



THE WISCONSIN IMMUNIZATION REGISTRY IS YOUR GO-TO TOOL FOR VACCINES

Providers, have you heard of the [Wisconsin Immunization Registry](#) (WIR)?

This information database is a great resource for all things vaccine related, including scheduling, distribution doses, and a specialized analysis of vaccine trends.

WIR benefits for providers

The [registry](#) can be used to track patient vaccinations, regardless of which clinic provides them, and anticipate which immunizations a patient may need.

One of the most useful features of the registry is its ability to generate reports, such as:



A list of patients due for vaccines who can be sent **reminders**.



Assessments that show the status and upcoming doses of patients receiving a vaccine series.

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Reports that can filter vaccination rates by age, geography, and other demographics.

Plus, providers can share helpful vaccination information with patients who are from Wisconsin's Spanish- and Hmong-speaking communities through the registry's multilingual brochures!

WIR benefits for patients

As a provider, you can help spread the word—WIR isn't just for health care professionals because it also features tools patients can directly access!

Members can access their own vaccination records to ensure they are staying up to date on their vaccines.

You can [encourage parents](#) to access important health records for school enrollment through the registry's [Public Immunization Record Access](#) link.

Need help? Reach out to the Help Desk

We offer trainings to help you use these tools more efficiently whether you are a new user or want a refresher.

You can also reach out to the Help Desk if your clinic is interested in accessing WIR.

Please contact the WIR Help Desk at 608-266-9691 or dhswirhelp@dhs.wisconsin.gov to register for training sessions or for help getting set up to use WIR!

SAVE TIME WITH ELECTRONIC CLAIM SUBMISSION

ForwardHealth's electronic claim submission is easy, accessible 24/7, and saves you time!

Get paid faster

A typical claim mailed to ForwardHealth may take seven to 10 days to fully process. The turnaround time for an electronic claim submitted via the ForwardHealth Portal (the Portal) is much faster. A professional claim submitted through the Portal would process in real time for payment or denial.

WE WANT TO CONNECT WITH YOU!

Do you have burning questions? We're ready to answer them! You can contact ForwardHealth by scrolling to the very bottom of any [Portal](#) page and clicking Contact.

The [Contact](#) page lists ways to reach us, including:

- ForwardHealth phone hotlines.
- A link for written inquiries.
- Information on finding your assigned field representative.

You can submit written inquiries 24 hours a day, seven days a week by entering the relevant information and preferred method of response. We will respond within five business days.

For example, if a professional claim is submitted through the Portal on a Monday, it would pay or deny the same week if there aren't any issues that could cause it to suspend.

Ways to submit electronic claims

You can submit an electronic claim via:

- Direct Data Entry (DDE) on the Portal.
- Provider Electronic Solutions software.
- 837 Health Care Claim (837) transactions.
- National Council for Prescription Drug Programs Version D.0 transactions.

If you are submitting an electronic professional claim through DDE, make sure you enter all required information on the claim form. There isn't a Save option, so if the electronic claim is not submitted successfully, all information will be lost. If that happens, you will need to fill out the electronic claim form again.

When logged in to your secure ForwardHealth Provider Portal account, you can:

- Search for your claim (paper or electronic).
- File adjustment requests to correct issues with your claim.
- Check your claim's status. (This includes its pay status.)

