

User Guide

ForwardHealth Portal Email Subscription

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WISCONSIN DEPARTMENT
of HEALTH SERVICES

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1 Introduction

Through the email subscription function on the ForwardHealth Portal, providers and other interested parties may register to receive email notifications of new provider publications. Users are able to select by program (BadgerCare Plus and Wisconsin Medicaid, Family Care, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program, and Wisconsin AIDS Drug Assistance Program [ADAP]) and provider type (for example, physician, hospital, durable medical equipment vendor) which notifications they would like to receive. Any number of staff or other interested parties from an organization may sign up for an email subscription.

2 Email Subscriptions

2.1 Register for Email Subscriptions

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

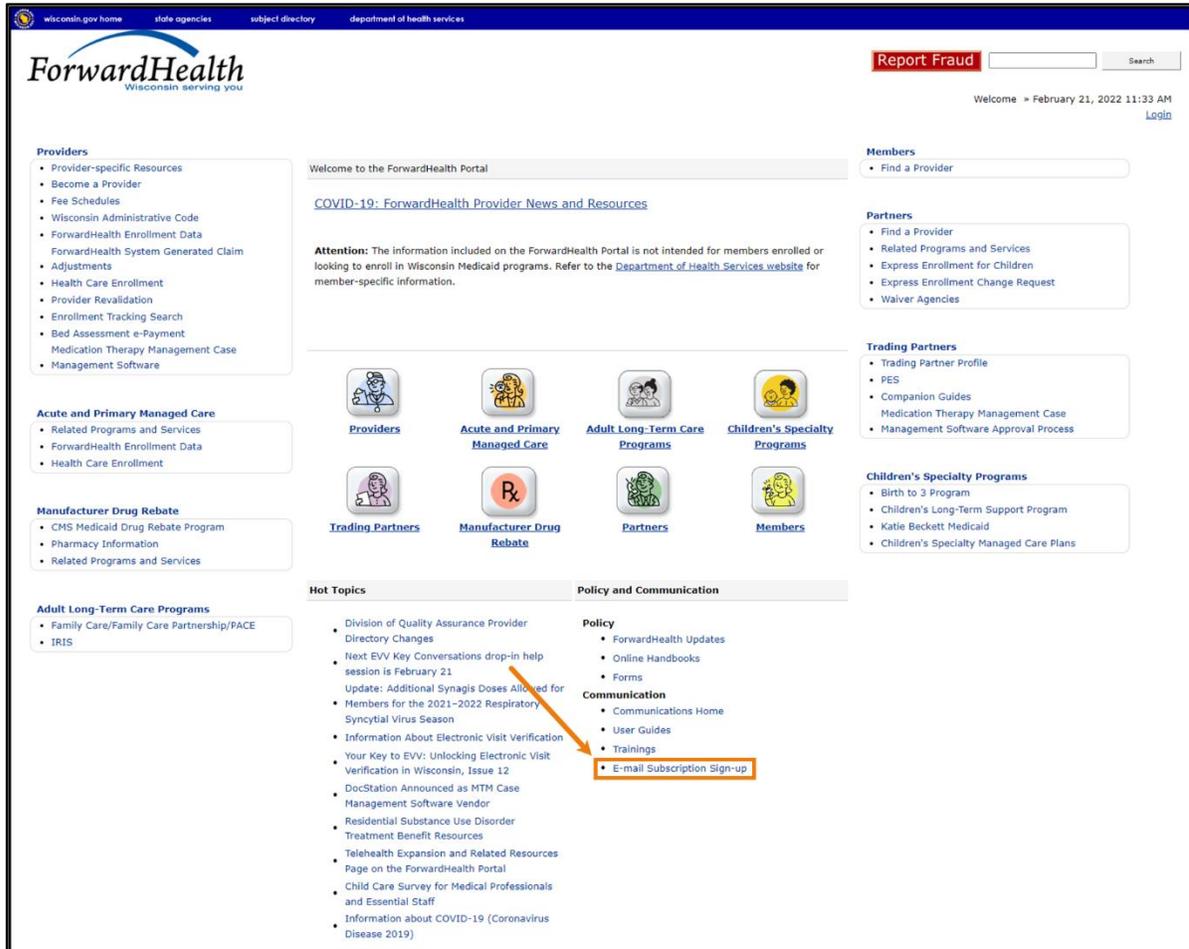


Figure 1 ForwardHealth Portal Homepage

2. Click **E-mail Subscription Sign-up** located in the Communication menu. The ForwardHealth Subscriptions page will be displayed.

