

User Guide

ForwardHealth Portal Email Subscription

May 3, 2024



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Table of Contents

- 1 Introduction..... 1
- 2 Email Subscriptions 2
 - 2.1 Register for Email Subscriptions 2
 - 2.2 Change Email Subscriptions 5
 - 2.2.1 Add Subscriptions..... 7
 - 2.2.2 Delete Subscriptions..... 8
 - 2.3 Unsubscribe from Email Subscriptions 9

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/.

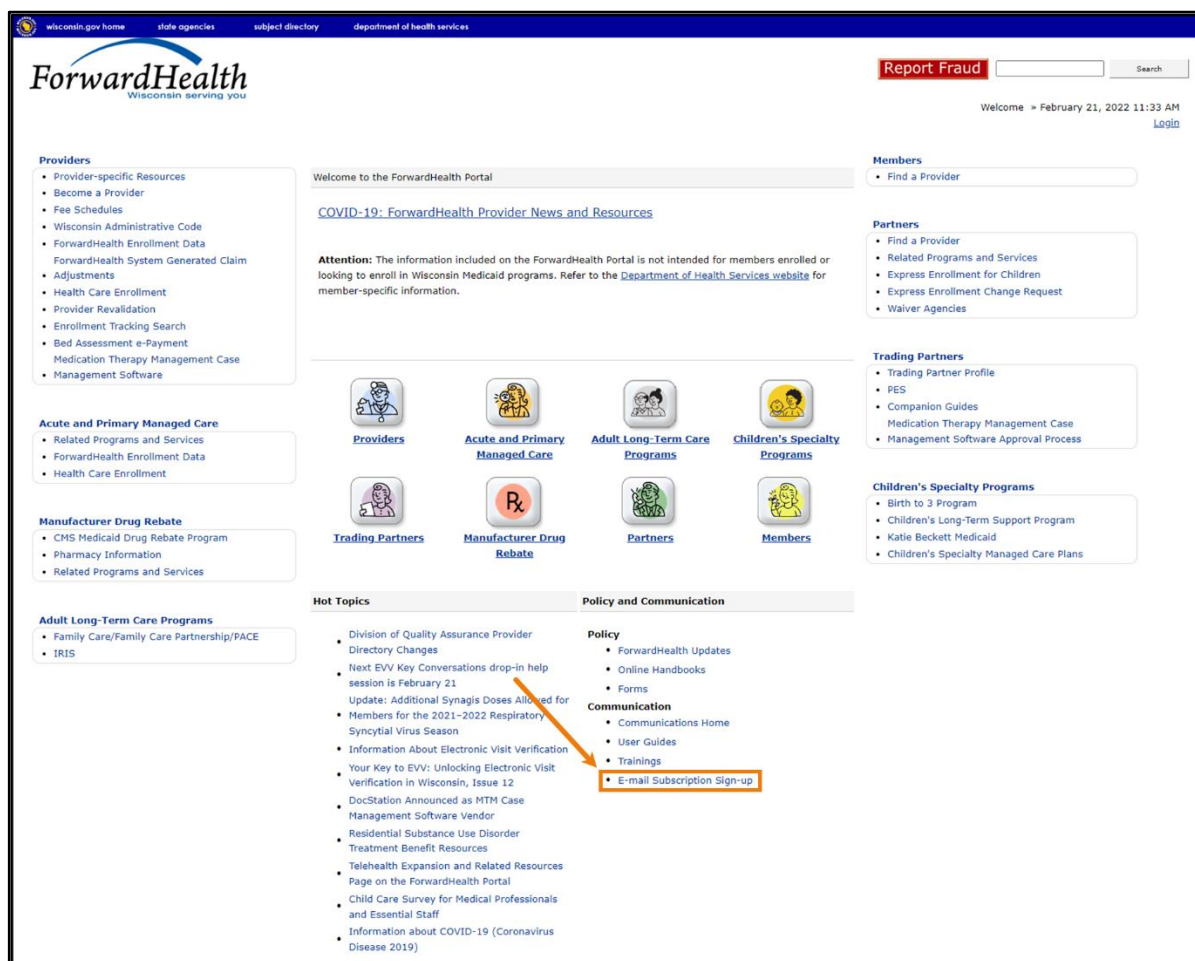


Figure 1 ForwardHealth Portal Homepage

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

Subscriptions

- [View the Email Subscription User Guide](#)

Want to get the latest information from ForwardHealth? You can register now by entering your e-mail address below.

