



FORWARDHEALTH PORTAL PROVIDER-SPECIFIC RESOURCES PAGE

The [ForwardHealth Portal](#) (the Portal) has many resources to help you supply the best care to your members, including the [Provider-specific Resources](#) page.

Where can you find the page?

You can find the link to the Provider-specific Resources page in the [Providers](#) box in the upper left of the Portal home page. Another link to the page is on the Providers home page in the Quick Links box.

What resources does the page have?

Each provider type is listed alphabetically and includes a link to their entry in the Provider Type and Specialty Listing. This list spells out the two-digit provider type code, the specialty codes under each provider type, and the description for each specialty.

Where can you find resources for each provider type?

Some provider types have a More Information link that opens a

IN THIS ISSUE

[ForwardHealth Portal
Provider-Specific Resources
Page](#)

[Field Rep Spotlight:
Maddi](#)

[Policy Communications](#)

page with resources that are specific to that provider type. These resources may include:

- Forms
- ForwardHealth provider trainings
- Frequently Asked Questions
- Rate schedules
- Other links or informational documents relating to that provider type

We encourage you to bookmark the page that relates to your provider type to easily access these helpful links and documents!

FIELD REP SPOTLIGHT: MADDI



This month, we are highlighting Maddi, a very recent addition to Wisconsin's team of professional field representatives! Get to know a little bit about our new field rep who will be connecting providers across central and northern Wisconsin to ForwardHealth's array of helpful resources.

Areas represented: Clark, Florence, Forest, Jackson, Langlade, Lincoln, Marathon, Menominee, Monroe, Oneida, Portage, Shawano, Trempealeau, Vilas, Waupaca, and Waushara counties.

Q&A

How long have you been a field rep?

I started as a field rep in January of this year. Prior to this, I worked in Specialty Pharmacy Medication Access, obtaining prior authorizations and financial assistance for patients on oral chemotherapy and subcutaneous growth factors.

What led you to become a field rep?

Divine intervention? So much of my previous job was provider relations-related, and I was looking for a role to focus more on that aspect. I saw the job listed on LinkedIn, and thought, "Hey, this would be perfect!" I had my interview and was immediately

amazed by how people here treat their team members. So, I kept my fingers crossed and got the position. It's been everything I could imagine and more!

What do you like best about your job?

My teammates. I think this is one of the first times I have started a role where I didn't know anyone so I was a little apprehensive. Within a day or two, I think those anxieties were relieved. Everyone on this team has been so welcoming, knowledgeable, always willing to help and collaborate, and instrumental in getting me up to speed with the task at hand! I truly could not have been more blessed than to land myself into such an amazing group.

What's one of your favorite memories from your job?

Just recently, a provider reached out saying that she had been having billing issues, to the point of putting her in financial trouble because she hadn't been paid in nearly five months. After some troubleshooting, we were able to resolve her issue. I could feel her relief in the email!

What's one tip you'd like to give providers?

We are here to help! Waiting to reach out if you are already in a pickle tends to limit the opportunities to correct things, so if you have hit a roadblock and don't know how to fix it, please reach out!

What's the best tool available in the Portal?

The best tool is the [ForwardHealth Online Handbook](#). It is the home of some of the most important information that can be found about each specialty. Coming from the pharmacy world, I have a warm place in my heart for the [Drug Search tool](#) as well!

LOOKING FOR FIELD REP INFORMATION FOR YOUR COUNTY?

Check out the [Assigned Professional Field Representatives by County map \(PDF\)](#)!

Field representatives are ready to handle your complex billing or claims questions in the order they get them, usually within a couple of business days.

POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

2025-12	Root Canal Therapy Prior Authorization Policy Clarifications
2025-11	May 2025 Changes for the Analgesics, Miscellaneous Drug Class and Other Pharmacy Policy
2025-10	Policy Change for Preferred Blood Glucose Meters and Test Strips
2025-09	Revised Prior Authorization Process for Therapies
2025-08	Primary Care Provider Referrals for Orthodontic Services in the Case of Psychological Problems or Conditions
2025-07	ForwardHealth Allows Continuous Prior Authorization for Behavioral Health Benefits

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.

