User Guide

ForwardHealth Hospital Access Payment Reports

December 26, 2024

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1 Introduction

ForwardHealth makes hospital access payments to increase reimbursement for hospitals and to encourage provider participation in Wisconsin Medicaid. These add-on payments are made to certain inpatient and outpatient hospital claims for qualifying services under current ForwardHealth policy.

Hospitals can access reports that display the list of claims eligible for an access payment in a given week and the associated payment amount. These reports are available via the Hospital Access Payment Listings Report page on the user's secure ForwardHealth Provider Portal account homepage.

2 Assign Role to View Hospital Access Payment Reports

The account administrator must initially establish clerk accounts and assign roles for the various functions these clerks will perform. Administrators will need to assign the **Hosp Access Report** role for clerks to view hospital access payment reports.

Administrators can refer to the Clerk Maintenance chapter of the [ForwardHealth Provider Portal Account User Guide](#) for detailed instructions on assigning roles and setting up clerk accounts.

3 Access the Hospital Access Payment Listing Report Page

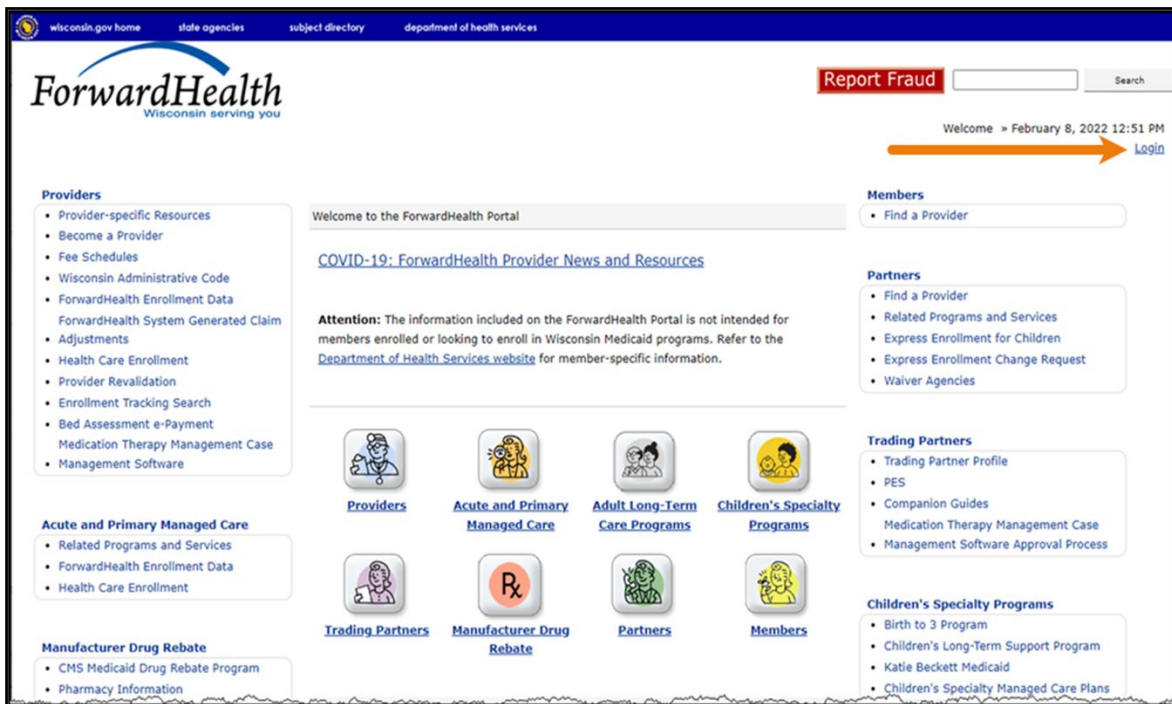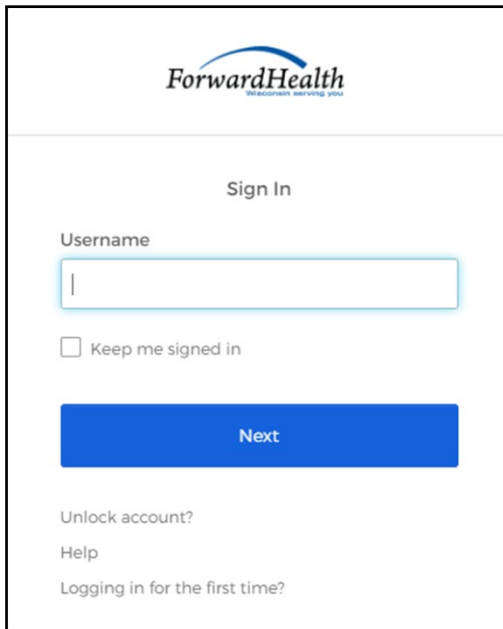1. Access the ForwardHealth Portal at forwardhealth.wi.gov/.
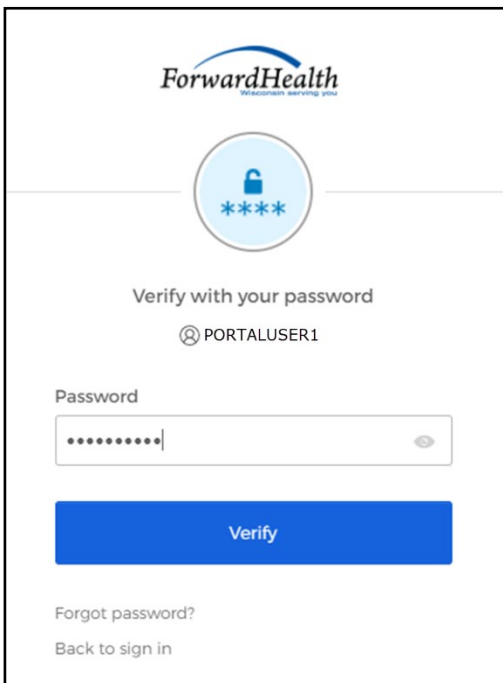