Once you register, you will be able to subscribe to one or more of the Available Subscription options listed on the right.

New Subscriber

E-Mail

Confirm E-Mail

Register

Existing Subscribers

E-Mail

Load

Unsubscribe

E-Mail

Unsubscribe

Available Subscriptions

- BadgerCare Plus and Medicaid**
 - Family Care
 - Family Care Partnership
 - IRIS
 - PACE
- WCDP-Adult Cystic Fibrosis**
- WCDP-Chronic Renal Disease**
- WCDP-Hemophilia Home Care**
 - Wisconsin AIDS Drug Assistance Program
 - Wisconsin Well Woman Program
 - Trading Partners
 - Pharmacy PA Advisory Committee
 - Adult LTC Waiver Provider

Cancel

Figure 2 Subscriptions Page

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

New Subscriber

E-Mail

Confirm E-Mail

Register

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.

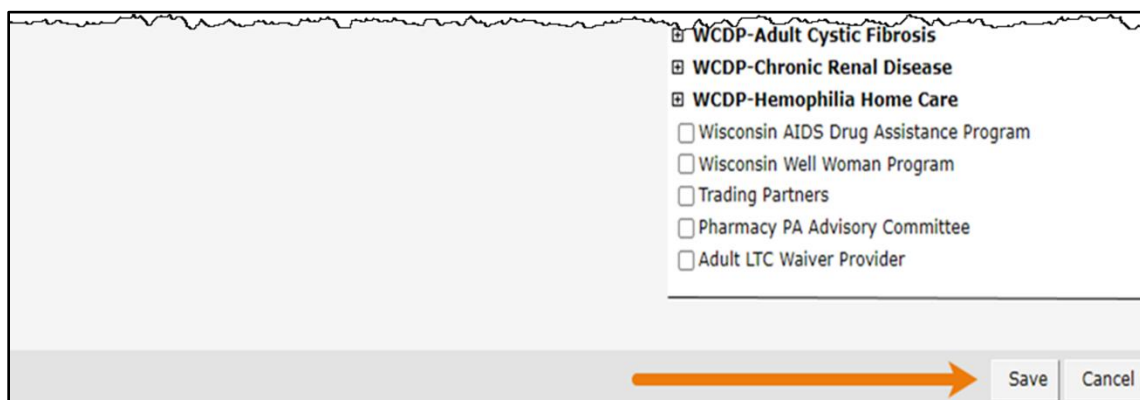
Note: After registering to receive email messages, the user will need to indicate the specific service areas for which they would like to receive messages. **If the user does not select a service area, they will not receive email messages.**

- 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**.



The screenshot shows a list of subscription areas on the right side of a form. The list includes:

- ☒ WCDP-Adult Cystic Fibrosis
- ☒ WCDP-Chronic Renal Disease
- ☒ WCDP-Hemophilia Home Care
- ☐ Wisconsin AIDS Drug Assistance Program
- ☐ Wisconsin Well Woman Program
- ☐ Trading Partners
- ☐ Pharmacy PA Advisory Committee
- ☐ Adult LTC Waiver Provider

At the bottom right of the form, there is a large orange arrow pointing to the right, and two buttons labeled "Save" and "Cancel".

Figure 6 Save Selected Areas

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

The following messages were generated:
Your subscription has been successfully saved. You will receive a confirmation email shortly.

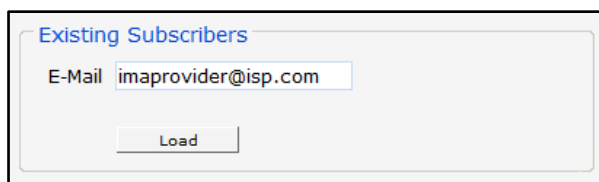
Figure 7 Confirmation Message

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.



The screenshot shows the "Existing Subscribers" section. It contains an "E-Mail" label followed by a text input field containing the email address "imaprovider@isp.com". Below the input field is a button labeled "Load".

Figure 8 Existing Subscribers Section

- 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.