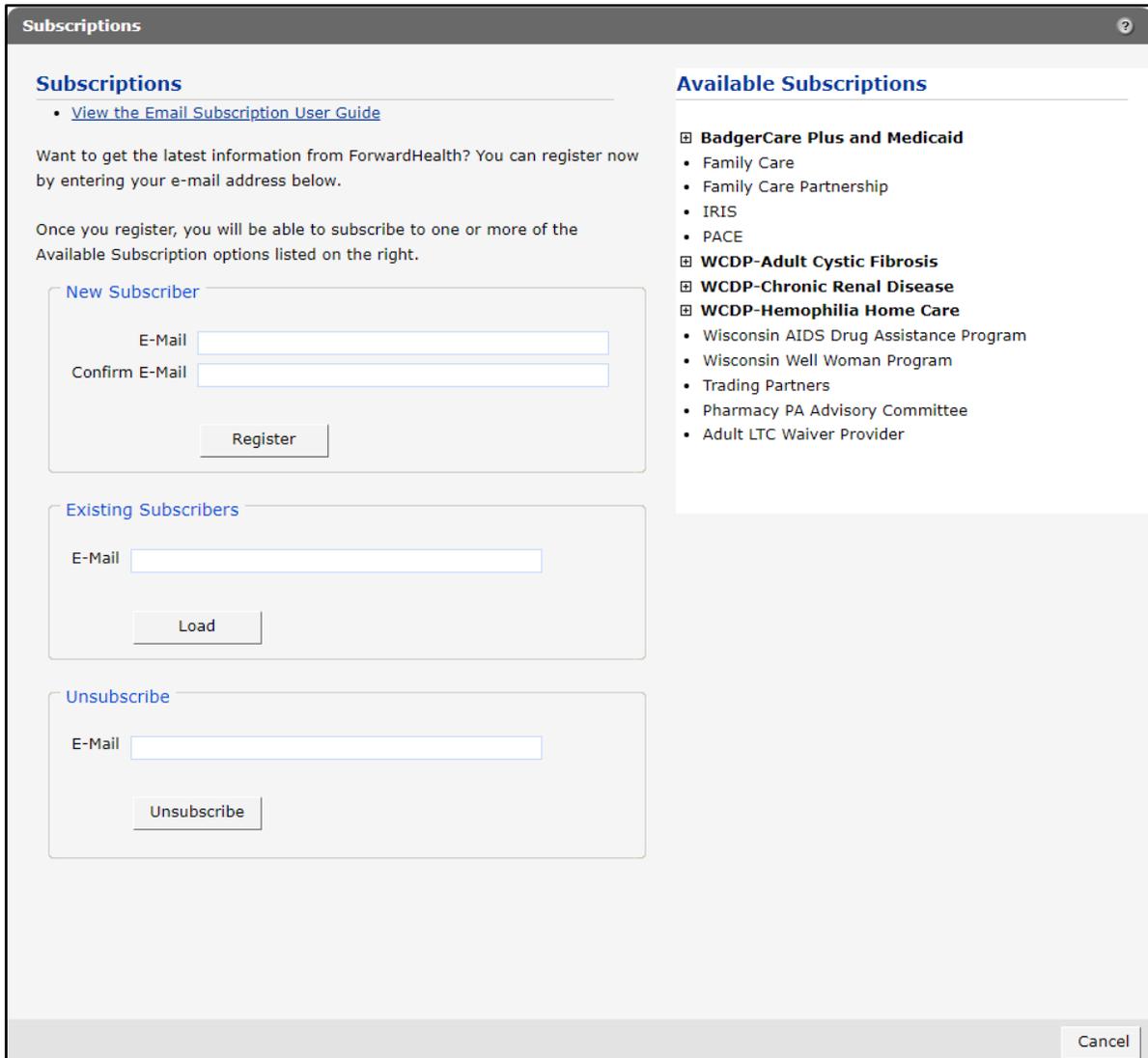


Figure 2 Subscriptions Page

3. In the “New Subscriber” section, enter the email address to which the subscription(s) is to be sent (twice for confirmation).