Figure 1 ForwardHealth Portal Page

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. The **Hospital Access Payment Report** link is available under Quick Links.
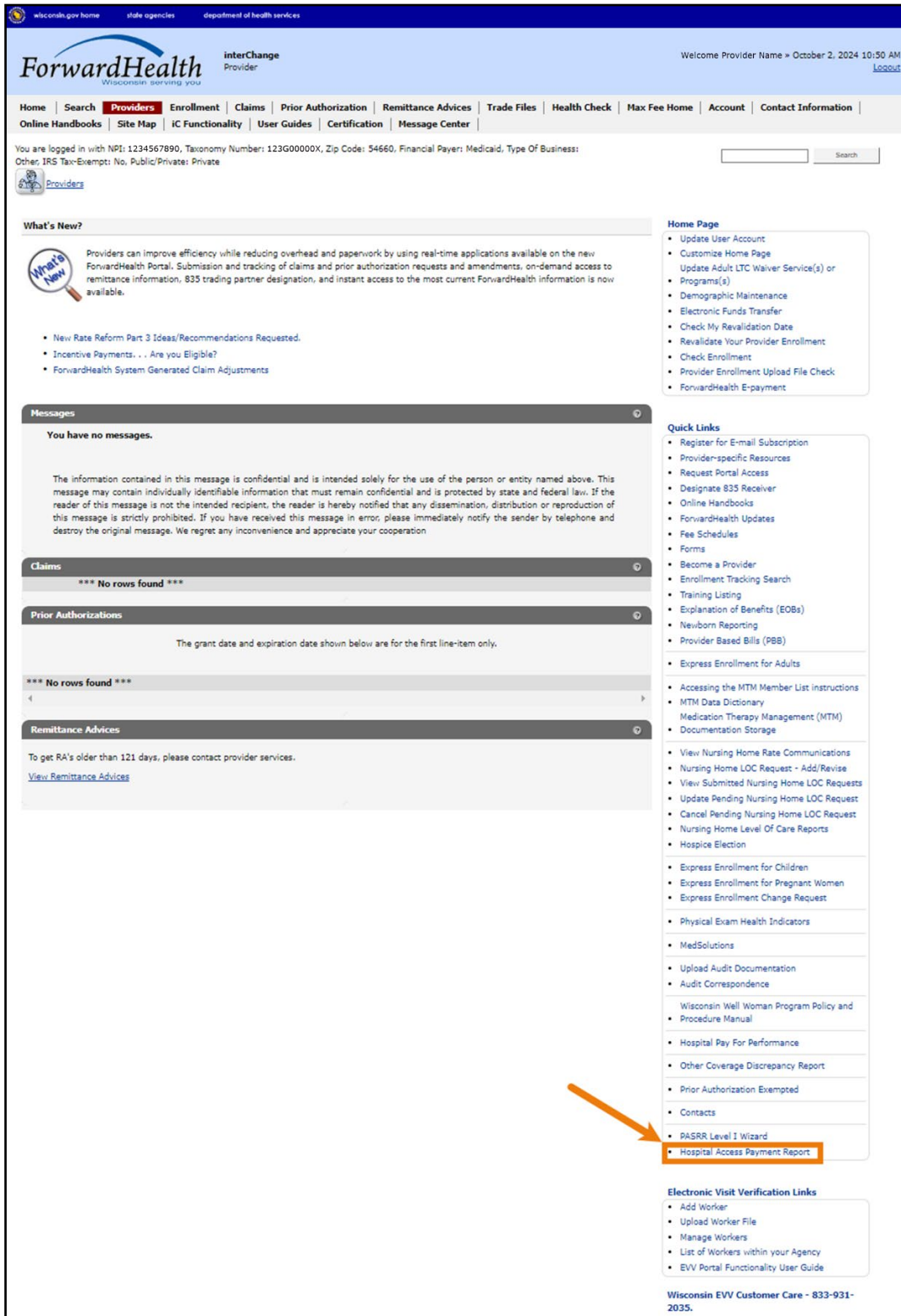

Figure 4 Secure Provider Page

Note: If the **Hospital Access Payment Report** link does not appear on the secure Provider page, the user does not have the correct security role to access this functionality. If this user should have access and does not, the user should contact their administrator.

