



## 'TIS THE SEASON FOR FLU AND RSV

### Equip your office to fight respiratory illnesses

As the cold winds blow the leaves off the trees and people spend more time indoors, respiratory illnesses like influenza and respiratory syncytial virus (RSV) spread. ForwardHealth offers you many resources to help protect members against the flu and RSV.

### Fending off the flu

Influenza viruses annually infect anywhere from 5–20% of U.S. residents, and symptoms of the flu can range from mild to severe. More than 200,000 people are hospitalized every year from complications.

We recommend that you offer annual flu vaccines to members starting in the fall and continuing through the influenza season. You can give vaccines to anyone aged 6 months and older, but they are especially recommended for adults aged 60 and older.

Here are some useful links to help fight the flu:

- The [Influenza Immunization Resources for Health Care Providers](#) webpage is a good place to start.
- The [Respiratory Illness Toolkits](#) come in several different languages and target different member populations.
- An [Influenza flyer](#) comes in several different languages.

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## Revoking RSV

RSV causes mild to severe respiratory illnesses in all age groups. It typically starts spreading in autumn and peaks in December or January. RSV infections can be especially dangerous for older adults, and every year about 60,000–160,000 older Americans are hospitalized due to complications from RSV like pneumonia.

The Centers for Disease Control and Prevention recommends everyone aged 75 and older get vaccinated. They also recommend vaccination for adults aged 60–74 who are at increased risk of severe RSV because of chronic conditions or who live in nursing homes. To inform members about the importance of vaccination, here are some links:

- The [Respiratory Illness Toolkits](#) come in several different languages and target different member populations.
- The [RSV](#) webpage offers information for members.
- The [RSV Vaccines for Adults Ages 60 and Over](#) webpage includes specific vaccination information for older adults.

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## ADULT LONG-TERM CARE PROVIDER ENROLLMENT IS OPEN

### Enrollment is open

Enrollment is now open for providers who deliver home and community-based services under one of Wisconsin's adult long-term care (LTC) waiver programs! ForwardHealth requires you to enroll through the [ForwardHealth Portal](#) if you provide services under Family Care, Family Care Partnership, Program of All-Inclusive Care for the Elderly (PACE), or IRIS (Include, Respect, I Self-Direct).

Note: Supportive home care organizations cannot enroll yet. Your provider type is not available in the application. ForwardHealth will let you know when you can enroll, likely in mid-2025.

### Check out our resources

We've created a variety of resources to help you with the enrollment process. You won't want to miss these! On the [New Provider Enrollment System for Adult Long-Term Care](#) page of the Portal, you'll find:

- Trainings
- Policy information
- Q&A
- Call center and email support
- And more!

## LOOKING FOR FIELD REP INFORMATION FOR YOUR COUNTY?

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

While you're at it, please share the webpage with your colleagues. We want all adult LTC waiver services providers to be in the know about enrollment.

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## ADMINS: UPDATE YOUR PROVIDER PORTAL ACCOUNT TODAY

Do you need to update the information in your 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 info, please update your account:

- User name
- Contact first name
- Contact last name
- Telephone 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 cannot contain information from the user name, contact first name, or contact last name.
- Not match any of the last 24 passwords.

## POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

<a href="#">2024-32</a>	October 2024 Preferred Drug List Changes for Certain Drug Classes and Other Pharmacy Policy Changes
<a href="#">LTC 2024-12</a>	Adult Long-Term Care Provider Enrollment: Enrollment Is Open
<a href="#">2024-31</a>	COVID-19 Unwinding: ForwardHealth Ends COVID-19 Public Health Emergency Policy Changes
<a href="#">2024-30</a>	Fee-for-Service Hospital Access Payments Ended for State Fiscal Year 2024
<a href="#">2024-29</a>	New Real-Time Review and Approval of Prior Authorization Requests for Full Dentures
<a href="#">2024-28</a>	Revised Process for All Dental Prior Authorization Requests Submitted via the ForwardHealth Portal
<a href="#">2024-27</a>	2025 Health Information Exchange Pay-for-Performance Program Update

# 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).

