ForwardHealth Managed Care Organization Portal

Birth Outcome Registry Network User Guide

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Table of Contents

1 Access the Birth Outcome Registry Network Page

1. Access the ForwardHealth Portal at *https://www.forwardhealth.wi.gov/*.

ForwardHealth Portal Page

2. Click **Login**.

   The ForwardHealth Portal Login box will be displayed.
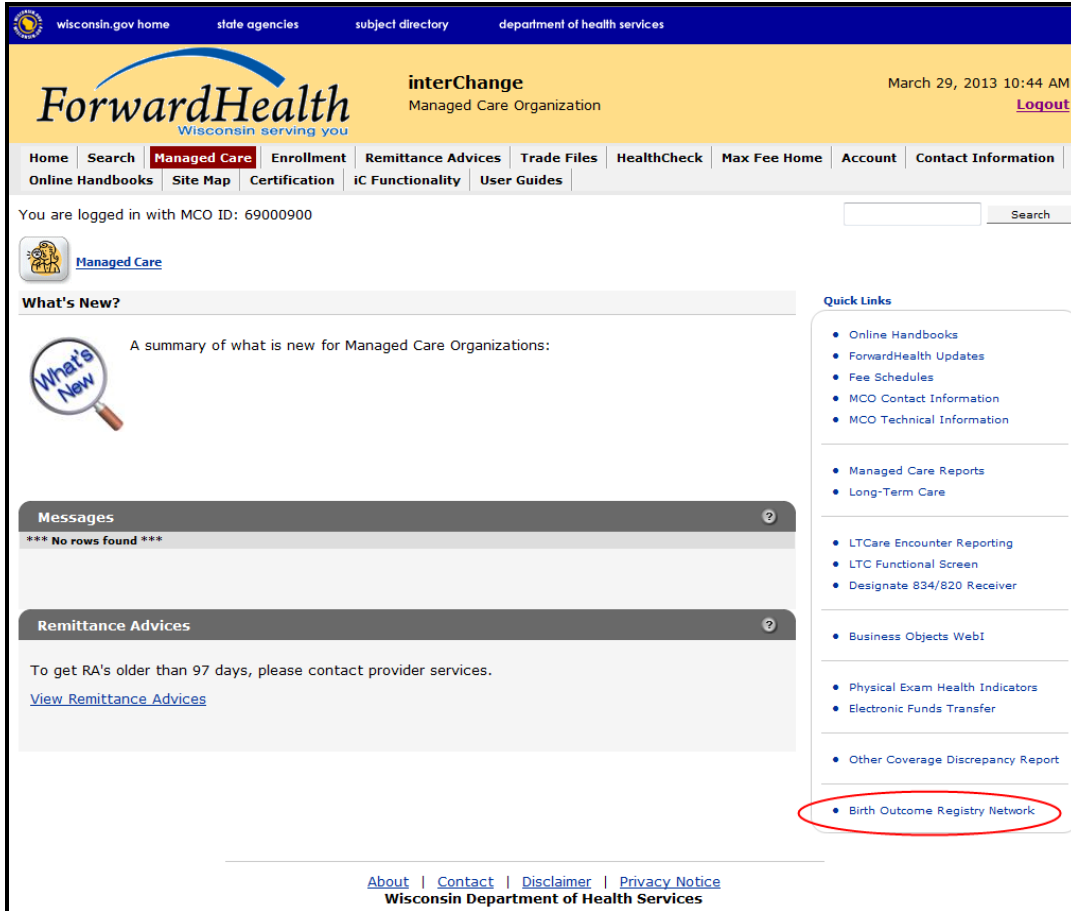

ForwardHealth Portal Login

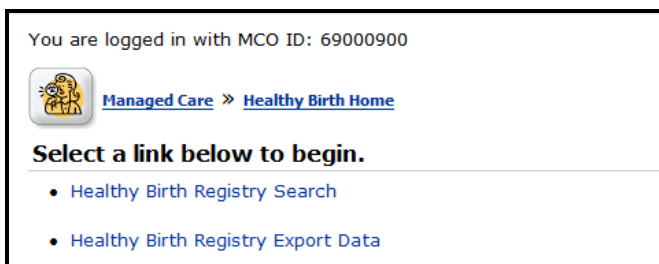3. Enter your username.

4. Enter your password.

5. Click **Go!**

    The secure Managed Care page will be displayed.

Secure Managed Care Page

6. In the Quick Links panel, click **Birth Outcome Registry Network**.

7. The Healthy Birth Home main menu will be displayed.

Healthy Birth Home Main Menu

The links on this page allow users to search for members' birth outcome records and to export birth outcome data to a Comma Separated Values (CSV) report format.

Note: In order to work with the Healthy Birth Registry, users must have the Healthy Birth clerk role added to their account. See *Section 4. Adding the Healthy Birth Clerk Role* for instructions on adding the role.

