ForwardHealth interChange
Internet Partner Portal Training Guide
For Child Support Workers

Version 1.0
Date Last Updated: October 22, 2008

EDS-HP
US Government Solutions
6406 BRIDGE RD
Madison, WI 53784

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

Revision History

Document Version Number	Revision Date	Revision Page Number(s)	Reason for Revisions	Revisions Completed By
Version 1.0	10/22/2008		New document	Rich Trotto
Version 2.0				
Version 2.1				
Version 2.2				
Version 2.3				
Version 2.4				

EDS and the EDS logo are registered marks of Electronic Data Systems Corporation
EDS is an equal opportunity employer, m/f/v/d.

Copyright © 2008 Electronic Data Systems Corporation. All rights reserved

This document contains confidential and proprietary information of EDS and may not be disclosed to others than those to whom it was originally distributed. It must not be duplicated, published, or used for any other purpose than originally intended without the prior written permission of EDS.

Information described in this document is believed to be accurate and reliable, and much care has been taken in its preparation. However, no responsibility, financial or otherwise, is accepted for any consequences arising out of the use or misuse of this material

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

Table of Contents

1 Introduction 1
1.1 Introduction 1
1.2 Purpose 1
1.3 Key Terms and Concepts 1
1.3.1 ForwardHealth Wisconsin 1
1.3.2 ForwardHealth InterChange (iC) 1
1.3.3 Key Terms 1
2 Getting Started 3
2.1.1 Passwords & Security 3
ForwardHealth Partner Portal 3
ForwardHealth interChange Password Problems 3
3 ForwardHealth Partners Home Panel 4
3.1 Access the Partner Portal 5
3.2 Request Secure Partner Site 6
3.3 Log into the Partner Portal 8
3.3.1 Child Birth Recovery Costs 9
4 Enrollment Verification 11
5 iC Functionality 13
5.1 Member 13
5.1.1 Member Search 13
Search for a Member Record Using a Member's Name 14
5.1.2 Member Information Panel 16
6 General Portal Information 19
6.1 Logging On and Off the Portal 19
6.2 Portal Navigation 19
6.2.1 Buttons 21
6.2.2 Error Messages 21
6.3 Partner Portal Online Help 21
6.3.1 Panel Help 21
6.3.2 Field Help 22
7 Contact Information 23
Appendix A - ForwardHealth Benefit Plans 25

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

1 Introduction

1.1 Introduction

This document is a training guide for the navigation and use of the public and secure areas of the **ForwardHealth Partner Portal**.

The ForwardHealth public Partner portal replaces EDSNET and supplies users with online functionality that offers greater flexibility along with the ability to access real-time information.

1.2 Purpose

The purpose of this document is to provide users with an overview of the components that make up the ForwardHealth interChange Partner portal and to provide instruction on how to navigate and perform basic functions in the system.

1.3 Key Terms and Concepts

1.3.1 ForwardHealth Wisconsin

- ForwardHealth brings together many state health care programs with the goal of creating efficiencies for providers and other stakeholders and improving health care outcomes for enrolled members.
  - BadgerCare Plus.
  - Wisconsin Medicaid, including Family Planning Waiver.
  - Wisconsin Well Woman (WWW) Program and WWW Medicaid.
  - SeniorCare.
  - Wisconsin Chronic Disease Program (WCDP).
  - BadgerCare Plus and Medicaid managed care programs.

1.3.2 ForwardHealth InterChange (iC)

- ForwardHealth interChange is a new system which replaces the Medicaid Management Information System (MMIS) which has been in place since 1977.
- Connectivity to the legacy MMIS is being discontinued with the implementation of ForwardHealth interChange.
- Partners will access the new system using the ForwardHealth Portal. The portal will provide access to key information that was previously found on EDSNET.

1.3.3 Key Terms

- **Member -** Replaces the term "Recipient". A Member represents an individual enrolled in any of the ForwardHealth health care programs in iC.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

- **Member ID -** All members are assigned an ID. This number will replace the old MA ID number. The number is assigned from the Master Client Index (MCI) and will no longer include the SSN.
- **Benefit Plan** -Type of plan that designates the benefits covered and is based on the member's medical status code. Members may be enrolled in multiple benefit plans concurrently.
  - Example: SeniorCare and QMB.
  - Example: QMB and EBD Medicaid.
- **Enrollment -** Replaces the term "eligibility". Enrollment is used anytime a reference is made to a member who is eligible. A member may also be enrolled in a Managed Care program.
- **Fiscal Agent –** EDS-HP is the fiscal agent for the Wisconsin Medicaid and ForwardHealth Programs.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

2 Getting Started

2.1.1 Passwords & Security

ForwardHealth Partner Portal

General Password guidelines

- All portal users can change their password at any time. After logging in, you can click on the **Account** link on the secure Partner home page and then click the **Change Password** link on the Account home page.
- Portal account passwords expire every 60 days and users are prompted to change them.
- The password you create **MUST** have at least **eight** characters.
- Passwords must contain at least one **uppercase** letter, one **lowercase** letter, and one **number**.
- Passwords must not contain your real name or user name.
- When resetting your password, you cannot use any of your previous eight passwords.
- If you forgot your password, you can reset it yourself by answering security questions you will be asked to provide when you change the initial password you receive.

ForwardHealth interChange Password Problems

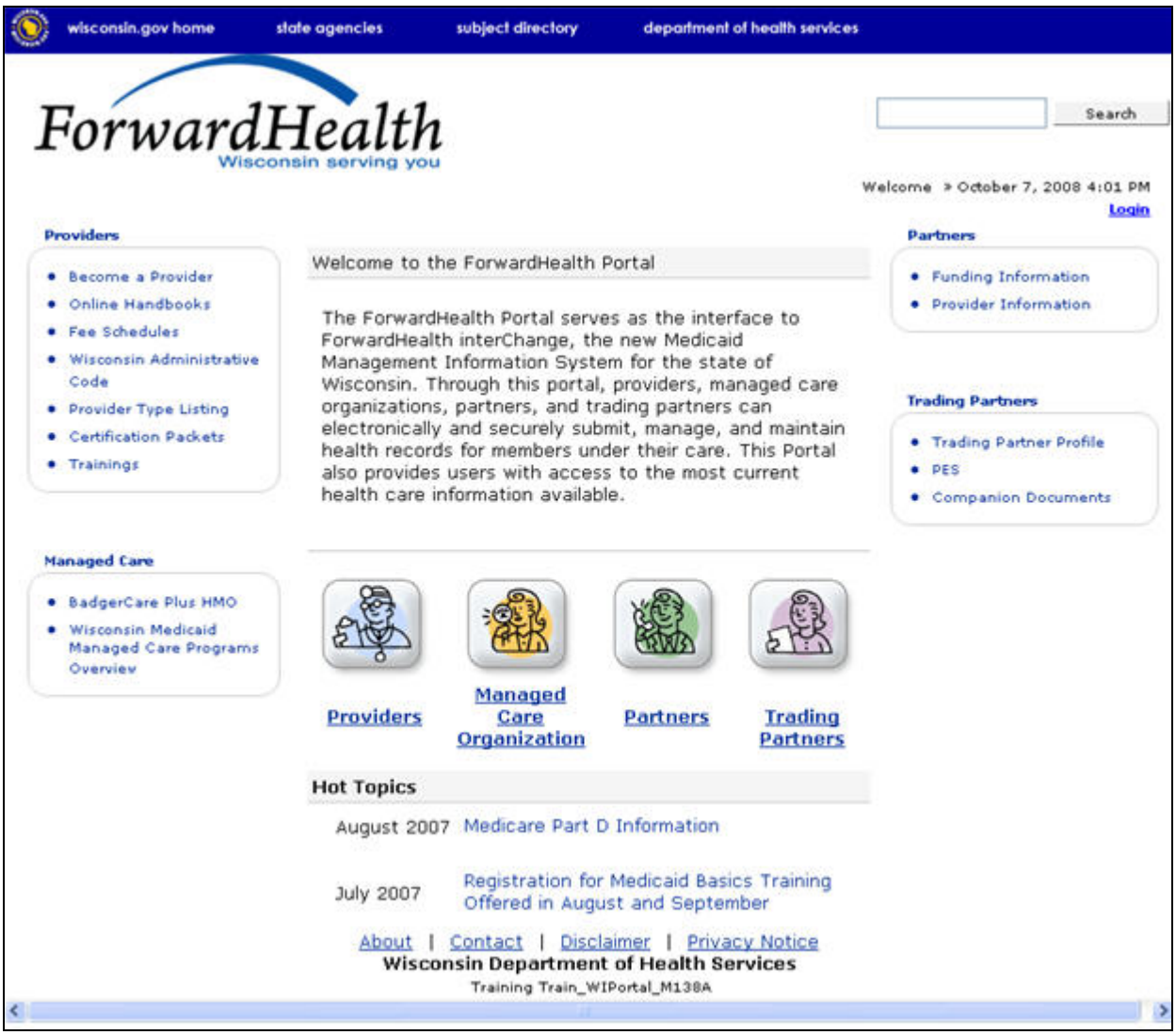
- For assistance with interChange password problems or any other questions on the Partner Portal, please contact the Portal Helpdesk at (866) 908-1363.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

