

User Guide

ForwardHealth Provider Portal HealthCheck

March 11, 2024



WISCONSIN DEPARTMENT
of HEALTH SERVICES

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1 Introduction

The purpose of Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) is to ensure that children receive early detection and care, so that health problems are prevented or diagnosed and treated as early as possible. Federal law requires state Medicaid programs to provide EPSDT services for Medicaid members under 21 years of age.

HealthCheck is the term used for EPSDT in Wisconsin. The HealthCheck benefit provides periodic, comprehensive health screening exams (also known as “well child checks”), as well as interperiodic screens, outreach and case management, and additional medically necessary services (referred to as HealthCheck “Other Services”) for members under 21 years of age.

HealthCheck “Other Services” allows coverage that goes beyond Wisconsin Medicaid limitations to provide services that are needed to address the individual medical circumstances of the member, but services covered under HealthCheck “Other Services” must be coverable under federal Centers for Medicare and Medicaid Services guidelines. These “other services” include a broad array of interventions, such as physician services, dental care, therapies, home health services, and medical equipment and supplies, which improve the member’s condition, prevent regression, or maintain the member’s status.

Through the HealthCheck function on their secure ForwardHealth Portal account, providers are able to:

- Search current member records for information about previous HealthCheck screens and processed HealthCheck screening claims.
- Click the link to the Wisconsin Immunization Registry (WIR) website to view immunization data.

For more information about HealthCheck, refer to the HealthCheck (EPSDT) service area of the ForwardHealth Online Handbook.

2 Navigate to the HealthCheck Page

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

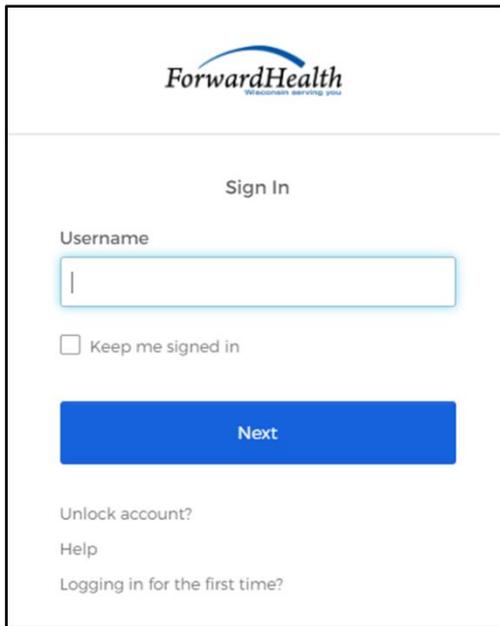
The screenshot displays the ForwardHealth Portal homepage. At the top, there is a navigation bar with links for 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. The ForwardHealth logo is prominently displayed on the left, with the tagline 'Wisconsin serving you'. On the right, there is a 'Report Fraud' button, a search bar, and a welcome message: 'Welcome > February 8, 2022 12:51 PM' with a 'Login' link. The main content area is divided into several sections:

- Providers:** A list of links including 'Provider-specific Resources', 'Become a Provider', 'Fee Schedules', 'Wisconsin Administrative Code', 'ForwardHealth Enrollment Data', 'ForwardHealth System Generated Claim', 'Adjustments', 'Health Care Enrollment', 'Provider Revalidation', 'Enrollment Tracking Search', 'Bed Assessment e-Payment', 'Medication Therapy Management Case', and 'Management Software'.
- Acute and Primary Managed Care:** A list of links including 'Related Programs and Services', 'ForwardHealth Enrollment Data', and 'Health Care Enrollment'.
- Manufacturer Drug Rebate:** A list of links including 'CMS Medicaid Drug Rebate Program' and 'Pharmacy Information'.
- Members:** A 'Find a Provider' search bar.
- Partners:** A list of links including 'Find a Provider', 'Related Programs and Services', 'Express Enrollment for Children', 'Express Enrollment Change Request', and 'Waiver Agencies'.
- Trading Partners:** A list of links including 'Trading Partner Profile', 'PES', 'Companion Guides', 'Medication Therapy Management Case', and 'Management Software Approval Process'.
- Children's Specialty Programs:** A list of links including 'Birth to 3 Program', 'Children's Long-Term Support Program', 'Katie Beckett Medicaid', and 'Children's Specialty Managed Care Plans'.

