

Instruction Sheet

ForwardHealth Multi-Factor Authentication

March 20, 2024

1 Multi-Factor Authentication

With multi-factor authentication (MFA), users are asked to provide two authentication methods to verify their identity when logging in to the ForwardHealth Portal. MFA will protect Portal accounts against unauthorized access in case user login credentials are compromised.

MFA will be required to log in when a user changes any of the following account information:

- Account password
- Email address

When using MFA, a user will be sent a one-time code through their choice of email, text message (SMS), or phone call.

1. Access the Portal at <https://www.forwardhealth.wi.gov/>.

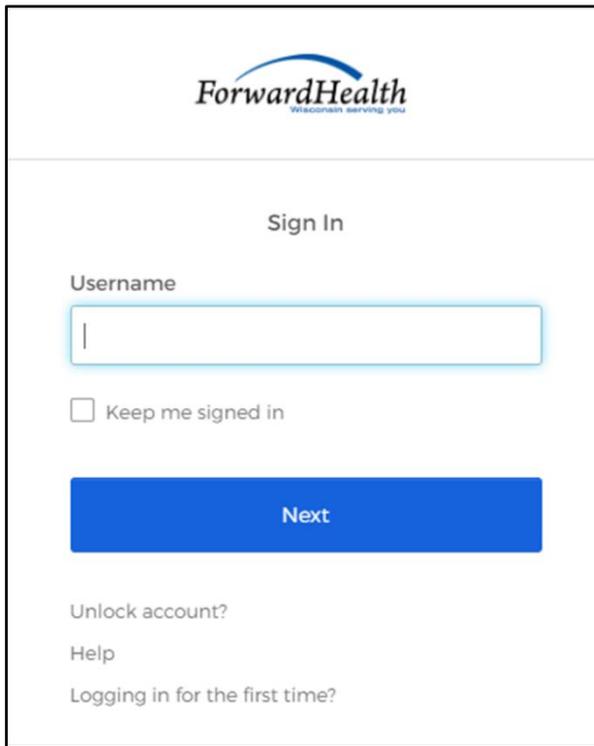
The screenshot shows the ForwardHealth Portal homepage. At the top, there is a blue navigation bar with links for 'wiconsn.gov home', 'state agencies', and 'department of health services'. The main header features the 'ForwardHealth' logo with the tagline 'Wisconsin serving you'. To the right of the logo is a 'Report Fraud' button and a search bar. Below the header, a 'Welcome' message displays the date and time: 'November 8, 2023 2:14 PM'. A red arrow points to the 'Login' link. The page is divided into several sections:

- Providers:** A list of links including 'Provider-specific Resources', 'Become a Provider', 'Fee Schedules', 'Wisconsin Administrative Code', 'ForwardHealth Enrollment Data', 'ForwardHealth System Generated Claim Adjustments', 'Health Care Enrollment', 'Provider Revalidation', 'Enrollment Tracking Search', 'Bed Assessment e-Payment', 'Medication Therapy Management', and 'Case Management Software'.
- Members:** A search bar labeled 'Find a Provider'.
- Partners:** A list of links including 'Find a Provider', 'Related Programs and Services', 'Express Enrollment for Children', 'Express Enrollment Change', 'Request', 'Waiver Agencies', 'Adult Incident Reporting System', and '(AIRS) for MCO Reporting'.
- Acute and Primary Managed Care:** A list of links including 'Related Programs and Services', 'ForwardHealth Enrollment Data', and 'Health Care Enrollment'.
- Manufacturer Drug Rebate:** A list of links including 'CMS Medicaid Drug Rebate Program', 'Pharmacy Information', and 'Related Programs and Services'.
- Trading Partners:** A list of links including 'Trading Partner Profile', 'PES', 'Companion Guides', 'Medication Therapy Management', 'Case Management Software', and 'Approval Process'.
- Children's Specialty Programs:** A list of links including 'Birth to 3 Program', 'Children's Long-Term Support Program', and 'Katie Beckett Medicaid'.

At the bottom of the page, there are icons and links for 'Providers', 'Acute and Primary Managed Care', 'Adult Long-Term Care Programs', 'Children's Specialty Programs', 'Trading Partners', 'Manufacturer Drug Rebate', 'Partners', and 'Members'.

Figure 1 ForwardHealth Portal Page

2. Click **Login**. A Sign In box will be displayed.



The screenshot shows the ForwardHealth Sign In interface. At the top is the ForwardHealth logo with the tagline "WISCONSIN serving you". Below the logo is the heading "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue button labeled "Next" is positioned below the checkbox. At the bottom of the form are three links: "Unlock account?", "Help", and "Logging in for the first time?".