3 ForwardHealth Partners Home Panel

Step	Action	Response
1.	Click the portal icon on your desktop, or enter **https://www.forwardhealth.wi.gov/** in the address bar in Internet Explorer, and click **Go**.	The public portal Home page displays.

ForwardHealth Main Portal Home Page Screen Graphic



ForwardHealth Main Portal Home Page Screen Description

- As you can see, the **ForwardHealth Portal** is divided into four main areas as indicated by the four icons in the middle of the page. Users can click on an icon, or the link below the icon, to go to that area of the portal.

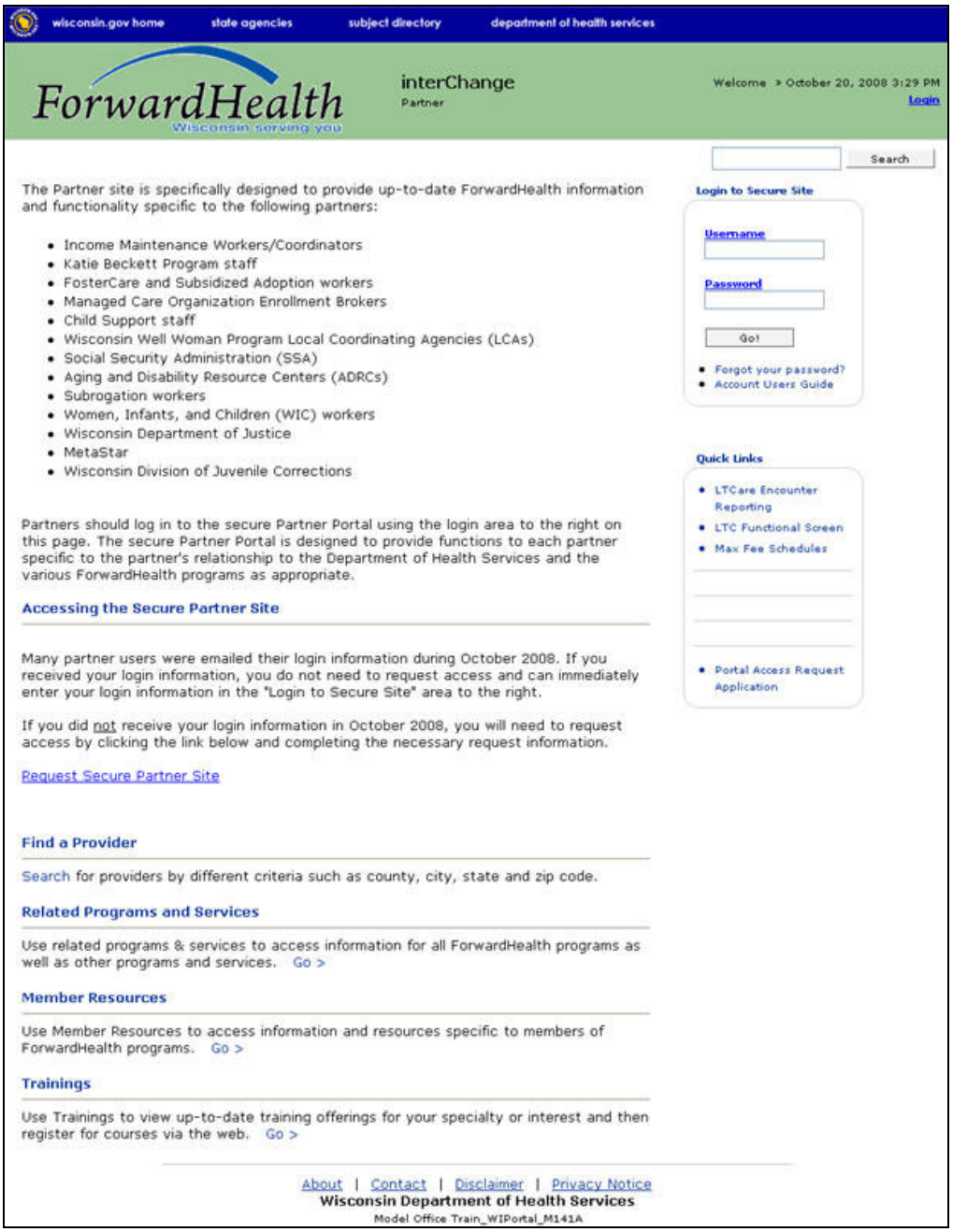
EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

- Today we are focusing on the secure Partner portal for Child Support Workers.

3.1 Access the Partner Portal

Step	Action	Response
1.	Click the **Partners** icon.	The **Partners** public portal home page displays.

