User Guide

**ForwardHealth Portal
Electronic Payment**

March 11, 2024

WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

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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**.
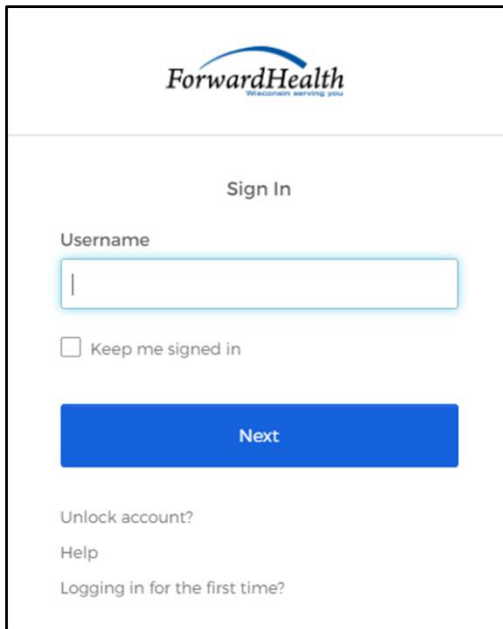
2 Access the E-Payment Page

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

Figure 1 ForwardHealth Portal Page
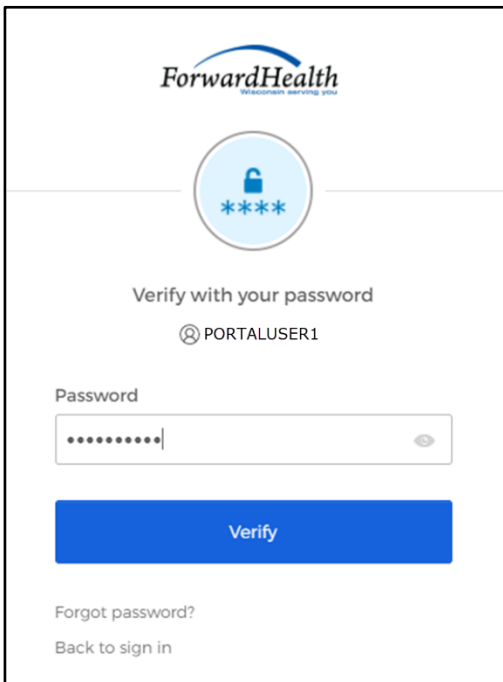
2.   Click **Login**. A Sign In box will be displayed.

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.