Figure 2 Sign In Box

3. Enter the user's username.

4. Click **Next**. A Verify with your password box will be displayed.

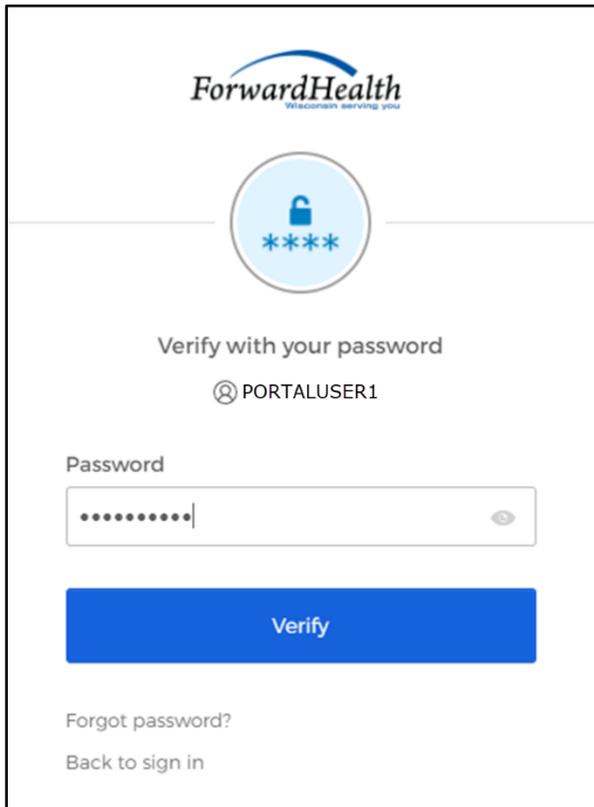


Figure 3 Verify With Your Password Box

5. Enter the user's password.

6. Click **Verify**. A Get a verification email box will be displayed. Note: If the user's password expires when setting up MFA, a change password box will be displayed, and the user will be prompted to enter and re-enter their new password.

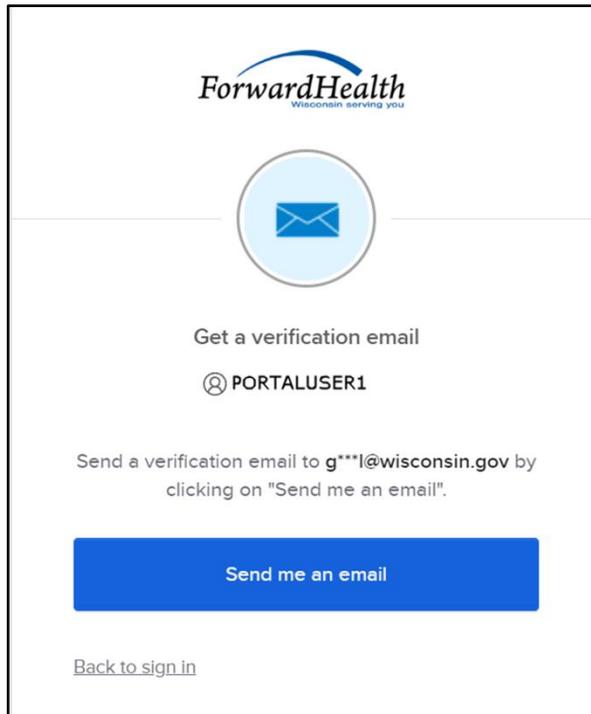


Figure 4 Get a Verification Email Box

7. Click **Send me an email**.

A box will be displayed indicating the email has been sent with a link to enter the code from the email.