2 Birth Outcome Registry Network Search

2.1 Search for Birth Outcome Registry Network Records

To search for Birth Outcome Registry Network (BORN) records:

1. On the Healthy Birth Home main menu page, click **Healthy Birth Registry Search**.

   The *Healthy Birth Outcome — Member Search* page will be displayed.

Healthy Birth Outcome — Member Search Page

Users can search for a single member's record by using the member's name or Member ID, or search for multiple records using any of the other fields on the panel.

2.2 Search for Member's Birth Outcome Registry Network Record

To search for a single member's BORN record:

1. Enter your search criteria using the Member ID or the member's name. You can narrow your search by using any of the other fields on the panel, such as date of birth.

2. Click **Search**.

   If the search is successful, the Healthy Birth Outcomes — Member List will populate with the search results.

Healthy Birth Outcomes — Member List Populated

The Selected Member section of the panel will display the member's Member ID, first and last names, date of birth, and risk factors.

If there is a problem with the search criteria entered, an error message will be displayed at the top of panel.
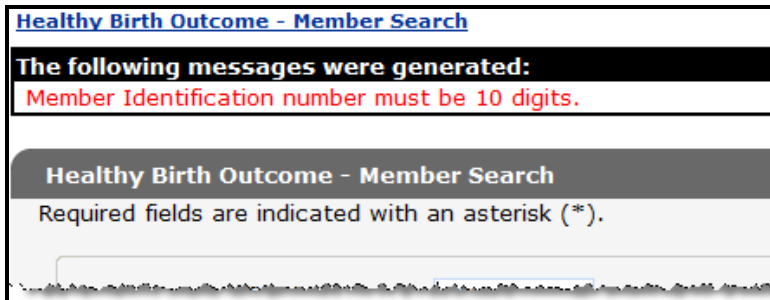
Error Message

If the Member ID is incorrect, or the member is not enrolled in the user's Managed Care Organization (MCO), no search results will be returned.

2.3 Search for Multiple Members

Users can search for multiple BORN records for members in their MCO using any of the other fields on this panel, including county, dates of birth, or dates of service. If using the dates of birth or dates of service fields, a From and To date must be entered. You can also check the *Only show new members* box if you are searching for members who are new to the registry.

To search by county:

1. Select the county using the drop-down list in the **County** field.

2. Click **Search**.

    A list of your MCO's members in the selected county with risk factors for a poor birth outcome will be displayed.

Results for a Search by County

You can further narrow your results using multiple search criteria such as county and dates of service, or by checking the *Only show new members* box as shown in the following example.

Search Results for New Members to the Registry by County

3. Click a member's name in the search results list to view an individual member's record.

   The Selected Member section of the panel will display the member's Member ID, first and last names, date of birth, and risk factors.

Select a Member from the Search Results

You can click the Export Results button to download a CSV file of the results to your computer or network drive. See Section *3. Healthy Birth Registry Export Data* for instructions on downloading a CSV file.

Using the Export Results button, a CSV file may be downloaded into a Microsoft® Office Excel spreadsheet or into another compatible software program, such as Microsoft® Office Access or OpenOffice.

Note: The examples in this user guide use Microsoft® Office Excel 2010.

If you are using another program, consult the Help function of your specific program for instructions on how to import the file.

3   Healthy Birth Registry Export Data

The Healthy Birth Registry Export Data function can be used to export results for all members in your MCO with risk factors for a poor birth outcome for the current reporting period. The reporting period runs from the 15th of each month to the 15th of the following month. Inquires made after the 15th of the month will return results for the previous reporting period.

To export results for all the MCO's members with risk factors for a poor birth outcome for the reporting period:

1. On the Healthy Birth Home main menu page, click **Healthy Birth Registry Export Data**.

    The File Download window will be displayed.
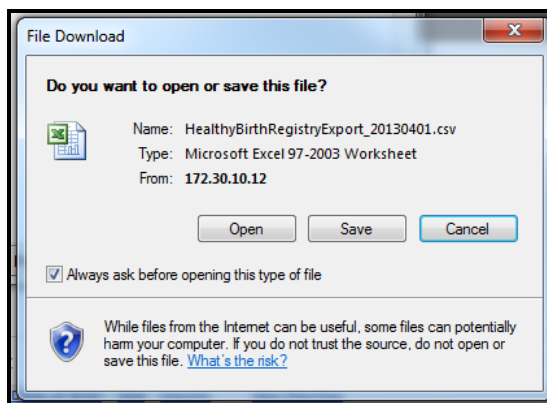
    File Download Window