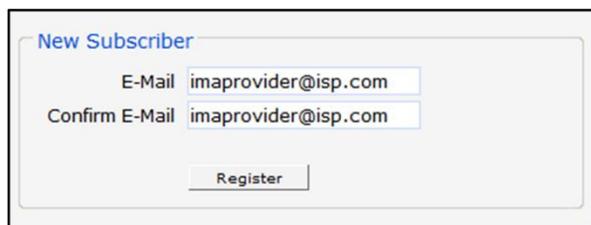


Figure 3 New Subscriber Section

- Click **Register**. A confirmation message will be displayed at the top of the page and the “Available Subscriptions” section will become activated.

The following messages were generated:

To complete your subscription, select one or more service areas and click Save.

Figure 4 Confirmation Message

If the user receives an error message, they may correct the error(s) and click **Register** again.

Note: After registering to receive email messages, the user will need to indicate the specific service areas for which they would like to receive messages. **If the user does not select a service area, they will not receive email messages.**

- In the “Available Subscriptions” section, select the program for which the user wants to receive messages. If the area(s) to which the user wishes to subscribe is under a program that is collapsed (that is, minimized so that selections under the category are not shown), they can click the **name of the program, not the sign**, to display an expanded list of areas.

Figure 5 Expanded List of Areas

- Check the box for the area(s) for which the user wishes to receive messages or check the **Select All** box if they want to receive messages for all the listed areas.

- At the bottom of the page, click **Save**.

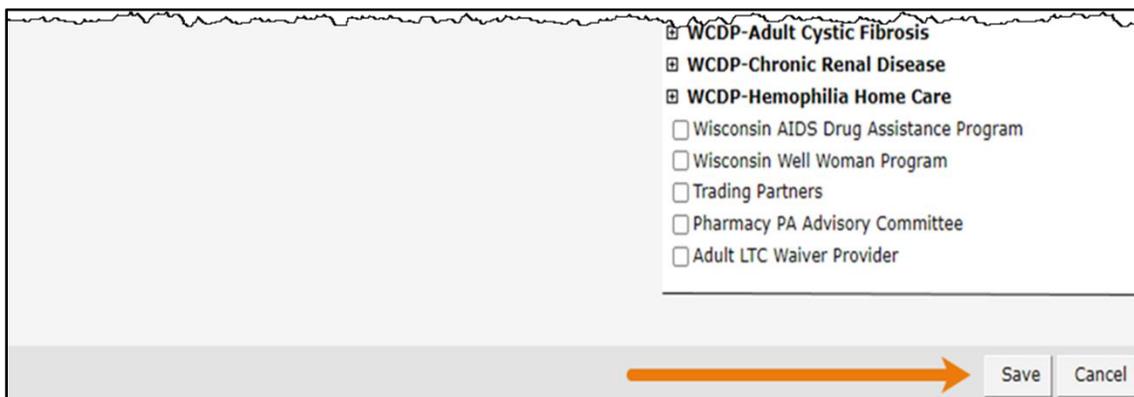


Figure 6 Save Selected Areas

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

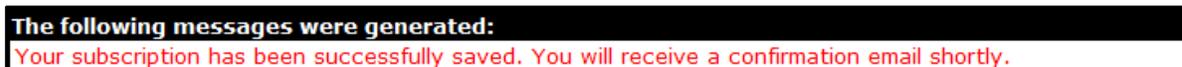


Figure 7 Confirmation Message

If the user receives an error message, they may correct the error(s) and click **Save** again.

2.2 Change Email Subscriptions

To add or delete an area(s) from the user’s email subscription list, they can complete the following steps:

- In the “Existing Subscribers” section, enter the email address registered to receive subscription notifications.



Figure 8 Existing Subscribers Section

2. Click **Load**. The “Available Subscriptions” section will display the user’s current subscriptions, and a confirmation message will be displayed at the top of the page.

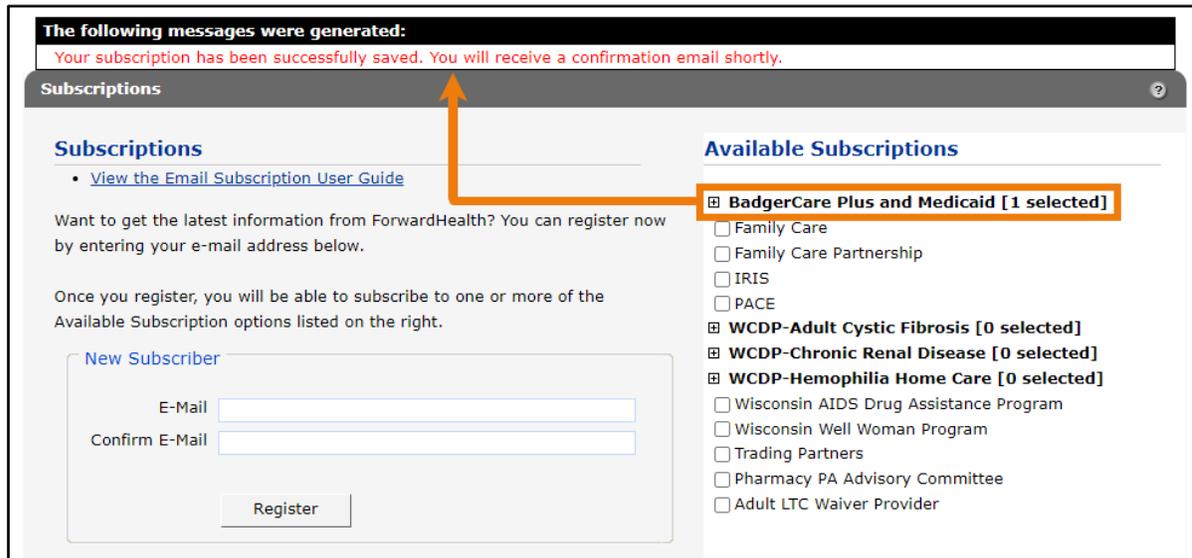


Figure 9 Existing Subscribers Successfully Loaded

If the user receives an error message, they may correct the error(s) and click **Load** again.

Note: If the area(s) the user is subscribed to lies under a program that is collapsed, they can click the name of the program to display an expanded list of areas.

2.2.1 Add Subscriptions

1. To add a subscription(s) to the user’s current list, they can check the box for the area(s) for which they wish to receive the additional message(s) or check the **Select All** box if they want to receive messages for all the listed areas.