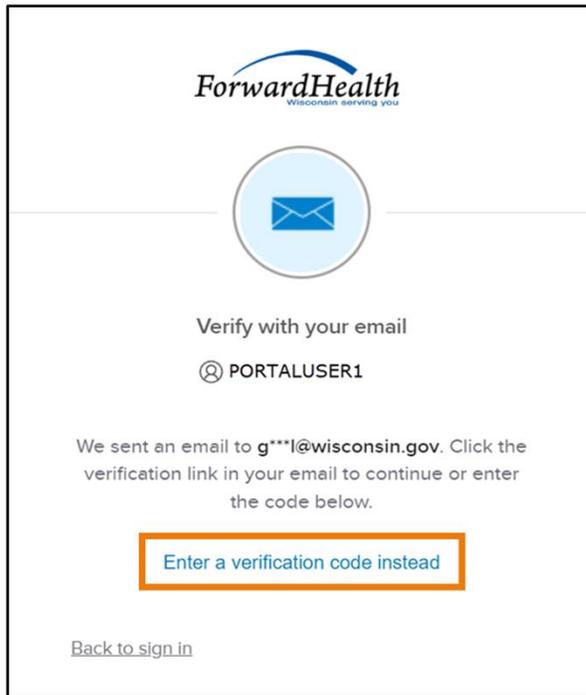


Figure 5 Verify With Your Email Box

- 8. The email with the verification code sent to the user's email address also includes a Sign In link.

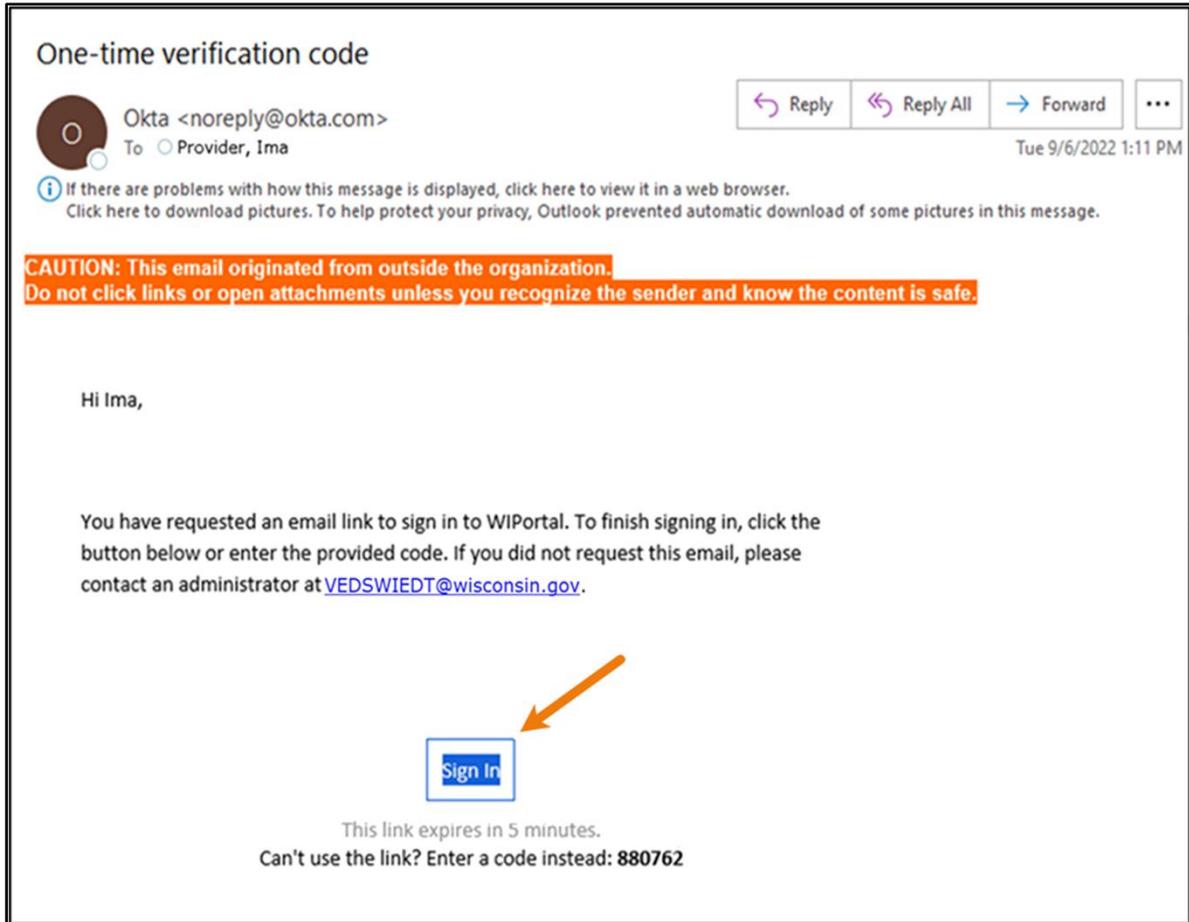
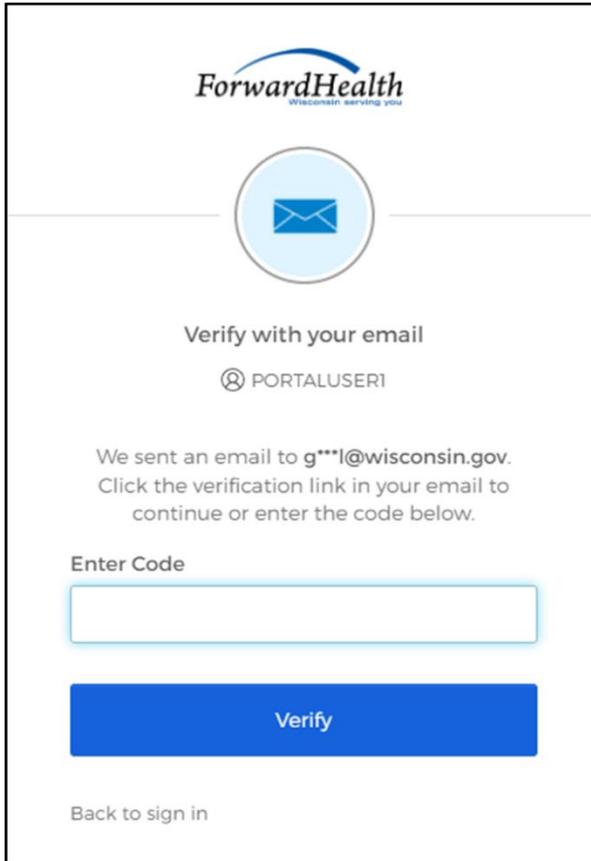