7. Click **Hospital Access Payment Report** under Quick Link**s**. The Hospital Access Payment Listing Report page will be displayed.
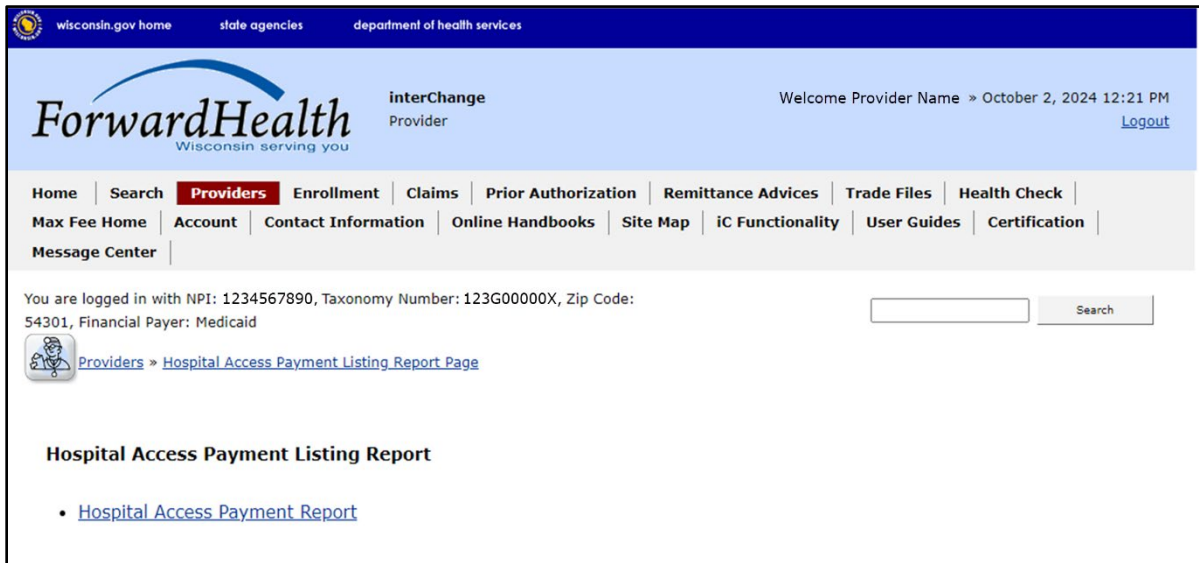

Figure 5 Hospital Access Payment Listing Report Page

8. Click the **Hospital Access Payment Report** link. The OnBase document viewer will open and show all of the available reports for the user.
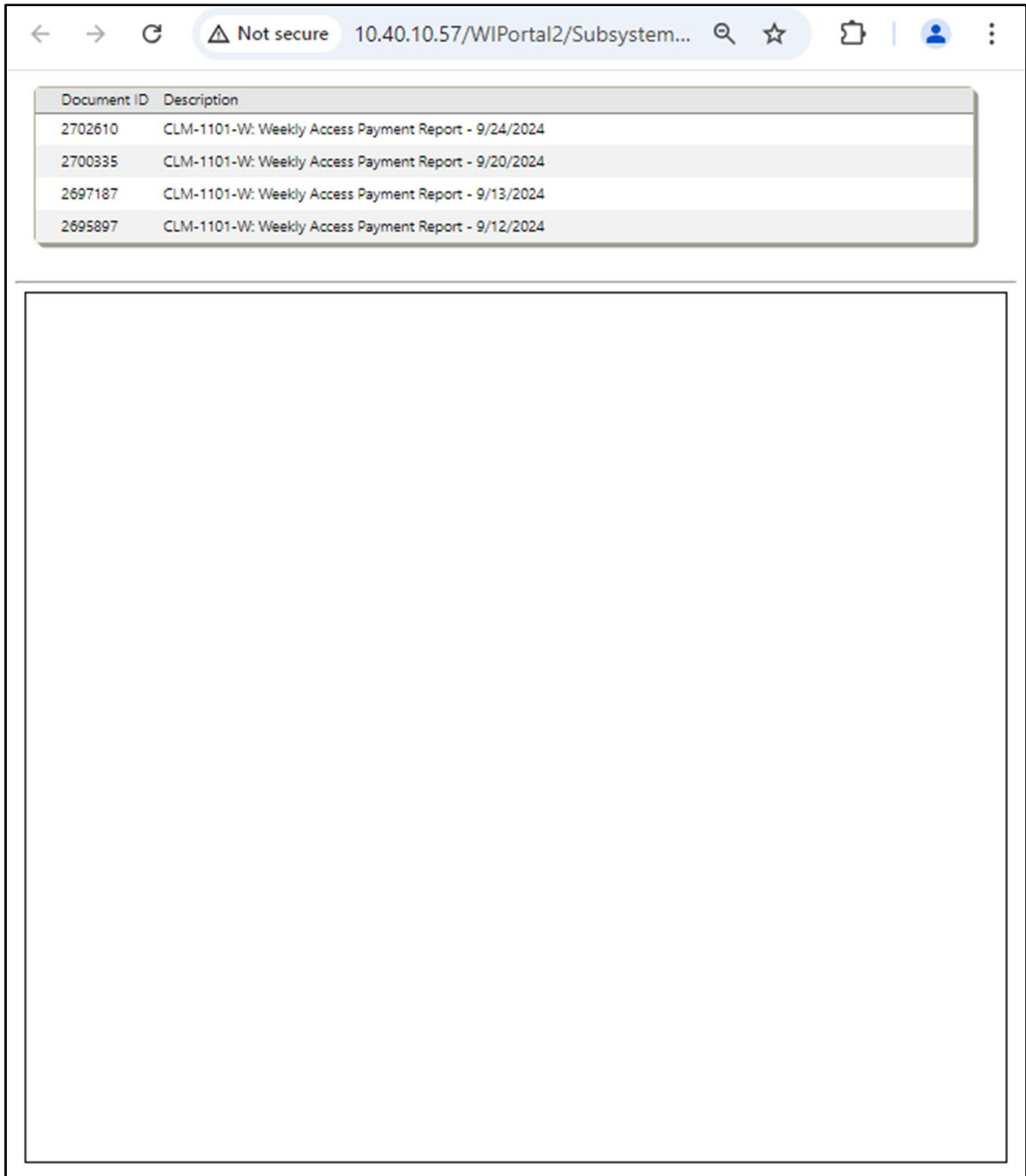

Figure 6 OnBase Document Viewer Window
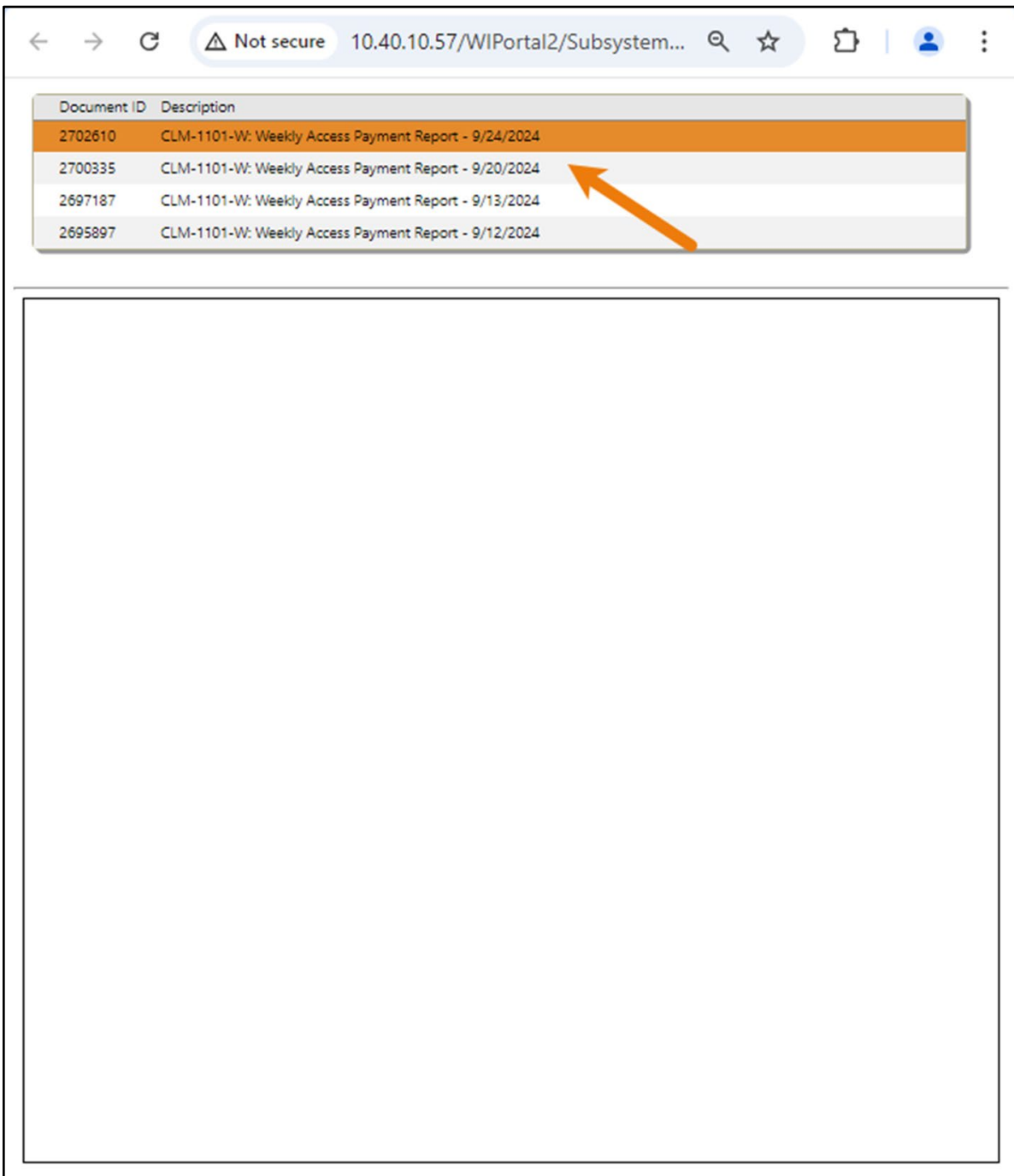
9. Click the desired report.

Figure 7 OnBase Document Viewer Window—Select Document

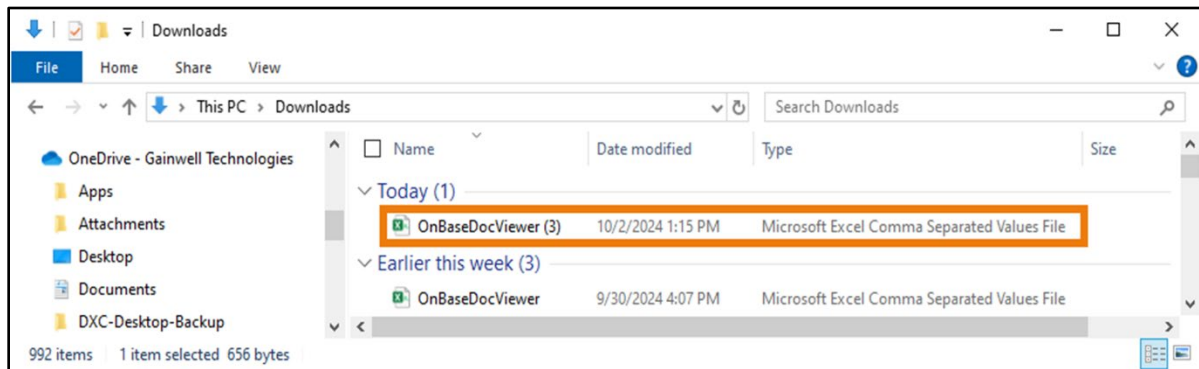10. Navigate to the location in which the report was downloaded on the computer.

