

ForwardHealth **UPDATE**

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REQUIRED MULTI-FACTOR AUTHENTICATION FOR THE FORWARDHEALTH PORTAL

In the continuing effort to enhance the security of applications, the Wisconsin Department of Health Services is rolling out multi-factor authentication (MFA) for the ForwardHealth Portal. All Portal users will be required to start using MFA to access Portal accounts. MFA for the Portal will be similar to other applications that use MFA, such as online bank accounts, credit card accounts, or social media platforms.

With MFA, users will be asked to provide two authentication methods to verify their identity when logging in to the Portal. While continuing to use existing secure Portal account credentials, users will have to add a second method of authentication for login. This will be required for each unique Portal username. MFA will protect Portal accounts against unauthorized access in case user login credentials are compromised.

MFA will be required to log in when a user changes their Portal account password or email address. When using MFA, a user will be sent a one-time code through their choice of email, text message, or phone call.

AFFECTED PROGRAMS

BadgerCare Plus, Medicaid, SeniorCare, Wisconsin AIDS Drug Assistance Program, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

TO

All Providers, HMOs and Other Managed Care Programs

Note: For Portal account security, users are encouraged to use an email address that only they can access.

Portal Users Affected

Using a staggered approach to roll out MFA, a group of selected secure Portal account users will be notified in December 2023 that they may use MFA in January 2024. A second group of Portal users will be notified they may begin using MFA in February 2024. All other secure Portal account users will be notified they are required to begin using MFA in March 2024.

Verify Portal Account Password

Portal users must verify the email address associated with their Portal accounts by January 11, 2024. If email addresses are not up to date, users may be locked out of their accounts when prompted to set up MFA.

How to Set Up Multi-Factor Authentication

The notification email providers receive from ForwardHealth includes a link to the ForwardHealth Multi-Factor Authentication page of the Portal. This page contains the following resources about setting up MFA:

- [ForwardHealth Multi-Factor Authentication Instruction Sheet](#)
- ForwardHealth Provider Portal Account User Guide, to be updated with MFA information in March 2024
- Manufacturer Drug Rebate User Guide, to be updated with MFA information in March 2024

For help with further questions, providers may:

1. Contact their Portal account administrator.
2. Call the ForwardHealth Portal Help Desk at 866-908-1363, Monday–Friday, 8:30 a.m.–4:30 p.m. Central time.

Portal Password Requirements

In addition to MFA, another key component of Portal security is having a strong password for secure Portal accounts. Follow these password requirements when updating Portal passwords in the future:

- The new password cannot match any of the last eight passwords.
- The password must be nine–15 characters.

- The password must contain three different types of characters such as uppercase letters, lowercase letters, special characters, or numbers.
- The password must be unique and cannot contain information from the username, contact first name, or contact last name.

Through the Change Password function, users can change their Portal account password at any time, up to once per day. Otherwise, users are prompted to change their passwords every 60 days.

For more information about Portal accounts, refer to the [ForwardHealth Provider Portal Account User Guide](#) or the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#).

The ForwardHealth Update is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Medicaid Services within the Wisconsin Department of Health Services (DHS). The Wisconsin AIDS Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health within DHS.

For questions, call Provider Services at 800-947-9627 or visit our website at www.forwardhealth.wi.gov/.