Figure 6 One-Time Verification Code Email

9. The user can choose to either:

- Click the **Sign In** link from the email.
- Copy the verification code in the email, return to the browser window and click **Enter a verification code instead**. Enter the code from the email and click **Verify**.



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Verify with your email

 PORTALUSER1

We sent an email to g***l@wisconsin.gov.
Click the verification link in your email to
continue or enter the code below.

Enter Code

Verify

[Back to sign in](#)

Figure 7 Verify With Your Email Box

A Set up security methods box will be displayed.

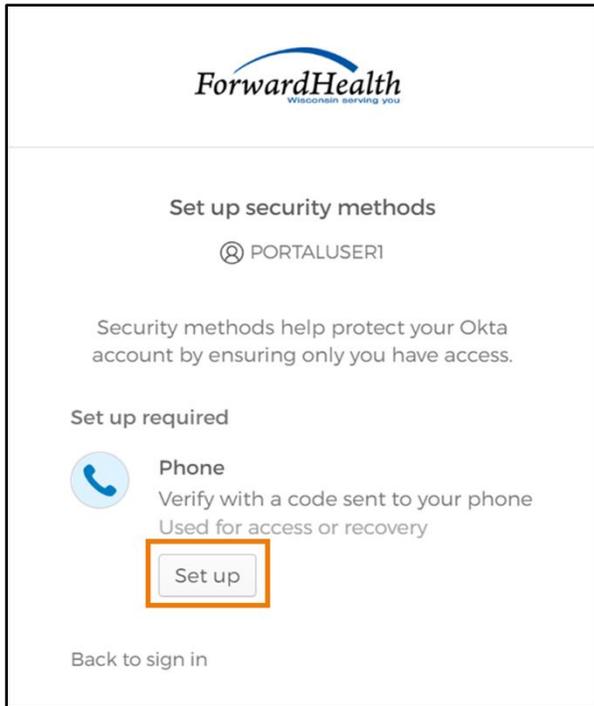
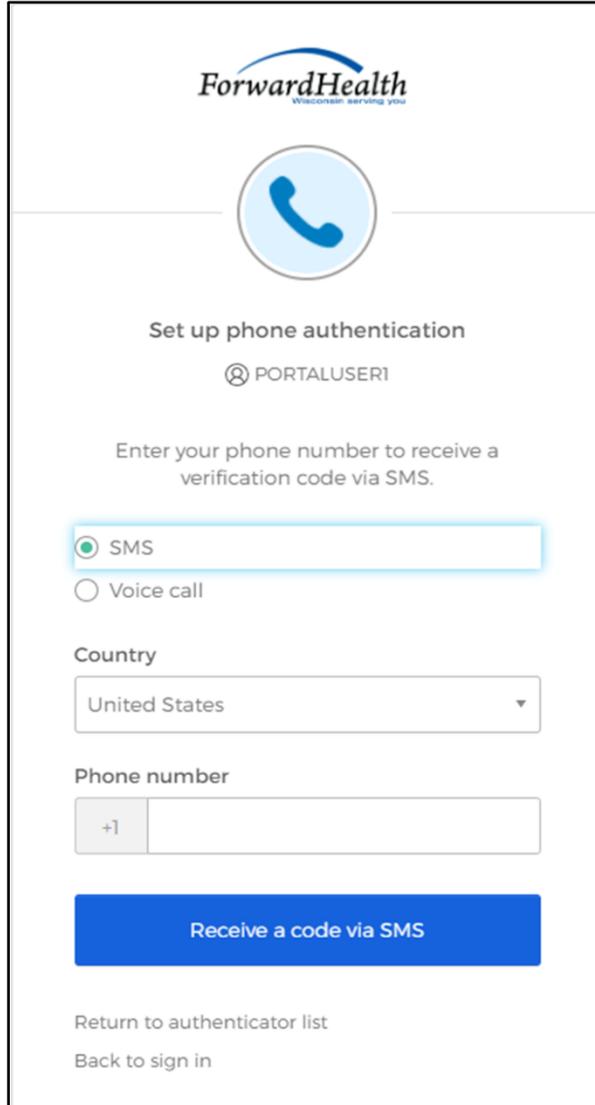