2. Click **Save**.

    The Save As window will be displayed.
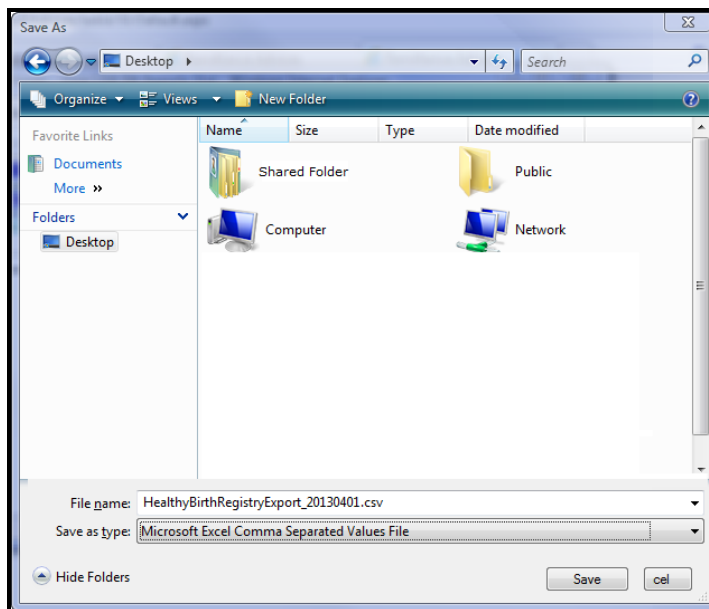
    Save As Window

3. Choose a location on your computer or network to save the CSV file.

4. Click **Save**.

    Once the file is downloaded, the *Download complete* window will be displayed.
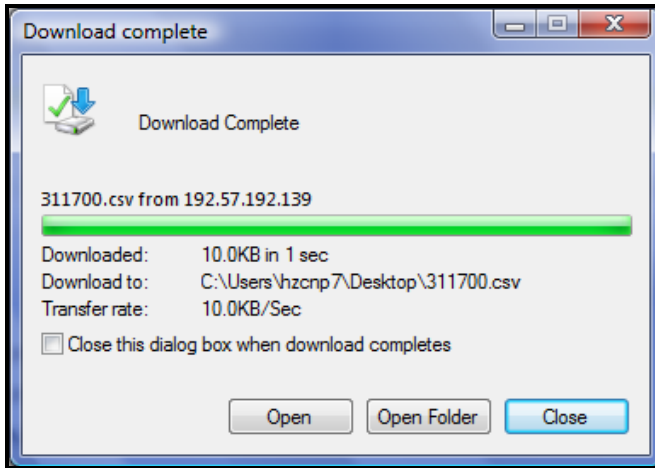
Download Complete Window

5. Click **Open**.

    The CSV file will open in your computer's default spreadsheet program.
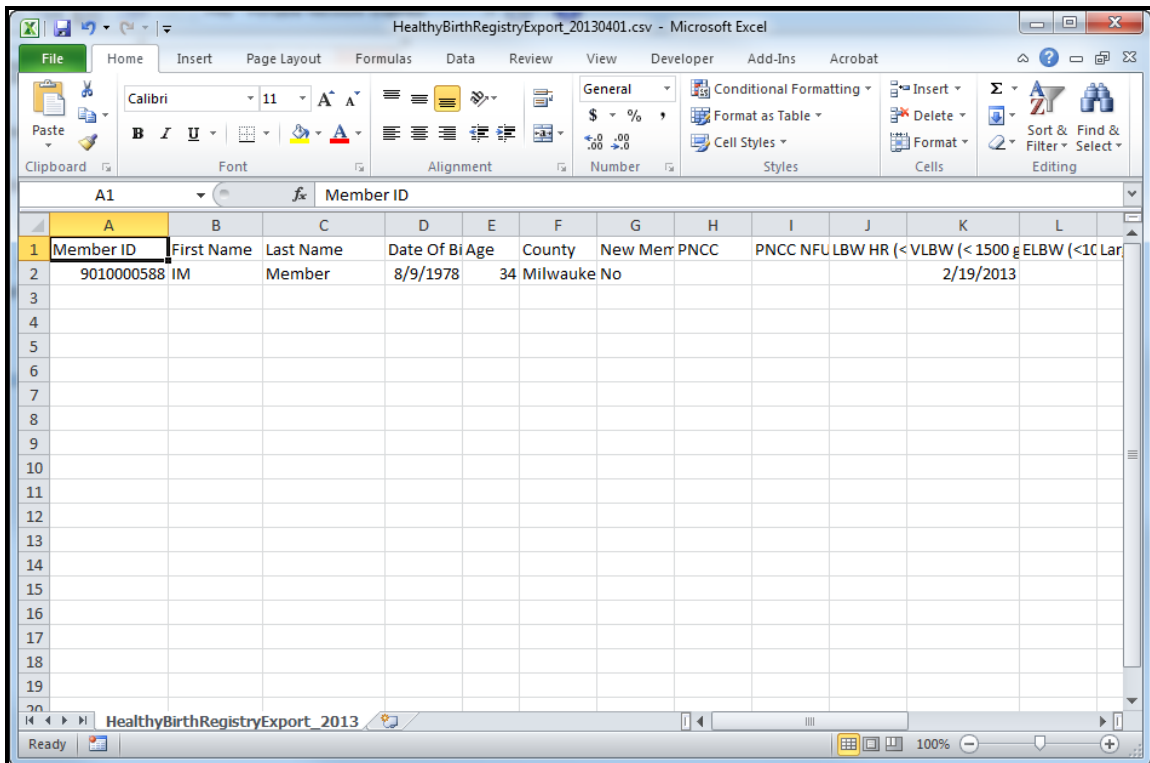
CSV File

