

Prior Authorization Real-Time Review: Housing Support

Process for Real-Time Review

Providers can refer to this quick guide for submitting a prior authorization (PA) request on the [ForwardHealth Portal](#) at forwardhealth.wi.gov. PA requests that meet the rules for real-time review may receive an immediate decision after submission. Staff will manually review PA requests that don't qualify for real-time review.

Access the Prior Authorization page from your secure ForwardHealth Provider Portal account, and click the Submit a new PA link.

1. Initial Information: Select the process type and fill out all the required fields.
2. Member Information: Fill out all the required fields.
3. Guideline Questions: Respond to the series of questions.
4. Service Information: Fill out all the required fields.

If criteria are met for real-time review:

- Read the statement that appears.
- Check the box confirming you understand the statement.
- PA Summary: Preview the PA/RF.

You must submit the PA to ForwardHealth to complete your request.

A decision is made:

 Approved—A PA number is provided.

 Denied—A PA number is provided.

If criteria are not met for real-time review:

- A message appears that says the PA request will proceed with a manual review.
- PA Summary: Preview the PA/RF.

You must submit the PA to ForwardHealth to complete your request.



The PA number is displayed, and your request is submitted for manual review.