Figure 8 Downloaded File

11. Double-click to open the report. The comma-separated values (CSV) text file will be displayed in Excel.

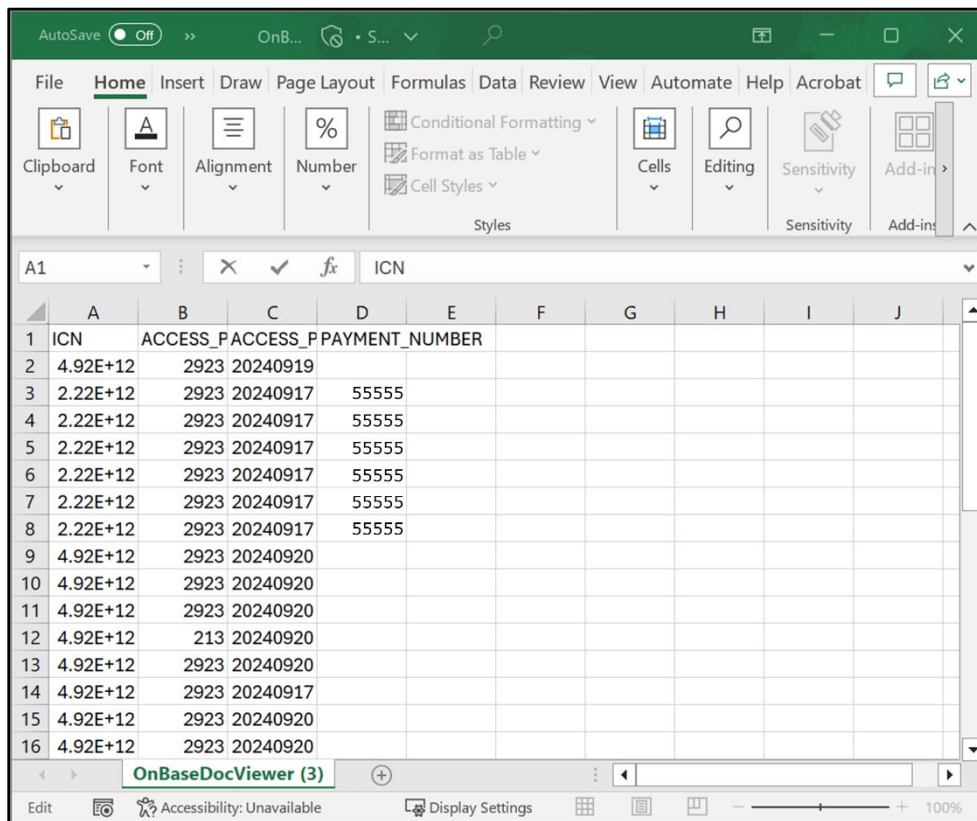**Figure 9** Microsoft Excel Window

12. Click **Save As** and name the report.

13. Choose a location on the computer or network and save the report.

3.1 Format an Access Payment Report

To properly read the CSV text file report after it has been saved, the user will need to first import the text file into a spreadsheet or database program and then format it. The examples shown here use the Excel spreadsheet program.

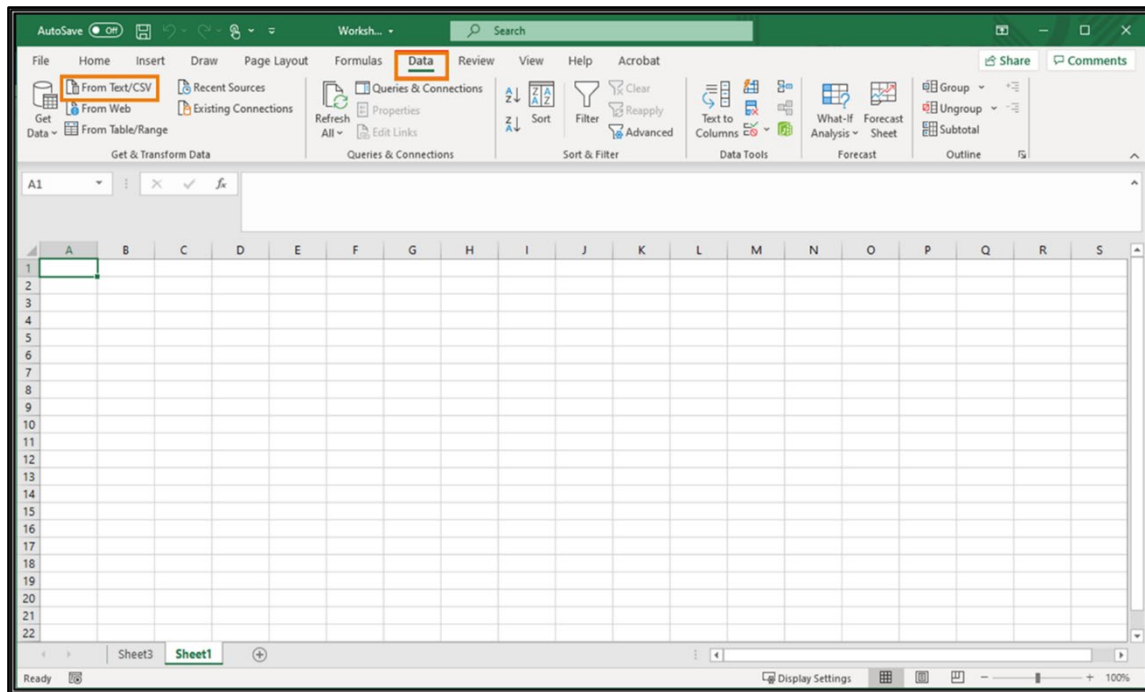1. Open a blank spreadsheet in Excel.