The screenshot displays the 'Subscriptions' section of the ForwardHealth Portal. At the top, a black banner reads 'The following messages were generated:'. Below it, a red message states: 'Your subscription has been successfully saved. You will receive a confirmation email shortly.' An orange arrow points from this message to the 'Available Subscriptions' section on the right. The 'Subscriptions' section on the left includes a link to 'View the Email Subscription User Guide', a registration prompt, and a 'New Subscriber' form with fields for 'E-Mail' and 'Confirm E-Mail', and a 'Register' button. The 'Available Subscriptions' section on the right lists various programs with checkboxes and selection counts:

- ☒ **BadgerCare Plus and Medicaid [1 selected]**
 - ☐ Family Care
 - ☐ Family Care Partnership
 - ☐ IRIS
 - ☐ PACE
- ☒ **WCDP-Adult Cystic Fibrosis [0 selected]**
- ☒ **WCDP-Chronic Renal Disease [0 selected]**
- ☒ **WCDP-Hemophilia Home Care [0 selected]**
 - ☐ Wisconsin AIDS Drug Assistance Program
 - ☐ Wisconsin Well Woman Program
 - ☐ Trading Partners
 - ☐ Pharmacy PA Advisory Committee
 - ☐ Adult LTC Waiver Provider

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

- 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.

Subscriptions

- [View the E-mail Subscription User Guide](#)

Want to get the latest information from ForwardHealth? You can register now by entering your e-mail address below.

Once you register, you will be able to subscribe to one or more of the Available Subscription options listed on the right.

New Subscriber

E-Mail

Confirm E-Mail

Existing Subscribers

E-Mail

Available Subscriptions

☐ **Provider**

☐ **BadgerCare Plus and Medicaid [3 selected]**

☐ Select All

☐ Adult Mental Health Day Treatment

☐ Ambulance

☐ Ambulatory Surgery Centers

☐ Anesthesiologist

☐ Anesthesiologist Assistant and Certified Registered Nurse

Anesthetist

☐ BadgerCare Plus Prenatal Program

☒ **Behavioral Treatment Benefit**

☐ Case Management, Targeted

☐ Child Care Coordination

☐ Child/Adolescent Day Treatment, HealthCheck "Other Services"

☒ Chiropractic

☐ Community Recovery Services

☐ Community Support Program

☐ Comprehensive Community Services

☐ Crisis Intervention

☒ Dental

☐ Disposable Medical Supplies

Figure 10 Add Area to Available Subscriptions

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

☐ WCDP-Adult Cystic Fibrosis

☐ WCDP-Chronic Renal Disease

☐ WCDP-Hemophilia Home Care

☐ Wisconsin AIDS Drug Assistance Program

☐ Wisconsin Well Woman Program

☐ Trading Partners

☐ Pharmacy PA Advisory Committee

☐ Adult LTC Waiver Provider

Figure 11 Save Added Area

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

The following messages were generated:
 Your subscription has been successfully saved. You will receive a confirmation email shortly.

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.

The screenshot shows a web interface titled "Subscriptions". On the left, under "Subscriptions", there is a link "View the Email Subscription User Guide" and a registration form with fields for "E-Mail" and "Confirm E-Mail", and a "Register" button. On the right, under "Available Subscriptions", there is a list of subscription options. The "Provider" section is expanded, showing "BadgerCare Plus and Medicaid [2 selected]". Below this, there is a list of services with checkboxes. An orange arrow points to the checkbox next to "Behavioral Treatment Benefit".

Figure 13 Delete Area From Available Subscriptions

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

The screenshot shows the bottom of the web interface. On the right side, there is a list of subscription options. The "Provider" section is expanded, showing "WCDP-Adult Cystic Fibrosis", "WCDP-Chronic Renal Disease", and "WCDP-Hemophilia Home Care". Below these, there is a list of services with checkboxes. At the bottom right, there are "Save" and "Cancel" buttons. An orange arrow points to the "Save" button.

Figure 14 Save Deleted Area

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

The following messages were generated:
 Your subscription has been successfully saved. You will receive a confirmation email shortly.

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.

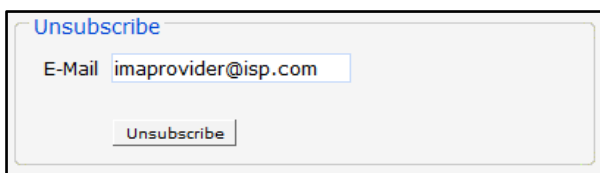
A screenshot of a web form titled "Unsubscribe" in blue text. Below the title, there is a label "E-Mail" followed by a text input field containing the email address "imaprovider@isp.com". Below the input field is a button labeled "Unsubscribe".

Figure 16 Unsubscribe Section

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

A screenshot of a confirmation message displayed in a black box with white text. The text reads: "The following messages were generated:" followed by "The email address has been removed as requested." in red text.

Figure 17 Confirmation Message

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