See the *Appendix* at the end of this user guide for a list of definitions and criteria for inclusion in the Healthy Birth Registry CSV file.

4 Adding the Healthy Birth Clerk Role

In order for a clerk to be able to work on an account, the Healthy Birth role must be added to the clerk's account.

1. Log in to your secure MCO home page.

2. From the main menu at the top of the page, click **Account**.

Account Link

The Account Home page will be displayed.

Account Home Page

3. On the Account Home page, click **Clerk Maintenance**.

    The Clerk Maintenance page will be displayed.

Clerk Maintenance Page

Through the Clerk Maintenance page, users with administrative and clerk administrative accounts can add or remove clerks, assign clerk roles, and reset a clerk's password.

Note: Users with clerk administrative accounts may not administer their own accounts or other administrative or clerk administrative accounts.

4.1 Add a Clerk

1. Click **Add Clerk,** located at the bottom of the page.

    A new row serving as a placeholder for the new entry and marked with an "A" will be displayed, and the new record fields will become active.

Clerk Maintenance   ❔

Required fields are indicated with an asterisk (*).

User Name	Contact First Name	Contact Last Name
A		
A2CLERK	a2	clerk
ABCDEFGH001	Abe	Johnson
ABCDEFGH002	Bill	Johnson
ABCDEFGH003	Carl	Johnson
ABCDEFGH004	Dick	Johnson
ABCDEFGH005	Eric	Johnson
ABCDEFGH006	Fred	Johnson
ABCDEFGH007	Greg	Johnson
ABCDEFGH008	Harv	Johnson
ABCDEFGH009	Ira	Johnson

1 2 3 4 5 6 7 8 9 10 ... Next >

Select row above to update -or- click Add button below.

User Name	[Search]
Contact First Name	
Contact Last Name	
Telephone Number	
E-Mail	
Confirm E-Mail	
Password	
Confirm Password	

Password must contain one uppercase letter, one number and at least 8 characters.

Clerk Maintenance Page with Added Row

- If you are adding a new clerk account, complete the following steps:

    a. Enter a user name.

    b. The user name must be between six and 20 characters and may only contain letters and numbers. The user name is not case-sensitive.

    c. Enter the new clerk's contact first name and contact last name.

    d. Enter the new clerk's telephone number (and extension, if applicable).

    e. Enter and confirm the new clerk's e-mail.

    f. Enter and confirm an initial password for the new clerk.

    The password must be between eight and 15 characters and must contain three different types of characters, such as uppercase letters, lowercase letters, special characters, or numbers. The password must be unique and may not contain information from the user name, contact first name, contact last name, or the security answers.

    Note: Clerks must change the password set up by the administrative account the first time they log in.

- If you are adding a clerk account that has already been created but needs to be added to a new organization, complete the following steps:

    a. Click **Search** to the right of the User Name field.

    b. The User Name Search box will be displayed.

User Name Search Box

c. Enter the clerk account's username, first name, or last name.

d. Click **Search**.

e. The "Search Results" section will be displayed.

Search Results Section

f. Click the row of the applicable clerk account.

g. The User Name Search box will close and the clerk account information will be auto-populated on the Clerk Maintenance page.