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

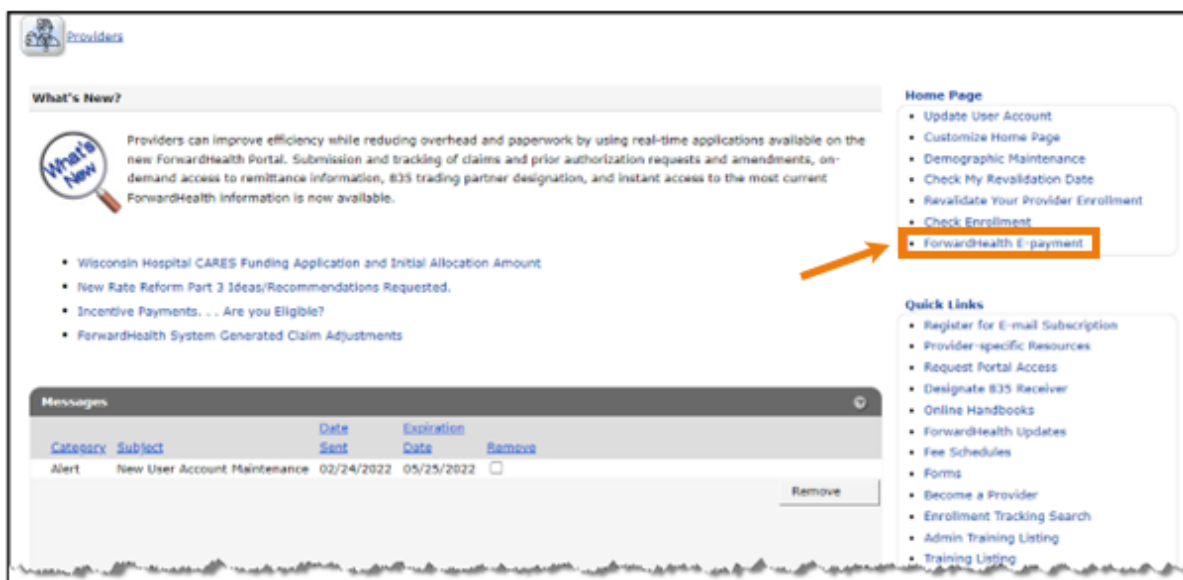**Figure 4** Secure Provider Page

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.
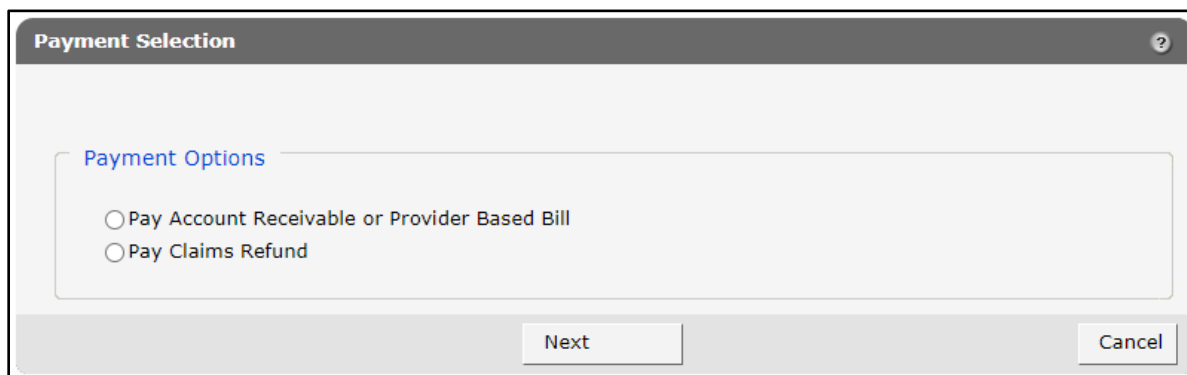
Figure 5 Payment Selection Panel

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.

Figure 6 Electronic Payment Panel

2. 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.

Figure 7 Electronic Payment Panel With Populated Information

3. Enter the amount to be paid for the selected invoice in the Amount Paid field.

4. Click **Save** to save the amount entered.

5. 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.

6. Click **Pay Now**. The online payment form will be displayed.
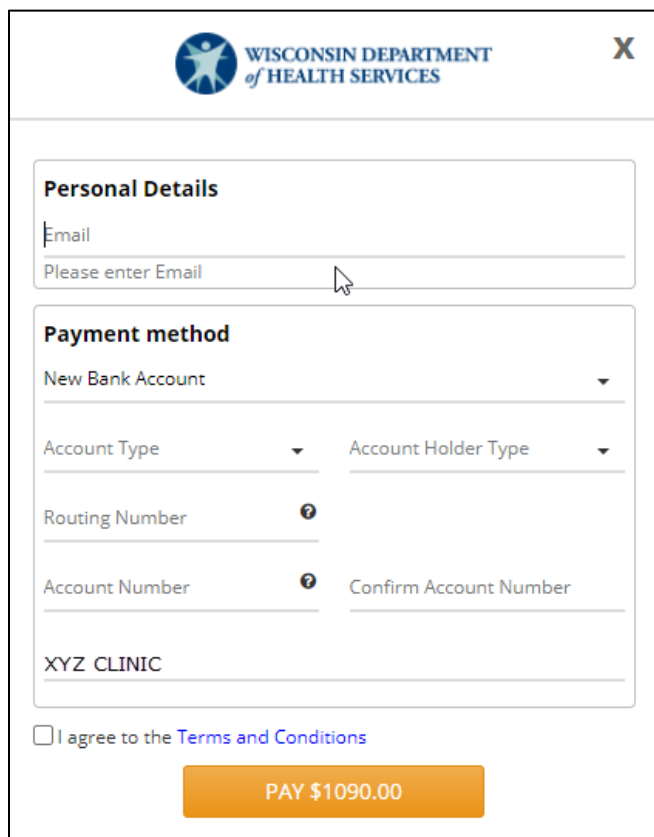
Figure 8 Online Payment Form

7. 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.