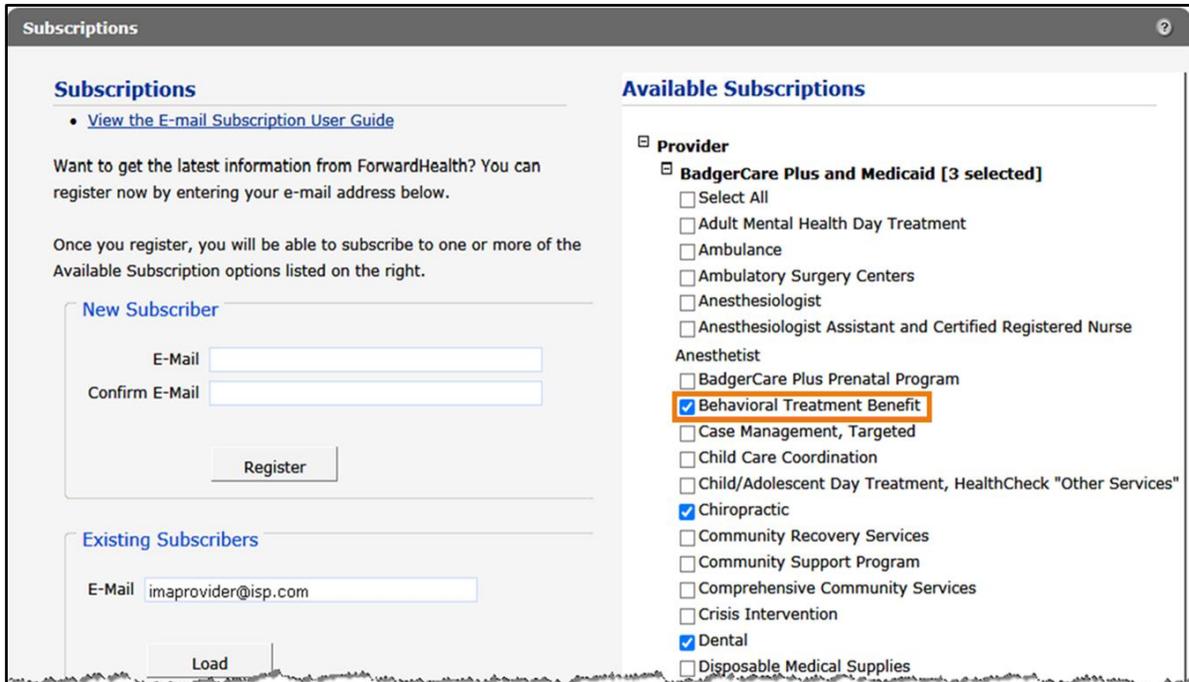


Figure 10 Add Area to Available Subscriptions

2. At the bottom of the page, click **Save**.

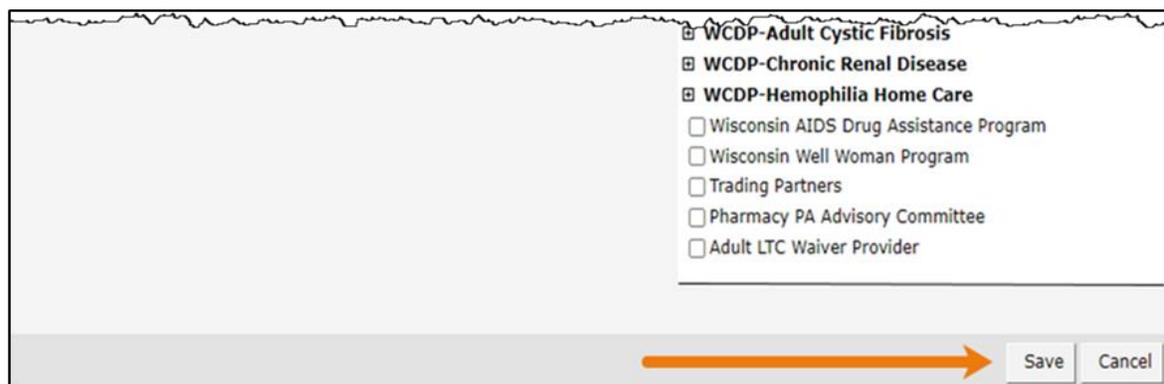


Figure 11 Save Added Area

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

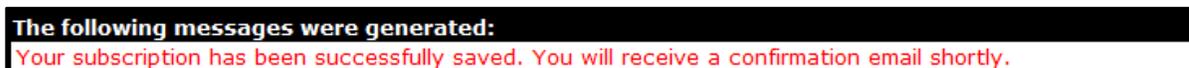


Figure 12 Confirmation Message

If the user receives an error message, they may correct the error(s) and click **Save** again.

2.2.2 Delete Subscriptions

1. To delete a subscription(s) from the user's current list, they may remove the check from the box next to the area they wish to delete to deselect the area.