Partners Home Page Graphic



EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

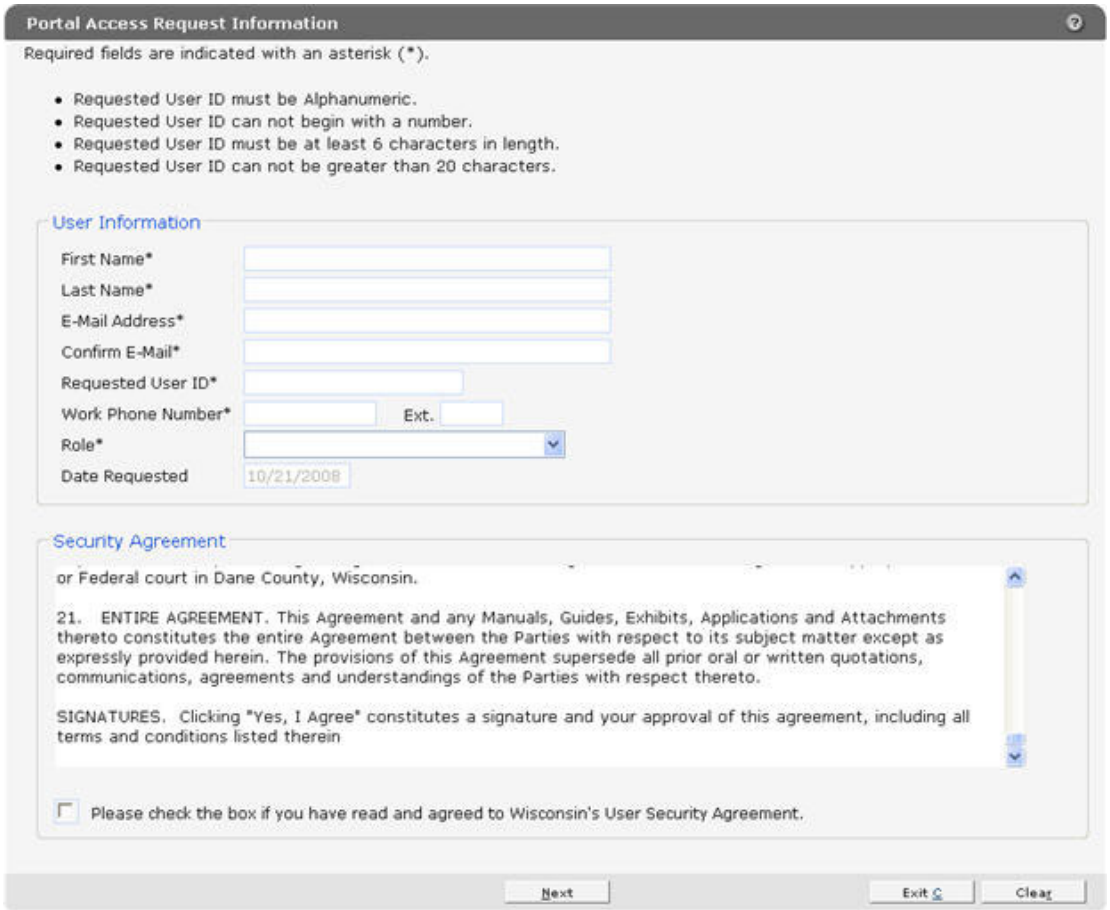
Partners Home Page Description

- As you can see, this screen provides links to some basic information that can be accessed by users who are not logged in, such as finding a provider and contact information for Members interested in applying for BadgerCare Plus benefits.
- On the left of the screen are text entry fields where users can enter their login information for access to the Partner secure site.
- If you received your login information, you do not need to request access and can immediately enter your login information in the **"Login to Secure Site"** area to the right.
- If you did **not** receive your login information, you will need to request access by clicking the **Request Secure Partner Site** link and completing the necessary request information.

3.2 Request Secure Partner Site

Step	Action	Response
1.	From **Partners** public portal home page, click **Request Secure Partner Site**.	The **Portal Access Request Information** panel displays.

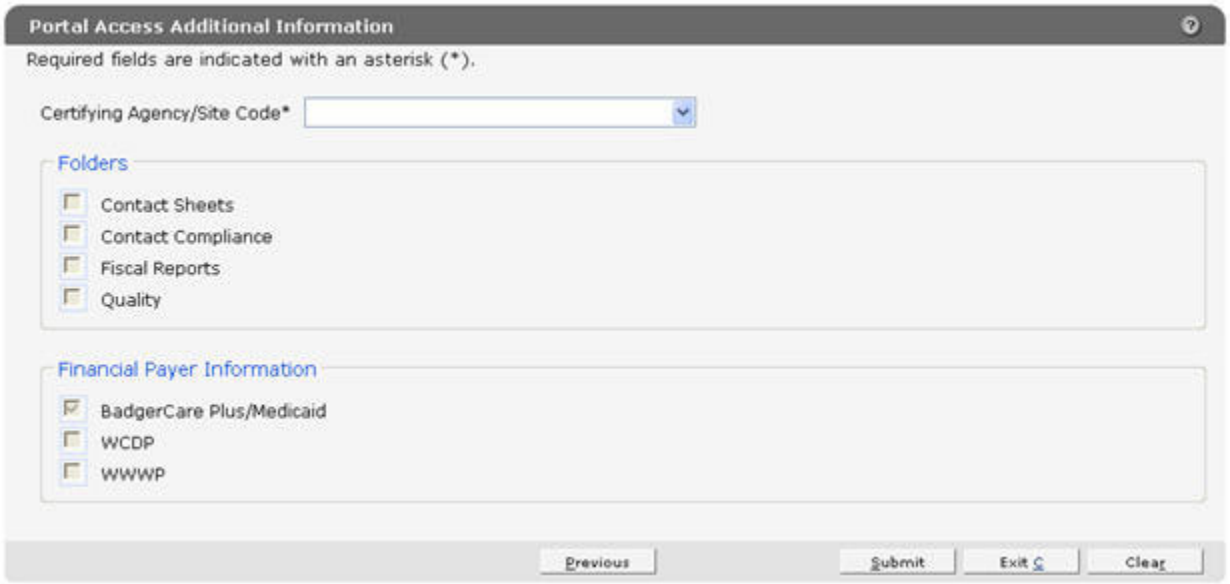
Portal Access Request Information Graphic



EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

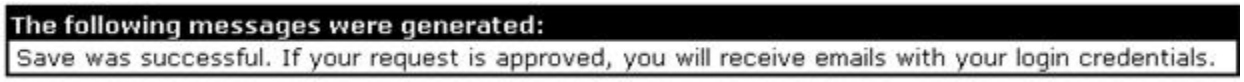
Step	Action	Response
2.	Enter the requested information in all fields. All fields must be filled out.	
3.	Read the Security Agreement and check the box at the bottom of the screen to confirm that you read the agreement and agree to the conditions.	
4.	Click **Next**.	The Portal Access Additional Information screen displays.

Portal Access Additional Information



Step	Action	Response
3.	Use the drop-down menu at the top of the screen to select your Site Code.	
4.	Click **Submit**.	If there are no problems with the request, a confirmation message will display above the panel. If there is a problem with the request, an error message will display.

Confirmation Message



- **Note that if your request is approved, you will receive emails with your login credentials.**

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

3.3 Log into the Partner Portal

Step	Action	Response
1.	Enter your user name in the **Username** field.	
2.	Enter your password in the **Password** field.	
3.	Click **Go**.	The Partners secure page displays

ForwardHealth Partner Home Page Graphic

ForwardHealth Partner Home Page Screen Description

- Through the Partner portal, users can access the following functions:
  - Enrollment verification.
  - Account management.
  - Member maintenance
- Also available in quick links that appear on the right of the screen is:
  - **Child Birth Recovery Costs** –
- One of the features of the portal to help you track where you are is the navigation map, which is at the upper left of the screen, beginning with the Partners graphic:

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

- The link shows you which area of the secure portal site you are in, along with what tab or link you've clicked. You can also click on either the graphic or any of the links displayed after the graphic (e.g. **Partners**).
- Notice there are tabs along the top of this page, with Partners automatically selected:
  - **Home** - Is the public portal Home page
  - **Search** - Lets you search for information using a keyword.
  - **Partners** – Takes you to the Partners secure home page.
  - **Enrollment** — Lets you search for a member's summary enrollment data.
  - **Account**— Lets you update the information associated with your Username and Password. You can set up, update and maintain account login credentials, change/reset passwords, assign roles for authorized employees, and read and manage messages pertaining to your account, such as your email.

***Note**: The Account tab let's you manage your account. Although we don't discuss this information in detail, there is a detailed user guide (the Account User Guide link) in PDF format for you to use if you need to change any of your account information.*

  - **Contact Information** — allows you to contact ForwardHealth with questions about the ForwardHealth programs and the Partner Portal.
  - **Site Map**—Shortcut links to the main topics on the Partners portal.
  - **iC Functionality**—Lets you access more detailed member information from interChange.

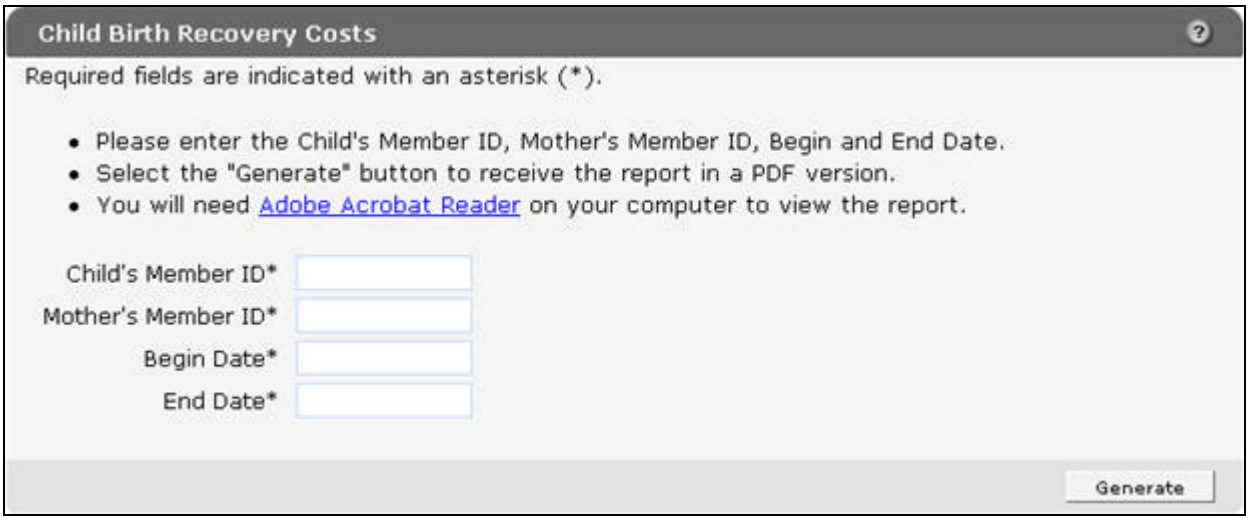
***Note**: You may notice that each time you click a tab, or move from screen to screen, you see the "this site contains secure and non-secure…" message. Click **Yes** to continue, if you see this screen. The message appears if your security level for your Internet is set to prompt you whenever you are about to display non-secure information, which you can change through Internet options, security.*

3.3.1 Child Birth Recovery Costs

Step	Action	Response
1.	In the Quick Links panel on the secure partner home page, click **Child Birth Recovery Costs**.	The **Child Birth Recovery Costs** page displays.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

Child Birth Recovery Costs Graphic



Step	Action	Response
2.	Enter a valid **Child's Member ID**.	
3.	Enter the **Member ID** of the mother of the child.	
4.	Enter a **Begin Date**.	
5.	Enter an **End Date**.	
6.	Click **Generate**.	A PDF document will open in a separate window with the selected information.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

4 Enrollment Verification

Users can check a member's eligibility using the Enrollment Verification panel in the Enrollment section of the Secure Partner web.

Step	Action	Response
1.	From the Partner main menu at the top of the page, click **Enrollment**.	The Enrollment Verification panel displays.

Enrollment Verification Panel Graphic

Step	Action	Response
1.	Select the program for which you want to certify eligibility from the **Program** drop-down menu.	
2.	Enter either the **Member ID**, or the member's **Social Security Number** and **Date of Birth**.	
3.	Enter the **From Date of Service** and **To Date of Service**, which are required fields.	
4.	Click **Search**.	The panel refreshes with the Member's eligibility information.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

Enrollment Verification Graphic

Enrollment Verification

Required fields are indicated with an asterisk (*).
Either the Member ID or the Social Security Number and Date of Birth are required.

Program: BadgerCare Plus
Member ID: 0780000058
Social Security Number:
Date of Birth:
From Date of Service*: 01/01/2008
To Date of Service*: 09/05/2008

Search *

For your reference, the transaction verification number for this search is 0827600002.

Search Results

Member ID: 0780000058
Name: DALIS R VACANTE
Date of Birth: 05/11/2000
County: Chippewa

Benefit Plan

Payer	Benefit Plan	Effective Date	End Date
MEDICAID	Medicaid	01/01/2008	08/31/2008

- The results show the Financial Payer, Benefit plan, and Medicare coverage if any, and the effective and end dates of the plans.
- If there is no coverage for the member, a message will display.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

5 iC Functionality

This section shows users how to access interChange information via the secure Partner Portal.

Step	Action	Response
1.	Click the **iC Functionality** tab.	A list of information panels users can access from interChange displays.

iC Functionality Graphic

- Let's start with Member iC Functionality.

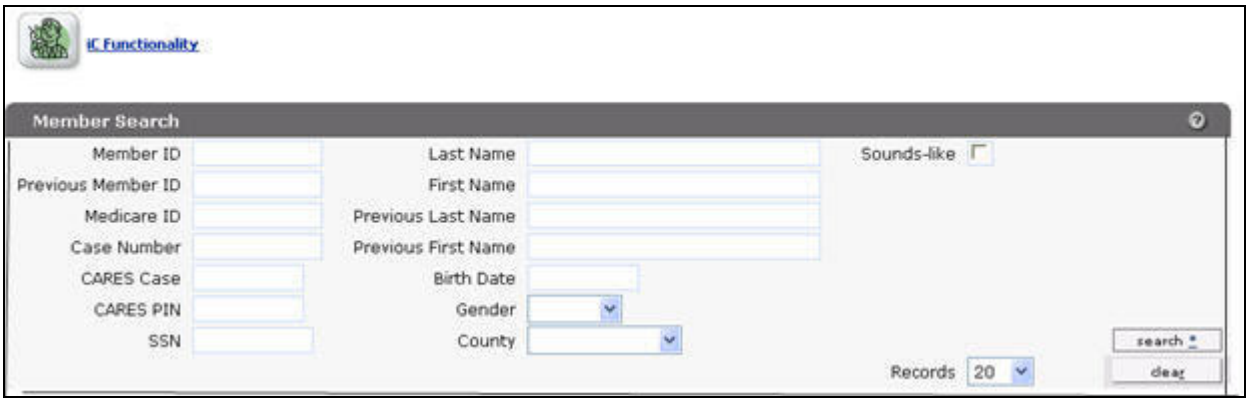
5.1 Member

5.1.1 Member Search

Step	Action	Response
1.	From the list of iC Functionality links, click **Member Search**.	The **Member Search** panel displays.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