Figure 10 Blank Spreadsheet

2. In the menu bar at the top of the screen, click **Data**. The Data menu will be displayed.

3. Click **From Text/CSV** located on the left side of the Data menu. The Import Data window will open.

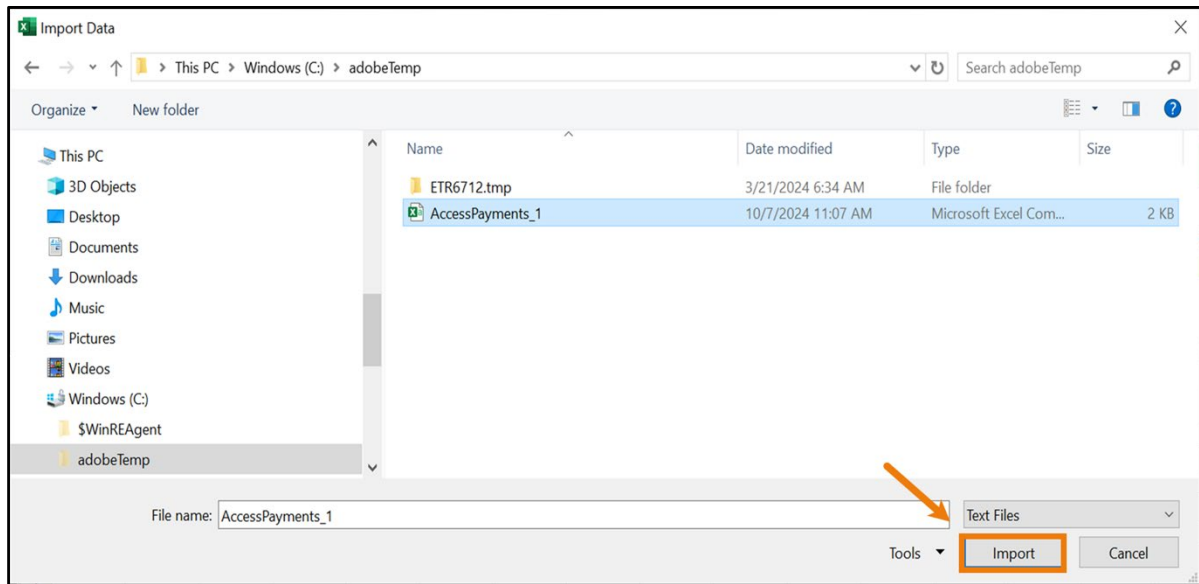4. Navigate to the location of the report on the computer and click the report.

Figure 11 Import Data Window

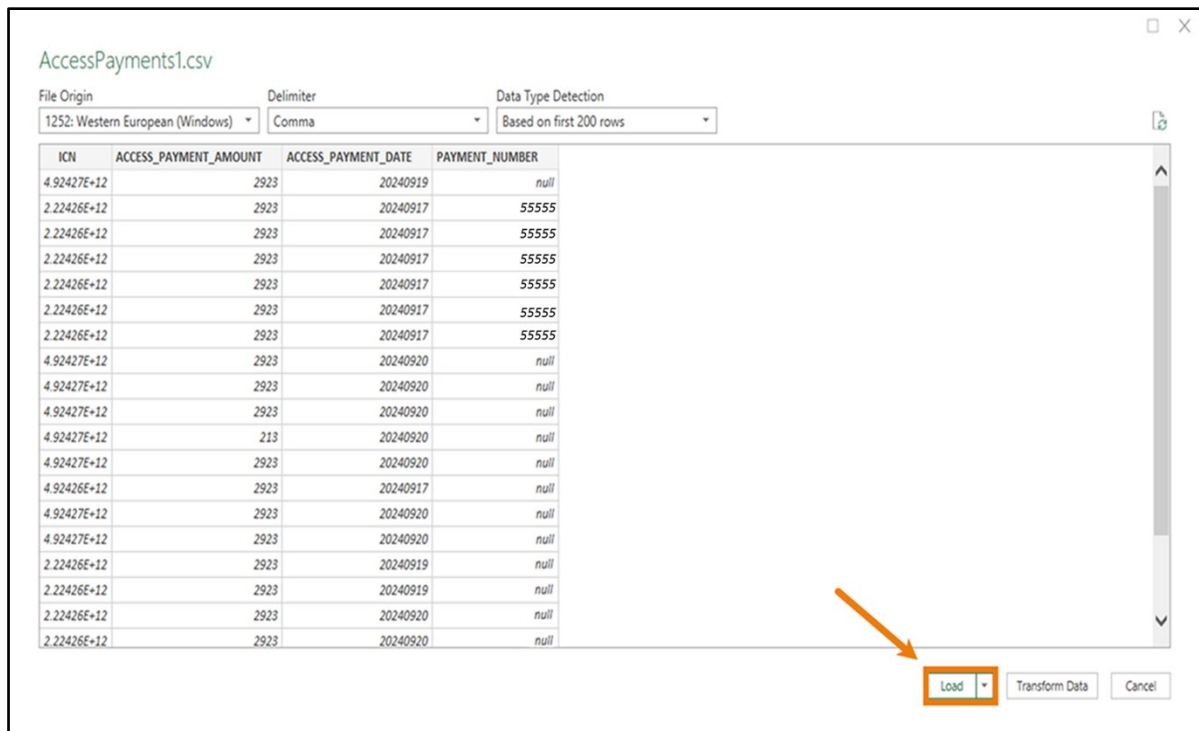6. Click Import. The report data will be displayed.