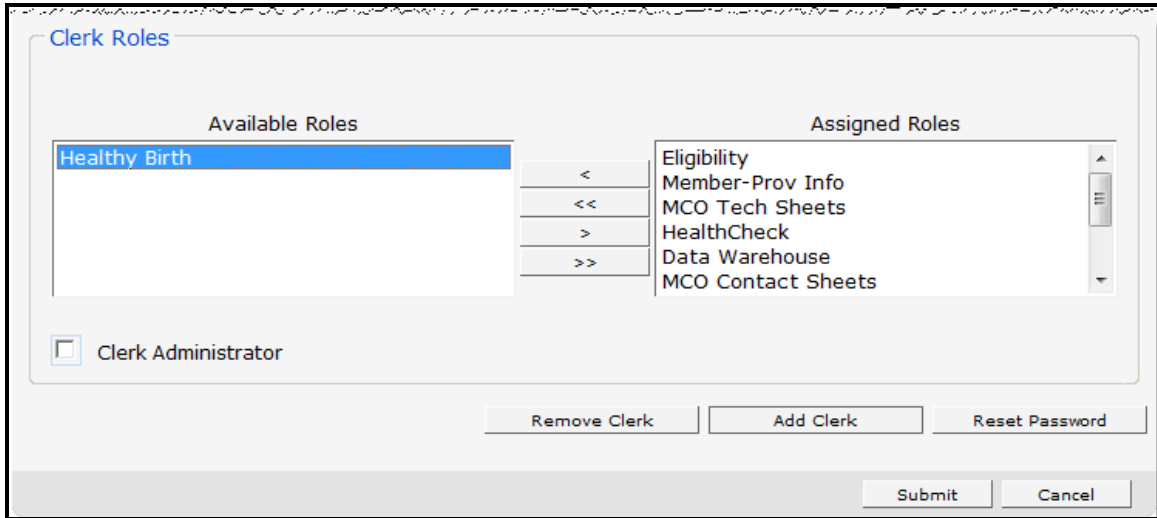*Clerk Account Information Auto-populated on Clerk Maintenance Page*

4. Add roles to the clerk account.

4.2 Add the Healthy Birth Role to a Clerk

The Healthy Birth Role may be added to a new or existing clerk.

- For a new clerk:
  o Click **Add Clerk**.
  o The fields on the page will activate.
  o Enter account information in the appropriate fields.
- For an existing clerk:
  o From the list at the top of the page, click the name of the clerk to whom you wish to assign a new role.
  o The fields on the page will auto-populate with the clerk's information.

1. In the "Clerk Roles" section, select the **Healthy Birth** role from the Available Roles box.
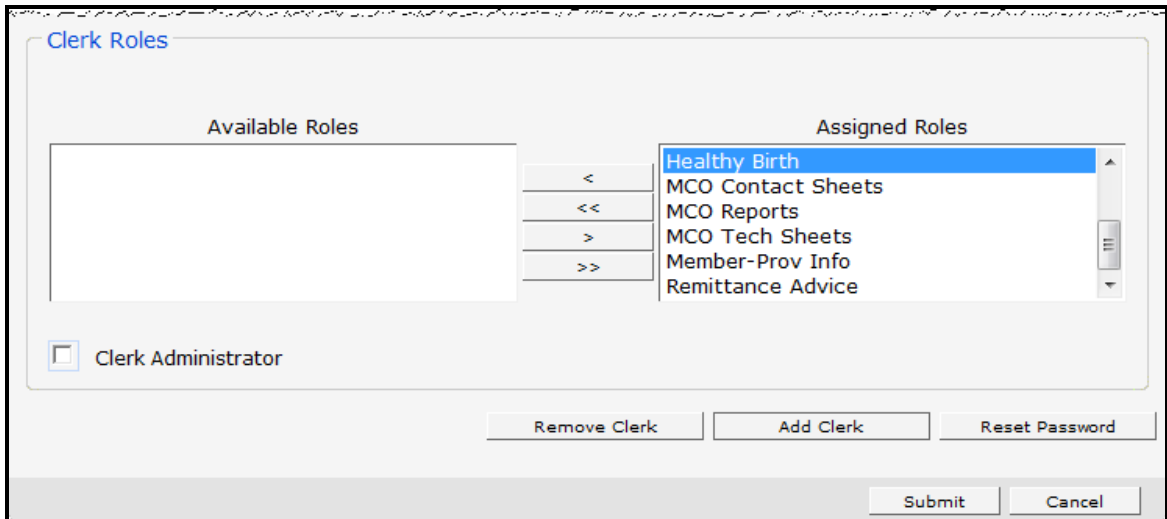

Clerk Roles Section with Available Healthy Birth

2. Click **>**.

   The Healthy Birth will be added to the Assigned Roles box.

Clerk Roles Section with Healthy Birth Role Added

3. Click **Submit**.

   A confirmation message will be displayed at the top of the page.

Save Was Successful Message

If you receive an error message, correct the error(s) and click **Submit** again.