Member Search Panel Graphic



Member Search Panel Description

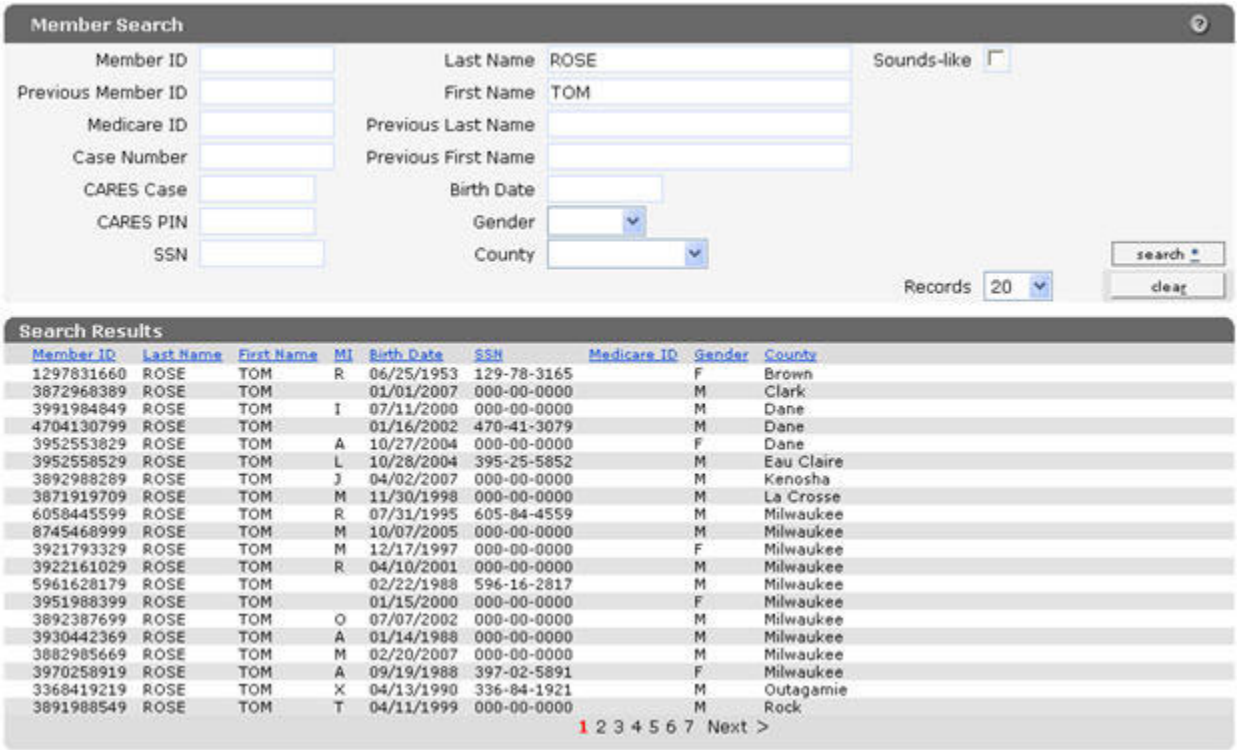
- This panel allows you to search for a member using any of the fields displayed.
- Once you have entered information in the fields, click **Search** to initiate the search. Clicking the **Clear** button clears the information from all the fields.
- If searching by Member ID and the record is not found. Enter the ID in the Previous Member ID field in case the member's ID has changed.
- The **Sounds-like** checkbox on this panel can be used when you are searching by a member's name and are not sure of the correct spelling. Clicking the **Sounds-like** check box performs a phonetic search on the information contained in the last name field.
- To narrow down the results of your search, enter as much information about the member as possible.
- The **Records** drop-down is used to set the maximum number of records per page that are returned.

Search for a Member Record Using a Member's Name

Step	Action	Response
1.	Enter the member's last name in the **Last Name** field.	
2.	Enter the member's first name in the **First Name** field.	
3.	Click **Search**.	The **Search Results** panel displays.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

Member Search Results Panel Graphic



- If there was more than one member that meets the entered criteria, the list of members matching the entered criteria displays on the **Search Results** panel.
- Columns display for each record found in the search. You can click on a column heading to sort your results. Clicking a column once will sort the results in ascending order by that column. Clicking the column a second time sorts them in descending order.
- Selecting a row will populate the member information panel.

Step	Action	Response
3.	Click on the row you wish to view.	The **Member Information** panel displays.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

Member Information Panel Graphic

Next search by: Member ID | Case Number | search | clear

Member Information

Member ID	0780195603	Name	FALTO, JONOLA L	Active	Active
MCI Ind	No	Prev Name		Linked ID	
CARES Pin	0000000000	CARES Case	0000000000	Case History	0780209151 10/18/07
Medicare ID		Address	C101 DRIVE	Benefit Plan	FSTMA 01/23/84-07/31/84
SSN	800-19-5603	Address 2	APT. A3	Medicare Cov	
Gender	Male	Address 3		Managed Care	
Birth Date	12/17/1966	City	BRAT	MC Special Cond	
Death Date		State	WI	TPL	No
Age	41	Zip	00104	Lockin	
Race	7 - Not Provided	Alt Address	No	NH Level of Care	
Ethnicity	00 Not Applicable	Phone		Patient Liability	
Language	UND - UNDETERMINED	Phone Type	No Phone	Deductible	
County	43 - Oneida	Add Phone		Last HlthChk Scrn	
Tribal Ind	No	Add Type	No Phone	Last HlthChk Dntl	

Member Maintenance Select area to add or modify below. Prefs Bot

- Member
- Managed Care
- Medicare
- Previous Data
- HealthCheck
- SSI

save cancel

Member Information Panel Graphic

- The **Member Information** page is comprised of three separate panels including:
  - The mini-search panel that allows you to search for a new member record using a Member ID or Case Number.
  - The **Member Information** panel, located in the middle of the page, displays basic information about the member.
  - The **Member Maintenance** navigation panel, located at the bottom of the page is the access point for panels that contain more detailed member data. Let's take a look at the information on the **Member Information** panel.

5.1.2 Member Information Panel

Step	Action	Response
1.	Enter a valid Member ID in the **Member ID** field in the Search panel.	
2.	Click **Search**.	The information page for that Member ID displays.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

***Note**: You no longer have the ability to change the ID number of a member (the old Cert 5s) through the portal or any other means. Member ID number change requests must be called into EDS-HP, See **Contact Information** at the end of the training guide.*

Member Information Panel Graphic

Member Information

Member ID	0780195603	Name	FALTO, JONOLA L	Active	Active
MCI Ind	No	Prev Name		Linked ID	
CARES Pin	0000000000	CARES Case	0000000000	Case History	0780209151 10/18/07
Medicare ID		Address	C101 DRIVE	Benefit Plan	FSTMA 01/23/84-07/31/84
SSN	800-19-5603	Address 2	APT. A3	Medicare Cov	
Gender	Male	Address 3		Managed Care	
Birth Date	12/17/1966	City	BRAT	MC Special Cond	
Death Date		State	WI	TPL	No
Age	41	Zip	00104	Lockin	
Race	7 - Not Provided	Alt Address	No	NH Level of Care	
Ethnicity	00 Not Applicable	Phone		Patient Liability	
Language	UND - UNDETERMINED	Phone Type	No Phone	Deductible	
County	43 - Oneida	Add Phone		Last HlthChk Scrn	
Tribal Ind	No	Add Type	No Phone	Last HlthChk Dntl	