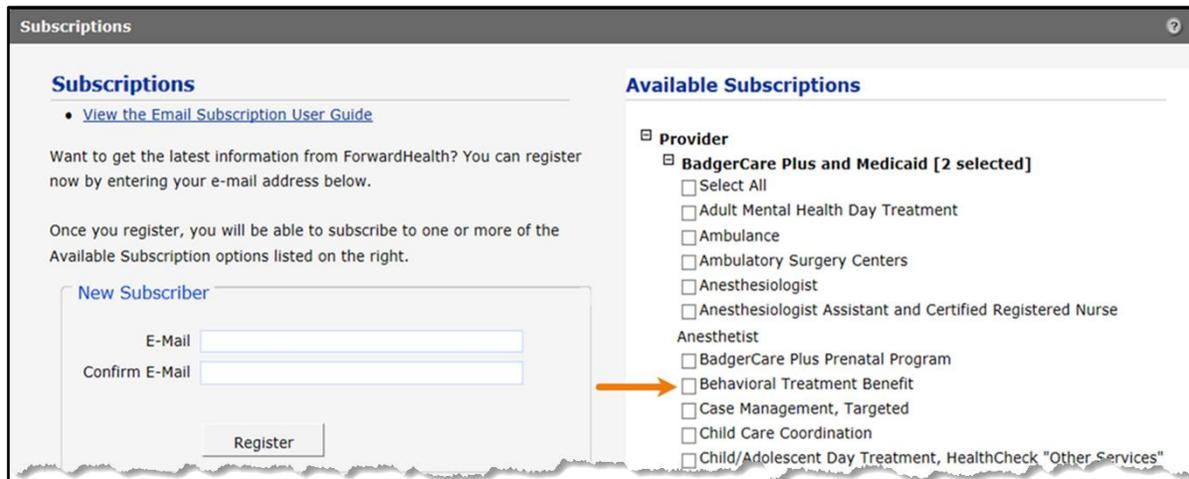


Figure 13 Delete Area From Available Subscriptions

2. At the bottom of the page, click **Save**.

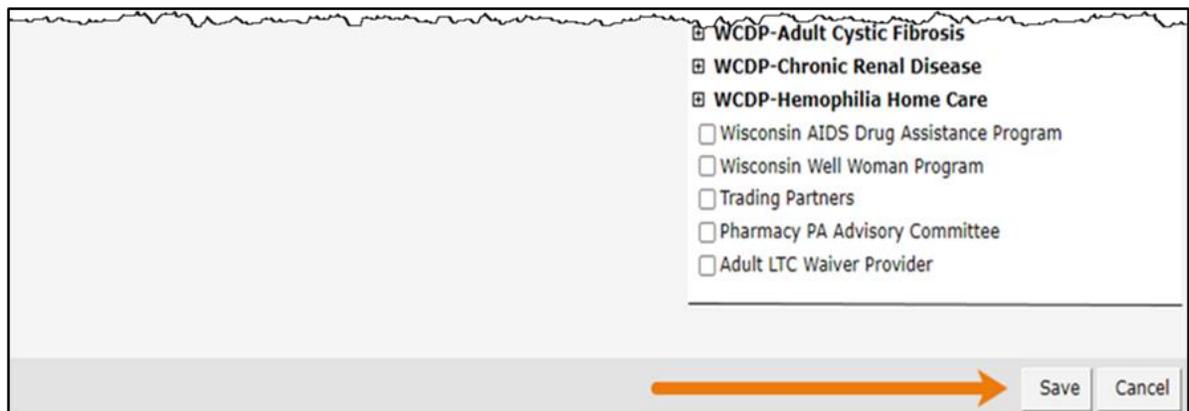


Figure 14 Save Deleted Area

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

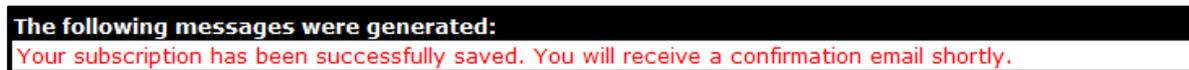


Figure 15 Confirmation Message

If the user receives an error message, they may correct the error(s) and click **Save** again.

2.3 Unsubscribe From Email Subscriptions

To be removed from the email subscription list, the user can complete the following steps:

1. In the “Unsubscribe” section, enter the registered email address to be removed from the email subscription list.



The screenshot shows a form titled "Unsubscribe" with a blue header. Below the header, there is a label "E-Mail" followed by a text input field containing the email address "imaprovider@isp.com". Below the input field is a button labeled "Unsubscribe".

Figure 16 Unsubscribe Section

2. Click **Unsubscribe**. A confirmation message will be displayed at the top of the page.



The screenshot shows a confirmation message in a black box with white text. The message reads: "The following messages were generated: The email address has been removed as requested."

Figure 17 Confirmation Message

If the user receives an error message, they may correct the error(s) and click **Unsubscribe** again.