Figure 12 Report Data Screen

7. Keep the default File Origin, Delimiter, and Data Type Detection values, as shown.

8. Click **Load** and select **Load To** from the drop-down menu in the bottom right corner.

9. The Import Data box will be displayed. Select how the data should be viewed and where the data should be imported and click **OK**.
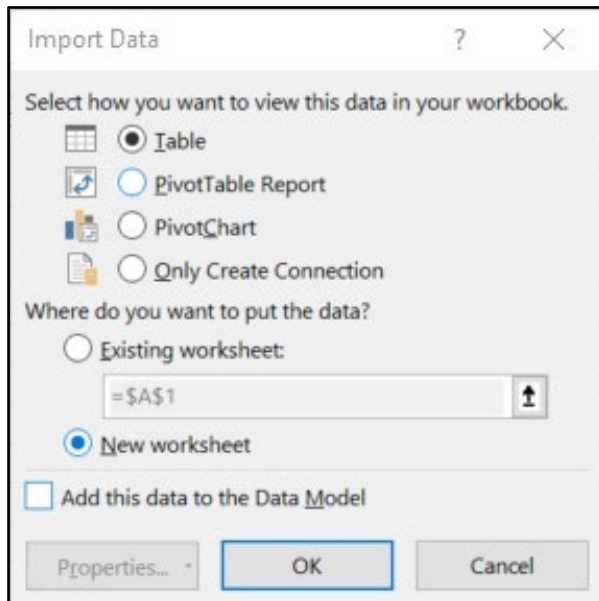

Figure 13 Import Data Box

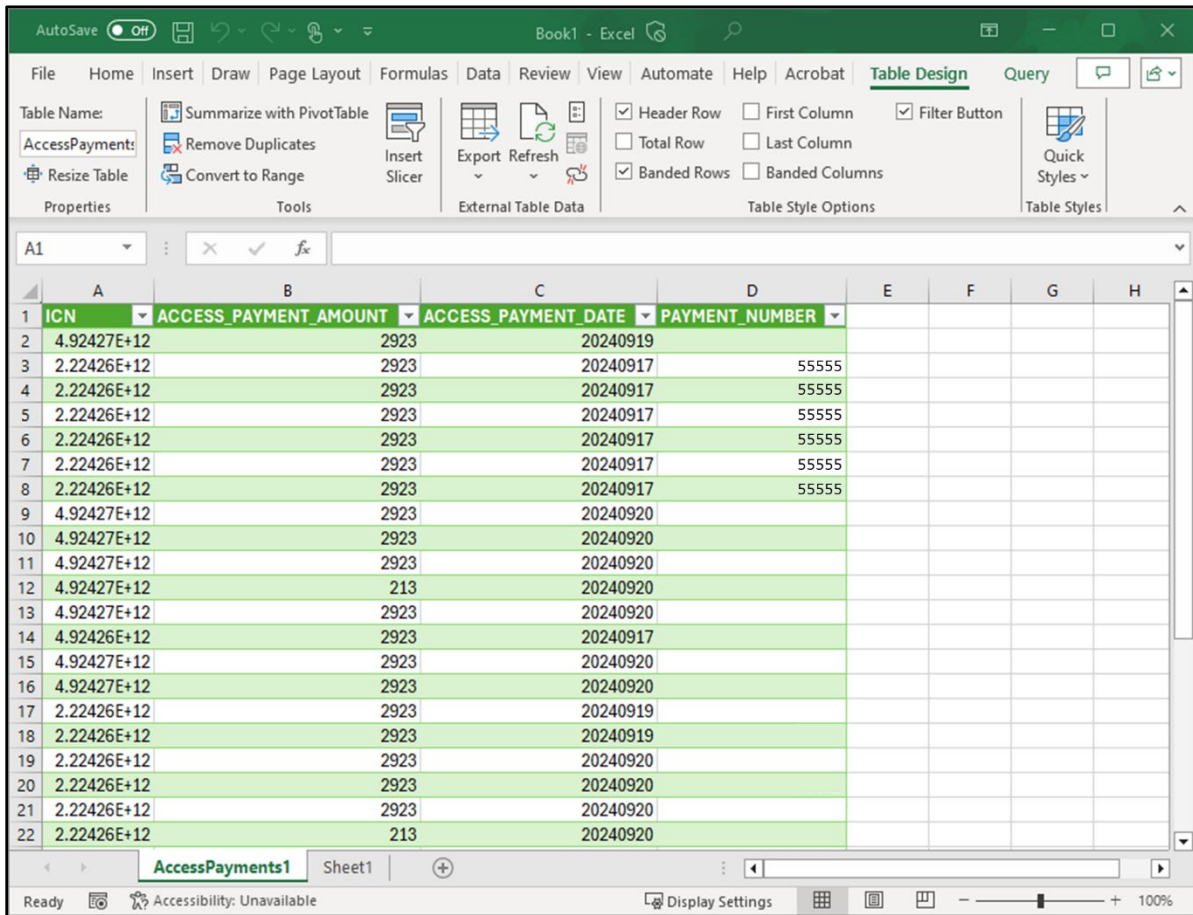10. The information will be displayed in an Excel worksheet.

Figure 14 Populated Spreadsheet

11. Certain columns may show scientific notation in place of long numbers such as internal control numbers. To correct this:

    a. Click a column header to highlight the entire column.