4.3 Remove a Role from a Clerk

1. At the top of the Clerk Maintenance page, click the row containing the clerk's name.
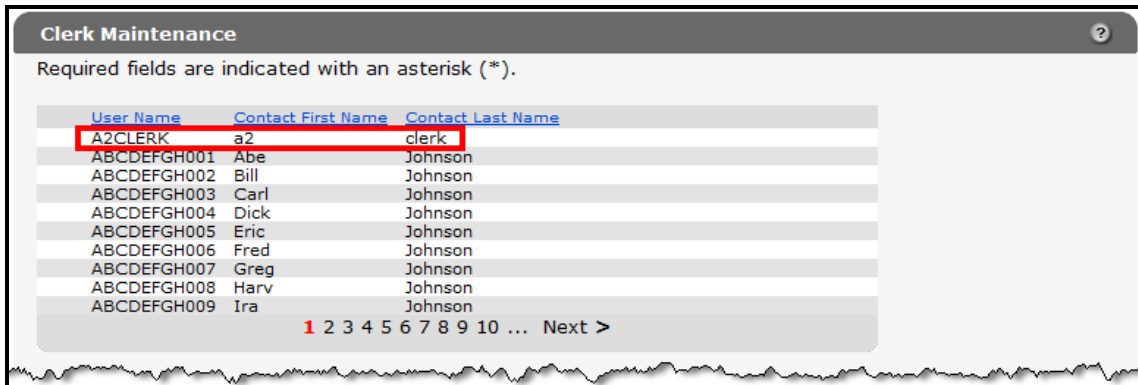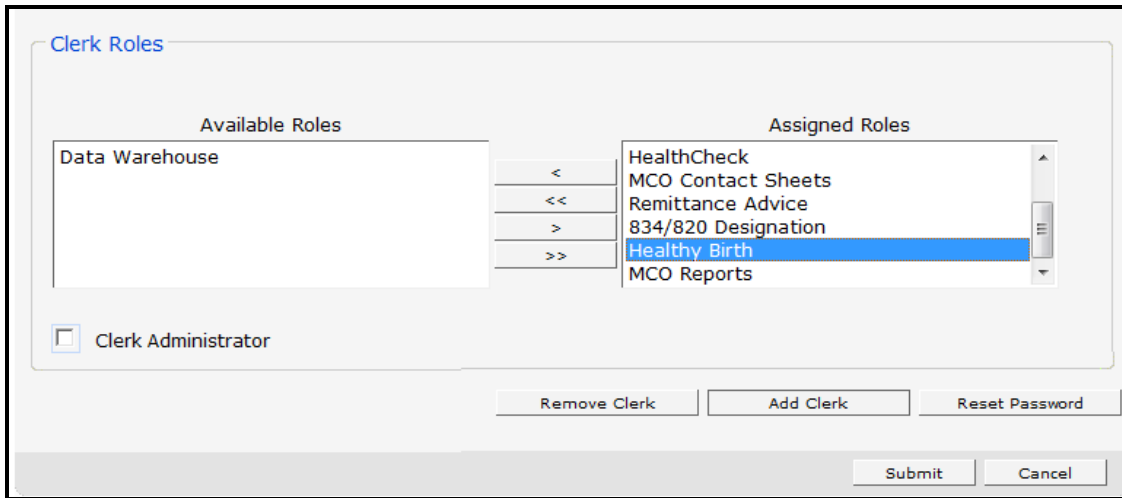
Clerk Maintenance Page

The fields on the page will auto-populate with the clerk's information.
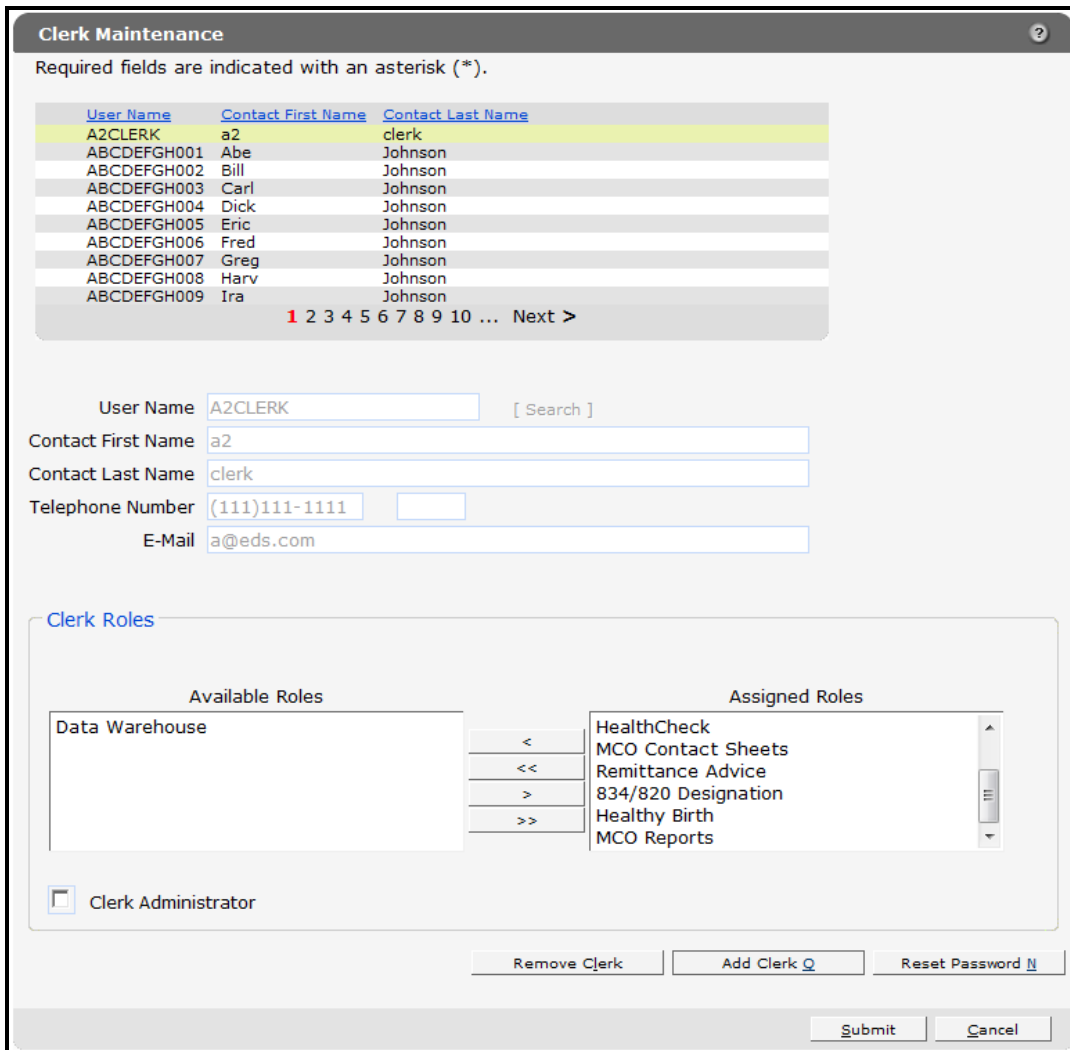
Clerk Maintenance Page