Figure 8 Set Up Security Methods Box

10. Click **Set up**.

A Set up phone authentication box will be displayed.

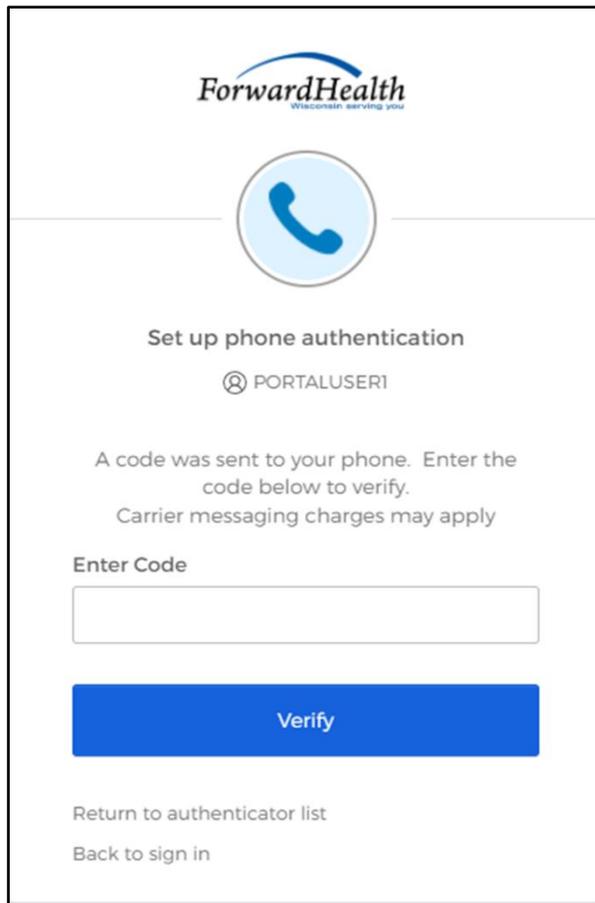


The screenshot shows a web form for setting up phone authentication. At the top is the ForwardHealth logo with the tagline 'Innovating serving you'. Below the logo is a circular icon of a telephone handset. The main heading is 'Set up phone authentication' followed by the user ID 'PORTALUSER1'. A message reads: 'Enter your phone number to receive a verification code via SMS.' There are two radio button options: 'SMS' (which is selected) and 'Voice call'. Below these is a 'Country' dropdown menu currently set to 'United States'. Underneath is a 'Phone number' field with a '+1' country code selector and an empty input box. A prominent blue button labeled 'Receive a code via SMS' is positioned below the phone number field. At the bottom of the form, there are two links: 'Return to authenticator list' and 'Back to sign in'.

Figure 9 Set Up Phone Authentication Box

11. Select **SMS** or **Voice call** for the phone authentication method.
12. Enter the phone number.
13. Click **Receive a code via SMS** or **Receive a code via Voice call** depending on which option is selected.

A Set up phone authentication box will be displayed.



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Set up phone authentication

 PORTALUSER1

A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)

Figure 10 Set Up Phone Authentication Box

14. Enter the code that was sent via text or voice call in the **Enter Code** box.
15. Click **Verify**. MFA will be set up and the user will be signed in to the Portal.