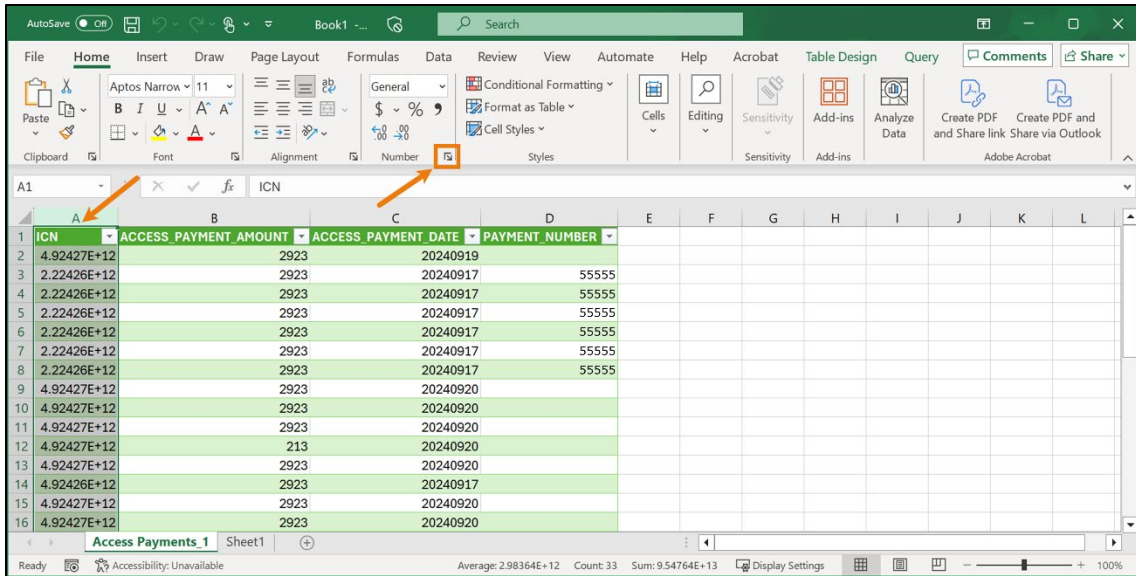b. Under the Home menu, click the Number Format dialog box (represented by a diagonal arrow in the corner).

Figure 15 CSV Text File Number Fix

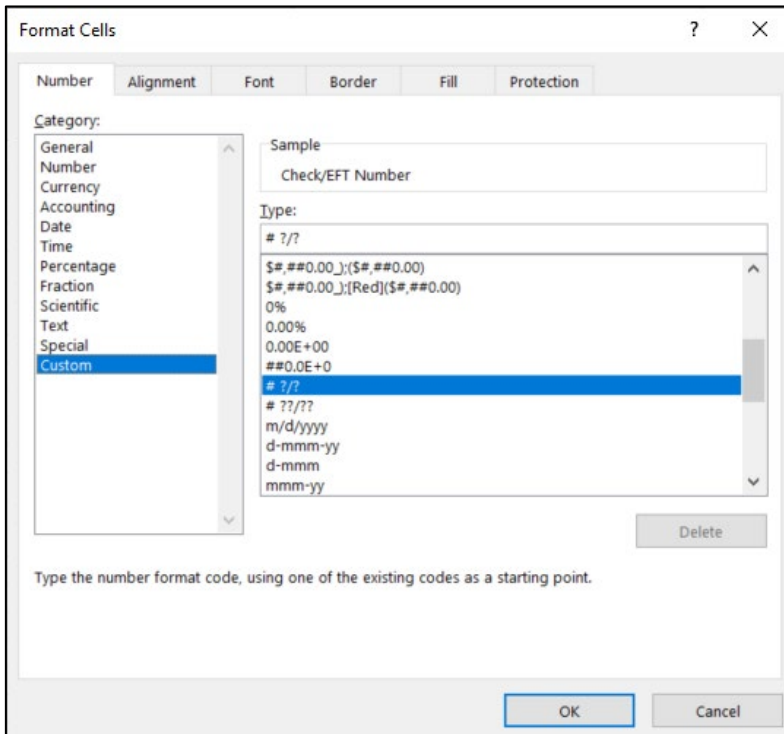c. Select **Custom** in the Category section.

Figure 16 Number Format Dialog Box

d. Select **# ?/?** in the Type section.

e.   Click **OK**. Once expanded, the column with long numbers should now appear correctly.
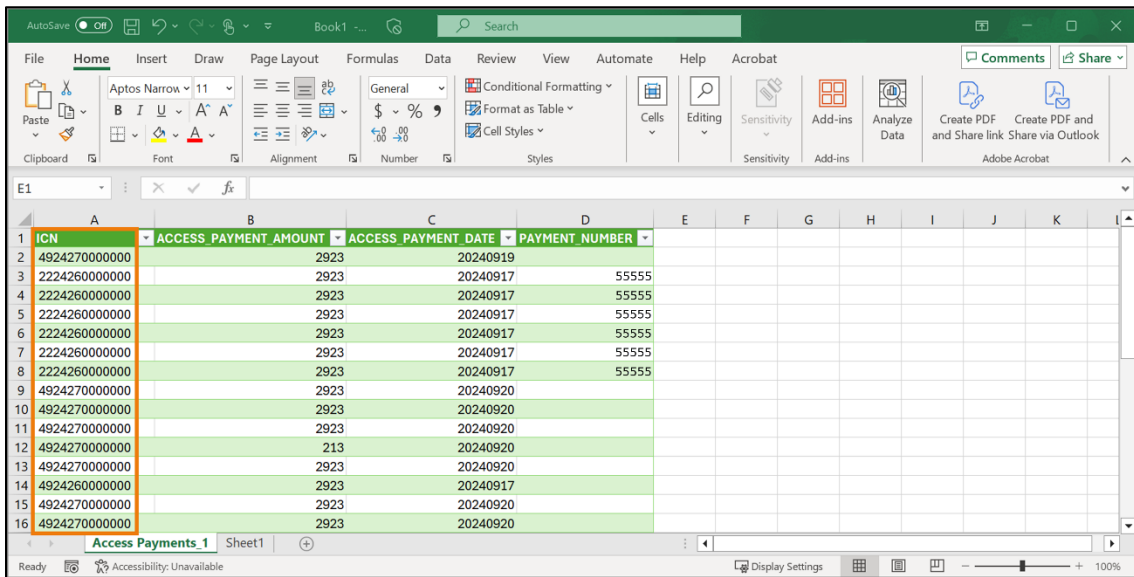

Figure 17 Corrected CSV Text File

12. Save the formatted report.