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

9. 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.
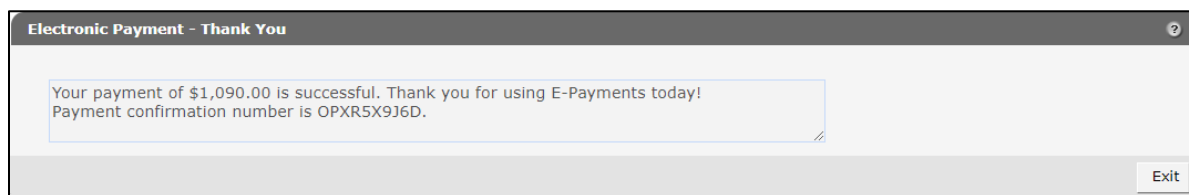
Note: The preferred method to adjust a claim is through the claim submission function on the Portal. **A payment using this function results in a region 67 adjustment, which locks the claim from future adjustments and claim resubmissions**.

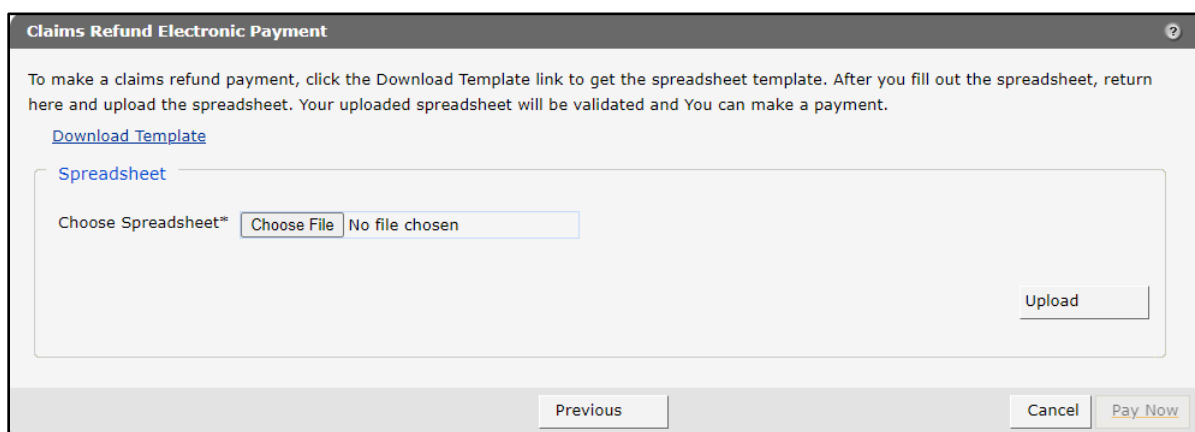1. The Claims Refund Electronic Payment will be displayed.

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.

6. 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.

Figure 11 Claims Refund Electronic Payment Panel With ICNs

7. 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.

8. 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.

Figure 12 Online Payment Form

9. 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.

10. 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.
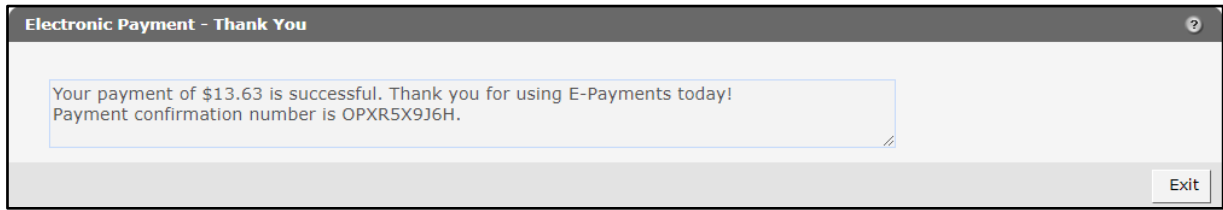

Figure 13 Electronic Payment Confirmation Panel

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.