2. In the "Clerk Roles" section, select a role(s) from the Assigned Roles box.

   To select more than one row, hold down the Ctrl key and click all the roles you want to remove.
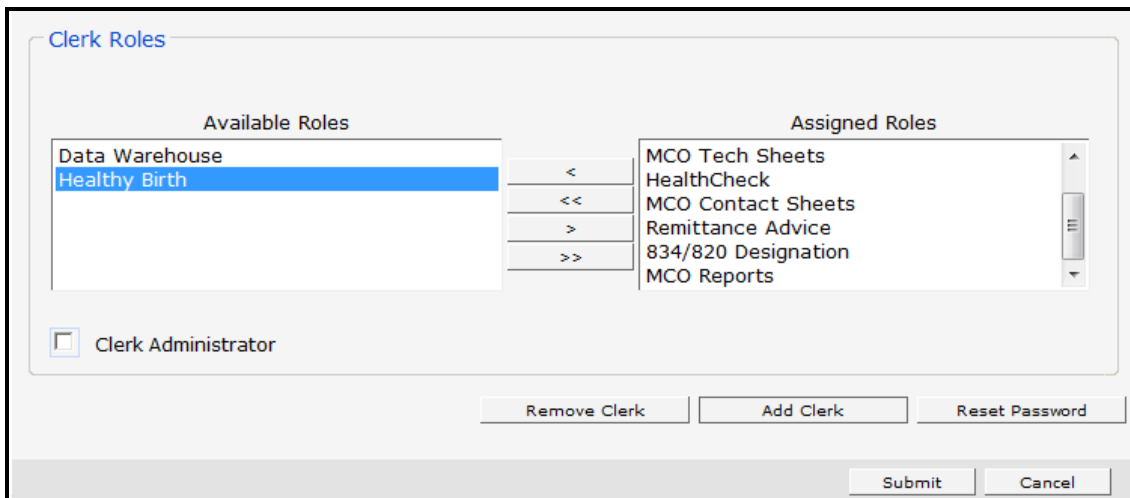
Clerk Roles Section with Assigned Roles

3. Click **<**.

   Note: To remove all of a clerk's assigned roles, click **<<**.

   The selected role(s) will be transferred to the Available Roles box.

Clerk Roles Section

4. Click **Submit**.

   A confirmation message will displayed at the top of the page.

Confirmation Message

   If you receive an error message, correct the error(s) and click **Submit** again.

4.4 Assign a Clerk Administrator

A clerk with clerk administrative rights can create accounts for and manage clerks assigned to them.

1. Select an existing clerk or create a new clerk account.

   The clerk administrator can manage any roles that are indicated in his or her Assigned Roles box.

2. Add the role(s) you want the clerk administrator to manage by clicking the role(s) in the Available Roles box. If designating an existing clerk as a Clerk Administrator, add any roles not already assigned to him or her.

3. Check the Clerk Administrator box.

Clerk Roles Section

5. Click **>**.

   To assign management of all clerk roles to the clerk, click **>>**.