In the center of the page, there is a 'Welcome to the ForwardHealth Portal' message, a link for 'COVID-19: ForwardHealth Provider News and Resources', and an attention notice: 'Attention: The information included on the ForwardHealth Portal is not intended for members enrolled or looking to enroll in Wisconsin Medicaid programs. Refer to the Department of Health Services website for member-specific information.' Below this, there are eight icons representing different services: 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

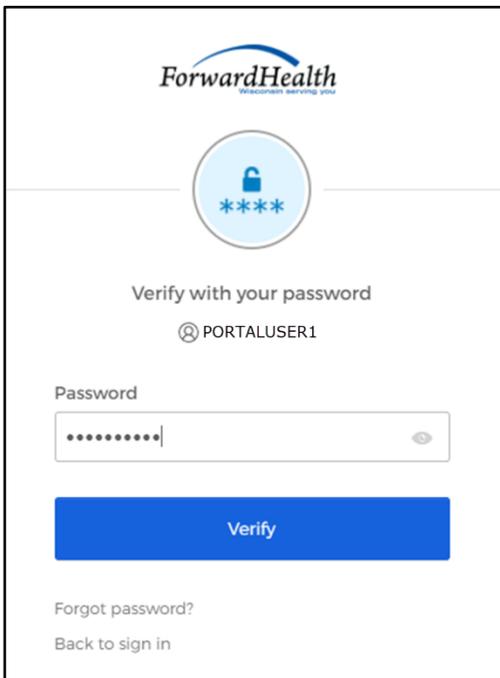
2. Click **Login**. A Sign In box will be displayed.



The screenshot shows the ForwardHealth logo at the top. Below it 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, 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. Below it is a circular icon containing a lock and four asterisks. The heading "Verify with your password" is centered. Below the heading is the text "PORTALUSER1" with a user icon. There is a "Password" label above a text input field filled with asterisks. A blue button labeled "Verify" is positioned below the input field. At the bottom, there are two links: "Forgot password?" and "Back to sign in".

Figure 3 Verify With Your Password

5. Enter the user's password.
6. Click **Verify**. The Secure Provider page will be displayed.

The screenshot shows the ForwardHealth Provider Portal interface. At the top, there is a navigation bar with links for 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. Below this is the ForwardHealth logo and the text 'interChange Provider'. A welcome message reads 'Welcome Inpatient03 UAT > May 7, 2019 2:35 PM' with a 'Logout' link. A main navigation menu includes 'Home', 'Search', 'Providers', 'Enrollment', 'Claims', 'Prior Authorization', 'Remittance Advices', 'Trade Files', 'Health Check', and 'Max Fee Home'. A secondary menu includes 'Account', 'Contact Information', 'Online Handbooks', 'Site Map', 'User Guides', and 'Certification'. The user is logged in with NPI: 1255334173, Taxonomy Number: 282N00000X, and Zip Code: 53226, Financial Payer: Medicaid. A search box is present. The 'What's New?' section features a magnifying glass icon and text about real-time applications. The 'Home Page' section lists links for 'Update User Account', 'Customize Home Page', 'Demographic Maintenance', 'Electronic Funds Transfer', 'Check My Revalidation Date', 'Revalidate Your Provider Enrollment', and 'Check Enrollment'. The 'Quick Links' section includes 'Register for E-mail Subscription'.

Figure 4 Secure Provider Page

- Click **HealthCheck** on the main menu at the top of the page. The HealthCheck page will be displayed.

wisconsin.gov home state agencies subject directory department of health services

Welcome » May 9, 2019 3:56 PM [Login](#)

HealthCheck

The purpose of Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) is to ensure that children receive early detection and care, so that health problems are prevented or diagnosed and treated as early as possible. Federal law requires state Medicaid programs to provide EPSDT services for Medicaid members under 21 years of age.

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Providers may use the following links:

- [HealthCheck Online Inquiry](#)
- [Wisconsin Immunization Registry](#)

Home Page

- [Update User Account](#)
- [View the HealthCheck User Guide](#)

Quick Links

- [Request Portal Access](#)
- [Find/Contact your Provider Relations Representative](#)
- [Provider Resources Reference Guide](#)
- [Provider-specific Resources](#)
- [Fee Schedules](#)
- [Become a Provider](#)
- [Enrollment Tracking Search](#)

- [MAC](#)
- [SBS User Guide](#)
- [Student Roster File Format](#)

- [Provider Revalidation](#)

- [Medication Therapy Management](#)
- [Case Management Software Approval Process](#)

- [Wisconsin Well Woman Program Policy and Procedure Manual](#)

- [Express Enrollment Change Request](#)

Figure 5 HealthCheck Page

From the HealthCheck page, users can access the HealthCheck Online Inquiry function and the WIR website:

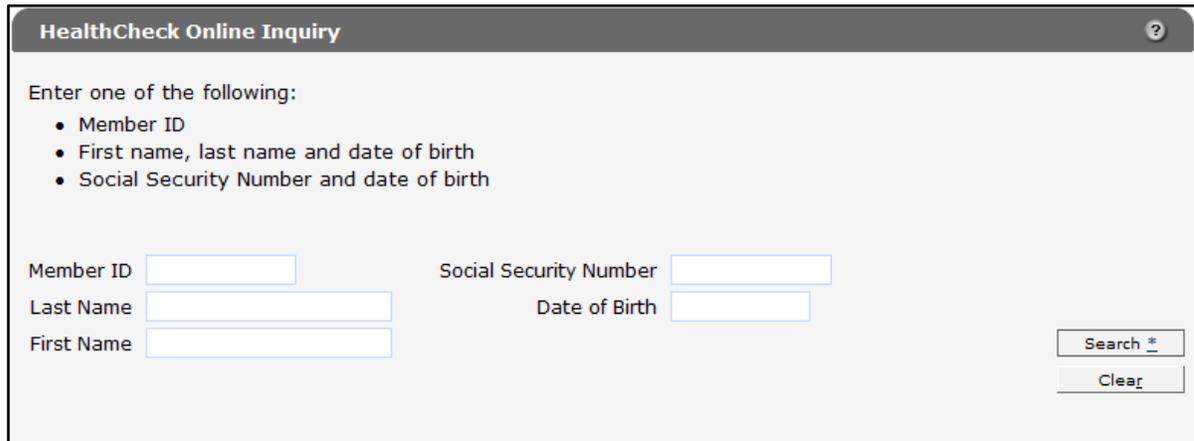
- The HealthCheck Online Inquiry function is used to search current member records for information about previous HealthCheck screens and screening claims processed. Using this information, providers can obtain a more complete picture of the member's screening history and schedule screening appointments according to the periodicity schedule. For more information, refer to [Section 3 HealthCheck Online Inquiry](#).

Note: Information for a member's HealthCheck screen that was not billed to Wisconsin Medicaid will not be displayed on the Portal.

- The Wisconsin Immunization Registry link directs users to the WIR website to view immunization data. Wisconsin Immunization Registry monitors all vaccination information for children, maintains recommended immunization schedules, records immunizations, tracks contraindications and reactions, and verifies immunization history. Authorized users have access to the WIR application. For more information, refer to [Section 4 Wisconsin Immunization Registry](#).

3 HealthCheck Online Inquiry

1. On the HealthCheck page, click **HealthCheck Online Inquiry**. The HealthCheck Online Inquiry page will be displayed.



HealthCheck Online Inquiry ?

Enter one of the following:

- Member ID
- First name, last name and date of birth
- Social Security Number and date of birth

Member ID Social Security Number

Last Name Date of Birth

First Name

Figure 6 HealthCheck Online Inquiry Page

To conduct a HealthCheck Online Inquiry, enter any of the following information:

- The member's ID.
- The member's last name, first name, and date of birth.
- The member's Social Security number and date of birth.

2. Click **Search**. Member and claim information will be displayed at the bottom of the page.

HealthCheck Online Inquiry
?

Enter one of the following:

- Member ID
- First name, last name and date of birth
- Social Security Number and date of birth

Member ID

Last Name

First Name

Social Security Number

Date of Birth

Member ID

Last Name

First Name

Last HealthCheck Dental Screening

Date of Birth

Last HealthCheck Medical Screening

Date Of Service	Provider	Age	Claim Status
07/08/2015	PROVIDER, JOE	5Y	Paid

Figure 7 Member and Claim Information Search Results

The claim information at the bottom of the screen contains the following information:

- The date of the member’s last HealthCheck medical and/or dental screening.
- The rendering provider’s name.
- The member’s age at the time of the screening.
- The claim status.

If the data entered is invalid or if there is no record available for the member, an error message such as the following will be displayed at the top of the page.

The following messages were generated:
 No screening data to display.

Figure 8 Example Error Message

4 Wisconsin Immunization Registry

1. On the HealthCheck page, click **Wisconsin Immunization Registry**. The Wisconsin Immunization Registry home page will open in a new browser window.



Figure 9 Wisconsin Immunization Registry Home Page

Note: To access the secure WIR site, users are required to have a username and password separate from their Portal username and password. To obtain a WIR username and password, users should contact the administrator at their organization.