Member Information Panel Description

- The left section of the **Member Information** panel displays a high-level snapshot of a member's information at the time the page is accessed, including CARES PIN, SSN, gender, date of birth, age, etc.
  - The **MCI Indicator** field is a **Yes** or **No** field that indicates if the member ID is an MCI ID. If 'No', the member ID is a pseudo ID.
- The middle section of the Member Information panel displays address information and other demographic data about the member, including any previous name, if applicable. The address displayed is the member's mailing address.
- The right side of the Member Information panel contains more fields that require some additional explanation.
  - The **Active** field on the Member Information page pertains to the member ID, not enrollment. It indicates the member had two separate IDs and the two IDs are linked keeping one "Active" (Active Field=Yes) and the other "Inactive" (Active Field=No). The **Linked ID** field displays information if the member has another ID that is linked to their present ID.
  - The **Case History** field uses a drop-down menu to identify the case head member ID numbers and dates for cases the member is/was associated with.
  - The **Benefit Plan** field also has a drop-down menu that displays the benefit plans in which a member is/was enrolled. The field includes a benefit plan code and the effective dates of each plan.
  - The **Medicare Coverage** field contains the member's current Medicare coverage if **active**. It is blank if the member does not have active coverage. The field can show one or more of the following:

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

- **A** for **Medicare Part A**, which is hospital insurance that pays for inpatient hospital stays, care in a skilled nursing facility, hospice care and some home health care.
- **B** for **Medicare Part B**, which is medical insurance that helps pay for physician services, outpatient hospital care, durable medical equipment, and some medical services that are not covered by Part A
- **D** for **Medicare Part D**, which is prescription drug coverage.

Note: *IC now captures information about Medicare Part A and B. Part D Medicare prescription drug is also captured separately here.*

More information on Medicare Enrollment Database (EDB) maintained by the Center for Medicare and Medicaid (CMS) which contains the Part A and B entitlement start date and entitlement status can be found in the next section. This information is made available for those who are interested but this training session will not go into more detail.

- The **Managed Care Plan** field shows the plan and effective dates if the member is enrolled in a Managed Care Plan.
- If applicable, the **MC Special Condition** field displays the member's Managed Care Level of Care if enrolled in long term care managed care program, and/or enrollment exemption codes and the corresponding effective/end dates.
- Similarly, the **TPL** (Third Party Liability) field will be populated with "yes" if the member has active third party insurance coverage,
- The **Lockin** field will be populated if a punitive restriction has been placed against the member, or if the member is enrolled in a hospice program. If a Lockin is in effect, an indicator with effective dates will populate the field.
- The **NH Level of Care** field is used to display nursing home level of care codes.
- The **Patient Liability** field designates the monthly institutional liability or waiver cost share amounts the member must contribute to their cost of care, along with the effective and end dates of the liability.

Note: *The patient liability panel will include patient liability as well as the Waiver and Family Care cost share. Patient liability and Waiver/FC cost share have now been automated to interface with IC.*

- **Deductible** indicates the member's current SeniorCare deductible and effective/end dates. This field does not apply to private insurance.
- The **Last Health Check Screening** field shows the date of the member's last medical screening.
- The **Last Health Check Dental** field below it displays the date of the member's last dental screening.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

6 General Portal Information

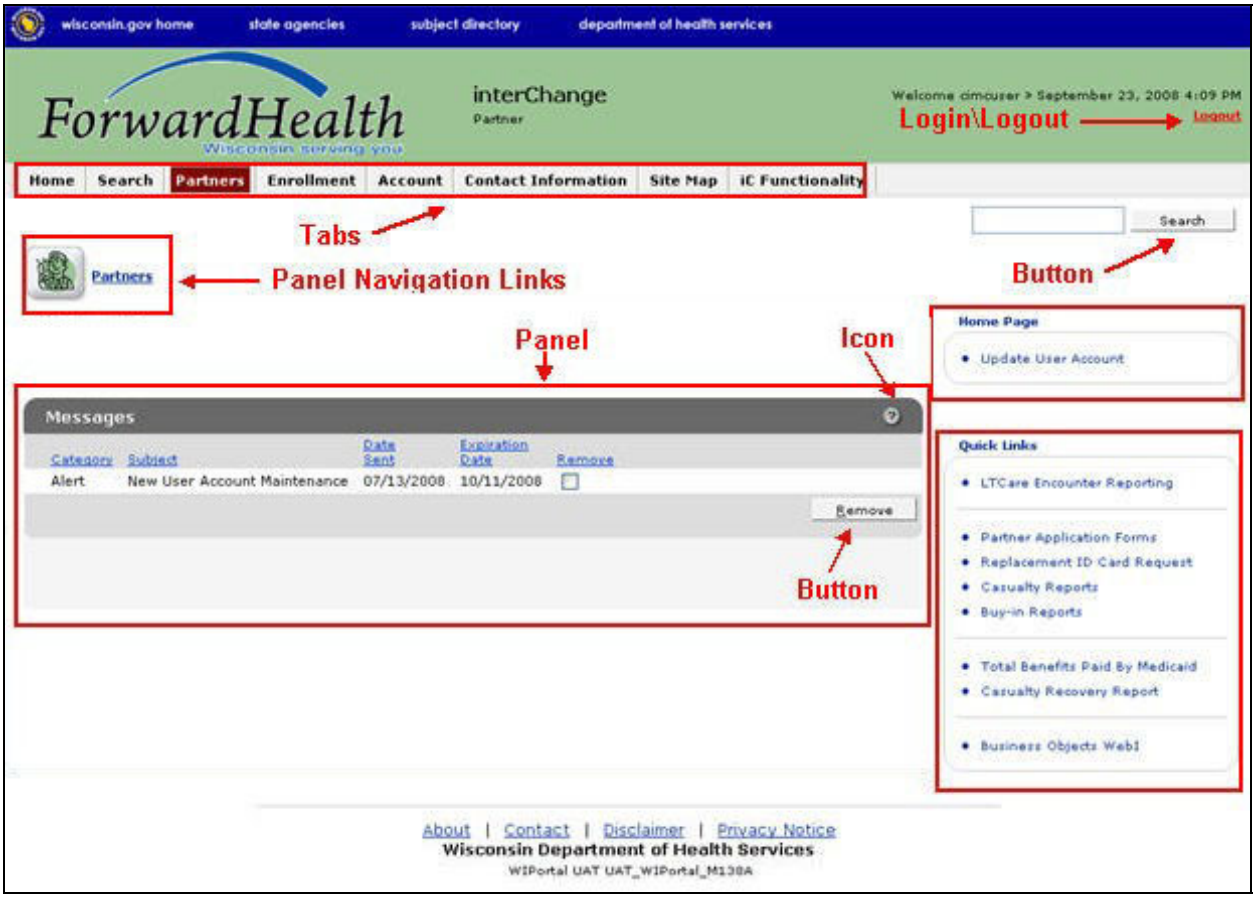
6.1 Logging On and Off the Portal

The quickest way to log onto the Portal is to click the **Login** link in the upper-right corner of any screen, and enter your username and password. Once you log in, the link changes to **Logout**.

When you are finished with any session, always remember to click the **Logout** link.

6.2 Portal Navigation

There are several navigation features on every screen and/or panel that display on the portal pages and panels.

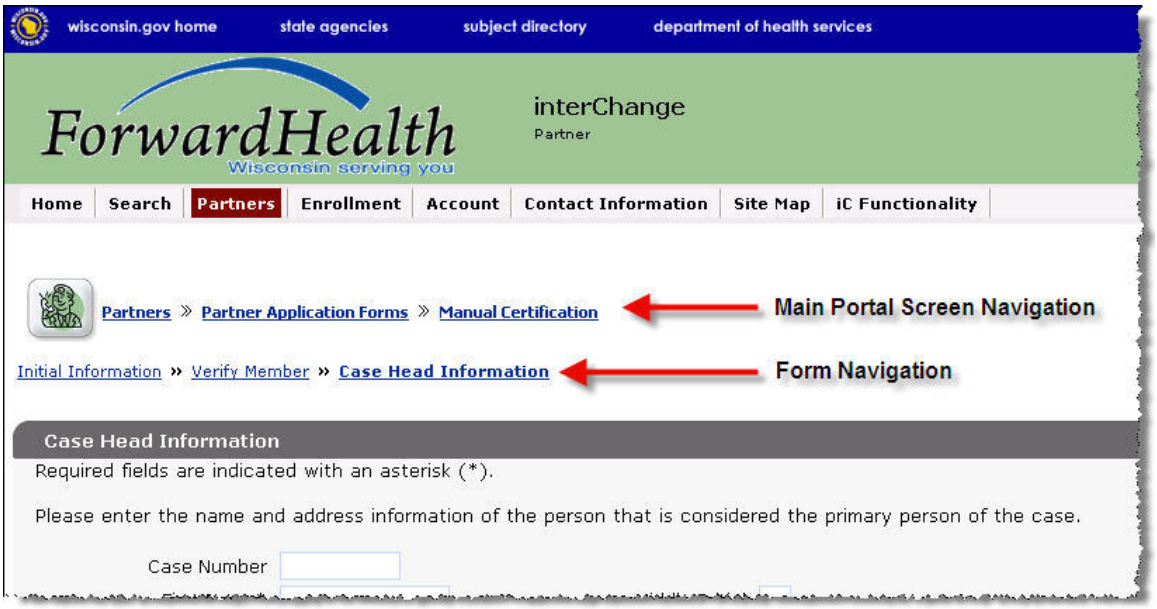


- **Tabs**—Once you log in to the secure partner portal, the first tab that displays is the Partners tab. Click on any other tab to move to different parts of the Portal.
  - **Home** takes you back to the public portal Home page.
  - **Search** displays a text box to enter text, and you can select an area to search Partners
  - **Enrollment** displays the Enrollment Verification panel, which lets you verify that a member is enrolled through his or her Member ID or SSN, and date of birth. This is a summary level verification tool.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

- **Account** lets you manage your main account information, messages, and change your password. It also contains a link to the user guide for this tab, which is in PDF format.
- **Contact Information** lets you ask a question of tech support.
- **Site Map** is a series of links that imitate the tab structure and tab choices.
- **iC Functionality** is a subset of the panels you can access through the portal which Provide more detailed member information.
- **Panel**—The panel shown here is the Message panel that lets you know if there are any changes or new items for the Partner portal.

- **Login/Logout**—This is a link that toggles between displaying the username/ password text boxes (**Login**) or logging you out of the system (**Logout**).
- **Other features**: links at the bottom (About, Contact, Disclaimer, Privacy Notice) and top (Wisconsin.gov home, state agencies, subject directory, and department of health services) are part of every standard portal window and lets you know State-specific information.
- **Panel Navigation** links—One of the features of the portal to help you track what links you've clicked to end up on the current screen, such as shown in this example:



- The Main Portal Screen Navigation displays links display you clicked from the main Partner page to get to your present form or screen.
- The Form Navigation links display tells you how far you've progressed into an online form, as well as the order. If you click the **Previous** button, you will go one link backwards; for example, from **Case Head Information** to **Verify Member**. If you click on a navigation link, you go directly to that page or panel.
- It is important to note that users should **never** use your browser's **BACK** button to return to a previous screen.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

6.2.1 Buttons

Below is a list of common buttons and the operations they are normally used for.

Button	Click it and this happens
Clear	Clears all the information entered into the fields on a panel.
Close	Closes a window, such as a popup window.
Save	Saves a modification made to a panel or a new record (for authorized users that can make updates)
Remove	Deletes an onscreen message.
Search	Initiates a search.

6.2.2 Error Messages

Error messages most commonly appear when you enter information incorrectly in a field or when you do not enter information in a required field. These error messages display just beneath the navigation links at the top of a panel but may also appear next to a field that is in error. Messages also display as a warning that the user is navigating away from a page.

- If unsure what an error message means, users can find more error message information by clicking the question mark icon on the gray bar at the far right of each screen. The panel help with all field descriptions and error messages will appear.

6.3 Partner Portal Online Help

6.3.1 Panel Help

Panel help is accessed by clicking the question mark icon on the gray bar at the far right of each screen.

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

interChange

Online Panel Help

Case Head

The case head panel identifies the person who is considered the primary person of the case. The system captures the address of the case head.

Field Descriptions:

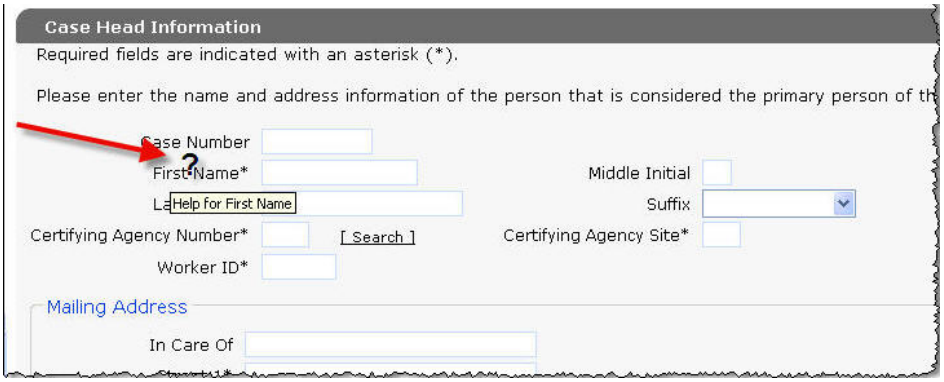
Field	Description
Cancel	Click on the Cancel button to return to the beginning of the form.
Next	Click on the Next button to move to the case members page.
Previous	Click on the Previous button to return to the previous page.
Case Number	Enter the identificaiton number of the person who is in charge of the case.
Certifying Agency Number	Enter the number that identifies the agency submitting the request.
Certifying Agency Site	Enter the number that is assigned to a specific agency office.
City	Enter the city where mail correspondence about the case should be sent.
County of Residence	Select the county of the person who is in charge of the case.
First Name	Enter the name of the person who is in charge of the case.
In Care Of	Enter the name of the person or institution that receives mail correspondence about the case.
Last Name	Enter the last name of the person who is in charge of the case.
Middle Initial	Enter the middle initial of the person who is in charge of the case.
State / Zip Code	Select the state and enter the zip code where mail correspondence about the case should be sent.
Street 1	Enter the street address of the person or institution where mail correspondence about the case is sent.
Street 2	Enter an additional address of the person or institution where mail correspondence about the case should be sent.
Suffix	Enter the suffix of the person who is in charge of the case, such as Sr. or Jr. to name a few examples.
Worker ID	Enter the worker identification number of the person who is certified to enter information for the agency.
Zip Code	Enter the ZIP code where mail correspondence about the case should be sent.
Zip Code +4	Enter the ZIP code +4 digit extension where the mail correspondence about the case should be sent.

Panel Help Feature - Question Mark Function Description

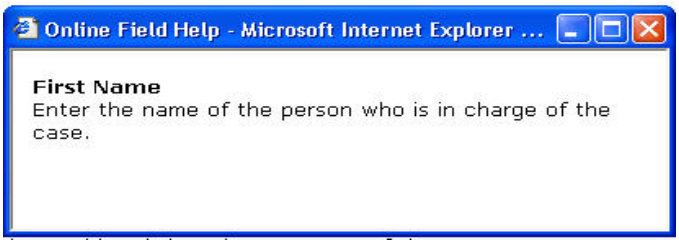
- The panel help lists the name of all fields and buttons on the panel (buttons alphabetically first, then fields alphabetically), along with their descriptions and error messages. These descriptions are the same as what users see when users access field help.

6.3.2 Field Help

- If users hover over the name of a field, users will see a question mark:



- When you click on the field, you see a pop-up box that includes the field description.



EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

7 Contact Information

EDS-HP is responsible for providing support to IM Workers. The document below provides contact information for EDS-HP.

Agency Assignments Eligibility
PO Box 7636
Madison, WI 53713
(608) 221-4746

STAFF/CERTIFYING AGENCY ASSIGNMENTS

EXTENTION 80221	EXTENSION 80220	EXTENSTION 80213
001 Adams	040 Milwaukee	030 Kenosha
002 Ashland	044 Outagamie	031 Kewaunee
003 Barron	045 Ozaukee	032 LaCrosse
004 Bayfield	046 Pepin	033 LaFayette
005 Brown	049 Portage	034 Langlade
006 Buffalo	051 Racine	035 Lincoln
007 Burnett	053 Rock	036 Manitowoc
008 Calumet	058 Shawano	037 Marathon
009 Chippewa	059 Sheboygan	038 Marinette
010 Clark	060 Taylor	039 Marquette
011 Columbia	061 Trempealeau	047 Pierce
012 Crawford	062 Vernon	048 Polk
013 Dane	063 Vilas	050 Price
014 Dodge	070 Winnebago	052 Richland
015 Door	071 Wood	054 Rusk
016 Douglas	072 Menomonie	055 St. Croix
017 Dunn	080 RNIP	056 Sauk
018 Eau Claire	090 RNIP	057 Sawyer
019 Florence	100s - 600s	064 Walworth
020 Fond du Lac		065 Washburn
021 Forest		066 Washington
022 Grant		067 Waukesha
023 Green		068 Waupaca
024 Green Lake		069 Waushara
025 Iowa		830 Katie Beckett
026 Iron		
027 Jackson		
028 Jefferson		
029 Juneau		
041 Monroe		
042 Oconto		
043 Oneida		

Eligibility Supervisor	Ext. 80202
Eligibility Team Lead	Ext. 80201
Nursing Home Authorization	Ext. 80201
SLMB/QMB/Buy-In	Ext. 80216
EDS TPL/COB	Ext. 80058

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

Resource **Prior** to November 10, 2008 ForwardHealth interChange Implementation	Resource **On and After** November 10, 2008 ForwardHealth interChange Implementation
Member Services (BadgerCare Plus and Medicaid) **800-362-3002** • Available 7:30 a.m.-5:00 p.m. Monday-Friday **Member Services (WCDP)** **608-221-3701** • Available 8:30 a.m.-4:30 p.m. Monday-Friday **Member Services (WWWP) - Not currently available**	**Member Services (all programs except SeniorCare)** **800-362-3002** • Available 7:00 a.m.-6:00 p.m. Monday-Friday
Member Services (SeniorCare) **800-657-2038** Available 7:30 a.m.-5:00 p.m. Monday-Friday	**Member Services (SeniorCare)** **800-657-2038** Available 7:00 a.m.-6:00 p.m. Monday-Friday
Medicaid Managed Care Contract Monitors and Ombudsmen **800-760-0001** • Recipient appeals and grievances regarding State Contracted Managed Care Organizations • Available 8:00 a.m.-4:30 p.m. Monday-Friday	**ForwardHealth Managed Care Ombudsmen (BadgerCare Plus only)** **800-760-0001** • Recipient appeals and grievances regarding State-Contracted Managed Care Organizations • Available 8:00 a.m.-4:30 p.m. Monday-Friday
Medicaid and BadgerCare Plus Web Sites • dhs.wisconsin.gov/medicaid/ • dhs.wisconsin.gov/badgercareplus/ **ForwardHealth Implementation Information Web Site** • dhs.wisconsin.gov/forwardhealth/ **ForwardHealth Portal Web Site – Trading Partners only** • www.forwardhealth.wi.gov/	**ForwardHealth Portal Web Site – Providers, Trading Partners, Partners, HMOs** • www.forwardhealth.wi.gov/ **ForwardHealth Portal Web Site – Members** • www.forwardhealth.wi.gov/members
Webcasts • dhs.wisconsin.gov/forwardhealth/	**Webcasts** • www.forwardhealth.wi.gov/

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.

Appendix A - ForwardHealth Benefit Plans

Full Benefit Plans	**Note:** BadgerCare, Family MA & Healthy Start med stats (benefit plans) ended 01/31/08. They were replaced by BadgerCare Plus effective 02/1/08.
BC	BadgerCare
BCSP	BC+ Standard Plan
BCBP	BC+ Benchmark Plan
BCBPD	BC+ Benchmark Plan and Dental
MCD	Medicaid
MCDW	Medicaid Waiver
MAPW	Medicaid Purchase Plan Waiver
MAP	Medicaid Purchase Plan
WWMA	Wisconsin Well Woman Medicaid
SSIMA	Medicaid for SSI
FSTMA	Medicaid for Foster Care
Limited Benefit Plans	
BCBEE	BC+ Benchmark Express Enrollment for Pregnant Women
BCSEE	BC+ Standard Express Enrollment for Pregnant Women
PE	Presumptive Eligibility - Pregnancy
FPW	Family Planning Services Only
FC	Family Care Non-MA
QMB	Qualified Medicare Beneficiary
SC1	Senior Care Level 1- 0 to 200% FPL
SC2	Senior Care Level 2- Over 200% FPL
WCDK	Wisconsin Chronic Disease-Renal Disease
WCDH	Wisconsin Chronic Disease-Hemophilia HomeCare
WCDC	Wisconsin Chronic Disease-Adult Cystic Fibrosis
WWWP	Wisconsin Well Woman Program
Benefit plans without health services	**There are no health care services payable for these benefit plans. The state pays Medicare premiums or issues other cash benefits.**
SLB	Specified Low-income Medicare Beneficiary
SLB+	Specified Low-income Medicare Beneficiary Plus
QDWI	Qualified Disabled Working Individuals
SSI	State Supplemental Payment - State Supplemental Income
SSIE	State Supplemental Payment - State Supplemental Income Exceptional
CTS	State Supplemental Payment - Caretaker Supplement

EDS Confidential Copyright © 2008, Electronic Data Systems Corporation. All rights reserved.