Get help with claims

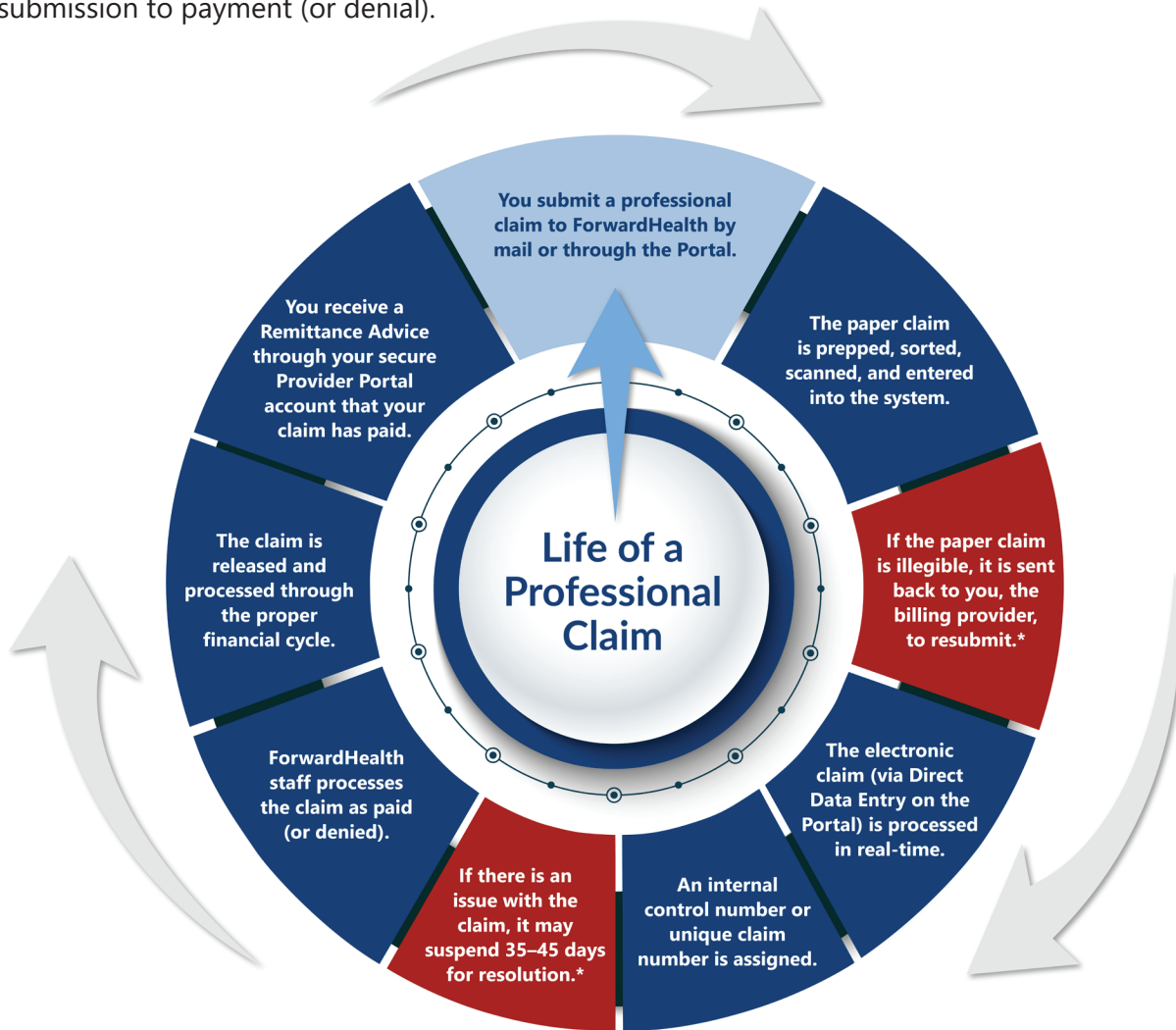
You can find several videos about electronic claims submission under the Billing, Claims, & Payments drop-down menu on the [Trainings](#) page of the Portal:

- [Module 1: Introduction to Options for Electronic Claims Submission](#)
- [Module 2: Portal Claims](#)
- [Module 3: Provider Electronic Solutions Basics/Lists](#)
- [Module 4: Provider Electronic Solutions Claims Overview](#)

You can find more resources on the [User Guides](#) page of the Portal, such as the [ForwardHealth Provider Portal Professional Claims User Guide \(PDF\)](#).

Understand the life of a claim

Also, check out this high-level workflow that shows the journey a professional claim (paper or electronic) may take—from submission to payment (or denial).



*This step is a different color in the infographic to signal a pause or stop in the workflow.

ENROLL TODAY: ADULT LONG-TERM CARE SUPPORTIVE HOME CARE AGENCIES

If you are a supportive home care agency that provides adult long-term care (LTC) waiver services, you can now enroll with Wisconsin Medicaid!

When you enroll with Wisconsin Medicaid, you can continue to serve members and get paid by managed care organizations (MCOs) or IRIS (Include, Respect, I Self-Direct) fiscal employer

agents. Enrolling now also gets you listed in the public-facing ForwardHealth Provider Directory. You can easily choose the services you want to deliver and the programs relevant to you.

The deadline to enroll is **January 1, 2026**. Don't wait! The enrollment approval process can take up to 60 days, so we recommend you enroll early to avoid any payment disruptions.

Enrollment resources

- Enroll using the [Portal](#).
- Refer to the [enrollment checklist \(PDF\)](#) for step-by-step instructions through the process.
- Watch a recorded training under the Adult Long-Term Care Programs drop-down menu on the [Trainings](#) page of the Portal.
- Find more information about enrollment and additional resources on the [Provider Enrollment for Adult Long-Term Care](#) page of the Portal.

POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

2025-25	September 2025 Changes for Certain Preferred Drug List Classes and Other Pharmacy Policy
2025-24	Fee-For-Service Hospital Access Payments Ended for State Fiscal Year 2025
LTC 2025-02	Adult Long-Term Care Provider Enrollment: Supportive Home Care Agencies Can Enroll or Revalidate
2025-23	Medically Tailored Meals Eligibility
2025-22	Claims Submission Information for Expanded School-Based Services

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NECESSARY

Simply use this two-question survey to tell us what you think about ForwardHealth Connect: <https://www.surveymonkey.com/r/G6QV395>.

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.