   The selected roles will be added to the clerk administrator's assigned roles.

6. Click **Submit**.

   A confirmation message will be displayed at the top of the page.

Confirmation Message

Appendix

The following is a list of definitions and criteria for inclusion in the Healthy Birth Registry CSV file.

Column	Definition	Criteria for Inclusion
Member ID	Member's ForwardHealth identification number.	Includes women 15 to 45 years old.* Excludes women with any of the following CPT codes: 00846, 00851, 00944, 01962, 01963, 01969, 45126, 51925, 58150-58294, 58541-58573, 58600, 58605, 58611, 58615, 58670, 58671, 58951-58954, 58956, 59135, 59525, OR diagnosis codes V07.4, V25.2, V26.51, V49.81, 627.0 - 627.9
First Name	Mother's first name.	
Last Name	Mother's last name.	
Date of Birth	Mother's date of birth.	
PNCC NFU (Prenatal Care Coordination — no follow up services)	Mother met risk criteria for PNCC services but received no follow up services in the previous 12 months.	HCPCS code H1000 with diagnosis code V23.9
PNCC (Prenatal Care Coordination)	Mother received PNCC services in the previous 12 months.	HCPCS codes: H1002, H1003, H1004
LBW (low birth weight)	Mother had a baby weighing 1500 to 2500 grams.	Diagnosis codes: 764.06, 764.07, 764.08, 764.16, 764.17, 764.18, 764.26, 764.27, 764.28, 764.96, 764.97, 764.98, 765.06, 765.07, 765.08, 765.16, 765.17, 765.18, V21.34, V21.35
VLBW (very low birth weight)	Mother had a baby weighing 1000 to 1499 grams.	Diagnosis codes: 764.04, 764.05, 764.14, 764.15, 764.24, 764.25, 764.94, 764.95, 765.04, 765.05, 765.14, 765.15, V21.33
ELBW (extremely low birth weight)	Mother had a baby weighing less than 1000 grams.	Diagnosis codes: 764.01, 764.02, 764.03, 764.11, 764.12, 764.13, 764.21, 764.22, 764.23, 764.91, 764.92, 764.93, 765.01, 765.02 765.03, 765.11, 765.12, 765.13, V21.31, V21.32

Column	Definition	Criteria for Inclusion
Large Baby	Mother had a baby weighing more than 4500 grams.	Diagnosis code: 766.0
PRE (premature birth)	Mother had a baby born 32 to 37 weeks gestation.	Diagnosis codes: 765.26 765.27, 765.28
VPRE (very premature birth)	Mother had a baby born 25 to 31 weeks gestation.	Diagnosis codes: 765.23, 765.24, 765.25, 765.26
EPRE (extremely premature birth)	Mother had a baby born less than 25 weeks gestation.	Diagnosis code: 765.21, 765.22
Stillborn or Fetal Death	Stillborn or neonatal death within 28 days of birth.	Diagnosis codes: V27.1, V27.4, V27.7
NICU Admit (Neonatal Intensive Care Unit)	Mother had a baby admitted to an NICU for more than 5 days.	CPT codes: 99466, 99467, 99468, 99469, 99477 – 99480 or Accommodation codes: 174, 203. Excludes NICU stays related to diagnosis codes: 740.0-759.9, V29.0-V29.9
Diabetes	Member with diabetes, including gestational diabetes.	HCPCS codes: S9140, S9141, S9214, S9455, S9460, S9465, or DRG (MS v.25) 637, 638, 639), or Diagnosis codes: 249.00 - 250.93, 357.2, 362.0x, 366.41, 648.0x, 648.8x, V12.21, V58.67
Hypertension	Member with the chronic condition of hypertension.	Diagnosis codes: 401.00-405.99
PRE ECL (eclampsia/pre-eclampsia)	Member with diagnosis of eclampsia/pre-eclampsia.	HCPCS code: S9213 or Diagnosis codes: 642.50-642.54, 642.60-642.64, 642.70-642.74
STD/STI (sexually transmitted diseases/sexually transmitted infections)	Member with a previous severe infection, e.g., STD/STI, urinary tract infection, Strep B.	Diagnosis codes: 090.0 - 099.9, 482.32, 599.0, 647.00 - 647.54, V02.51
Mental Health	Member with a diagnosis of mental health.	290.0-290.9, 293.0-294.9, 295.00-295.95, 296.00-296.89, 297.0 - 298.4, 301.0 - 301.9,

Column	Definition	Criteria for Inclusion
Substance Abuse Disorder	Member with a diagnosis of substance abuse disorder; excludes smoking.	291.0 - 292.9, 303.00 - 305.93 Exclude: 305.1 (tobacco use disorder)
Smoking	Indicates member with a smoking dependence.	Diagnosis codes: V15.82, 305.1, 649.0, or G0436, G0437, S9453