



## PROFESSIONAL FIELD REPRESENTATIVES: ANSWERING YOUR TOUGH QUESTIONS

The ins and outs of billing—coverage, prior authorization (PA), insurance, and claim submission—can make you feel like you’re walking through a maze. Fear not! Professional field representatives, or “field reps,” are here to guide you through.

Field reps are staff who are well-versed in ForwardHealth’s many fee-for-service programs. They are available to:

- Assist providers with their complex questions relating to enrollment verification, Portal PA requests, billing and claims questions, and other complex topics.
- Host [training](#) sessions for providers and new staff.
- Provide one-on-one trainings upon request.

Please note: Field reps **cannot** help with member or Electronic Data Interchange questions. Member Services or the Electronic Data Interchange help desk can help with those questions. In addition, Provider Services can answer questions about claims, PA, or other issues.

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## Find your field rep

There's a field rep in every region of the state. ForwardHealth also has field reps who specialize in certain provider types such as dental, Wisconsin Well Woman Program, prenatal care coordination, and child care coordination. You can find the field rep for your area or program by [viewing the map](#) on the [ForwardHealth Portal](#).

## Reach your field rep

If you need to reach a field rep, please send an email with the following information:

- Name or other contact
- Facility name or provider you represent
- National Provider Identifier or provider number
- Description of the issue or question

Including this information in your email allows the field rep to research your inquiry. For this reason, and because field reps may be out of their offices helping providers in-person, it may take a day or more to get back to you. We appreciate your patience while waiting for a response.

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## ADMINS: UPDATE YOUR PROVIDER PORTAL ACCOUNT TODAY

Do you need to update the information in your secure ForwardHealth Provider Portal account but aren't sure where to start?

ForwardHealth makes it easy to keep your Provider Portal account administrative information up to date. Remember, it's your responsibility to list the most current information in case we need to contact you.

The [ForwardHealth Provider Portal Account User Guide](#) has instructions and screenshots to walk you through maintenance of your account.

If you have changes to any of this information, please update your account:

- User name
- Contact first name
- Contact last name
- Phone number
- Email

### **Keep your account secure with a strong password**

Updating your Provider Portal account password is a crucial part of maintaining your account's security. You will be automatically prompted to change your password every 60 days—but you're welcome to change it at any time!

We require Portal passwords to:

- Be between nine–15 characters.
- Contain three different types of these characters:
  - Uppercase letters
  - Lowercase letters
  - Special characters
  - Numbers
- Be unique, and they can't contain information from the user name, contact first name, or contact last name.
- Not match any of the last 24 passwords.

### **CARE TO SHARE?**

We would love to hear your feedback on ForwardHealth Connect! Use this [two-question survey](#) to let us know what you think.

## RECENT FORWARDHEALTH COMMUNICATIONS

ForwardHealth published these policy communications last month.

<a href="#">2025-42</a>	Reimbursement Increase for Nurse Aide Training and Testing
<a href="#">2025-41</a>	Behavioral Treatment Benefit Policy Clarifications and ForwardHealth Online Handbook Revisions
<a href="#">2025-40</a>	Expanding Tribal Federally Qualified Health Center Shared Savings
<a href="#">2025-39</a>	New Per Diem Crisis Stabilization Service Tiers and Billing Modifiers
<a href="#">2025-38</a>	Prior Authorization Process Improvements: Removing Spell of Illness and Revising Limits for Therapy Services
<a href="#">2025-37</a>	Changes for Casgevy and Lyfgenia and Other Polices in the New Cell and Gene Therapy Access Model for Members With Sickle Cell Disease
<a href="#">2025-36</a>	January 2026 Preferred Drug List Changes and Other Pharmacy Policy
<a href="#">2025-35</a>	Prior Authorization Process Improvements: Overview
<a href="#">LTC 2025-03</a>	Adult Long-Term Care Providers Must Start Their Enrollment or Revalidation Immediately
<a href="#">2025-34</a>	Prescribing, Referring, and Ordering Permissions Updated
<a href="#">2025-33</a>	ForwardHealth Enhances Behavioral Health Treatment With More Options for Continuing Care and Concurrent Services

# CONNECT

ForwardHealth Connect is published monthly by the Division of Medicaid Services within the Wisconsin Department of Health Services. The newsletter contains valuable information and reminders for ForwardHealth providers. For policy information, refer to the [ForwardHealth Online Handbook](#).

For questions, call Provider Services at 800-947-9627 or visit [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov).