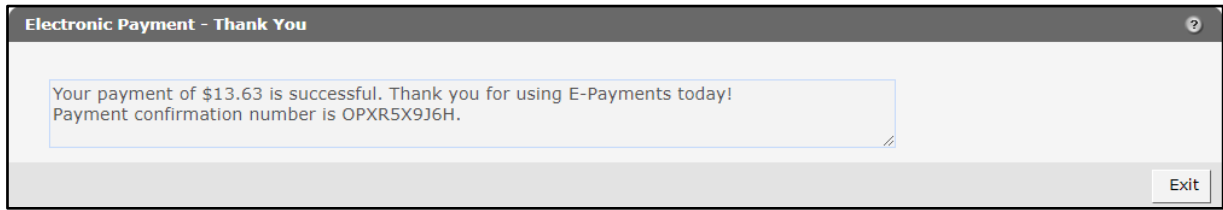


Figure 13 Electronic Payment Confirmation Panel

A confirmation email will be sent to the email listed on the online payment form. The email will include the payment amount and confirmation number.