User Guide

ForwardHealth Managed Care Organization Portal Birth Outcome Registry Network

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WISCONSIN DEPARTMENT *of* **HEALTH SERVICES**

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1 Access the Birth Outcome Registry Network Page

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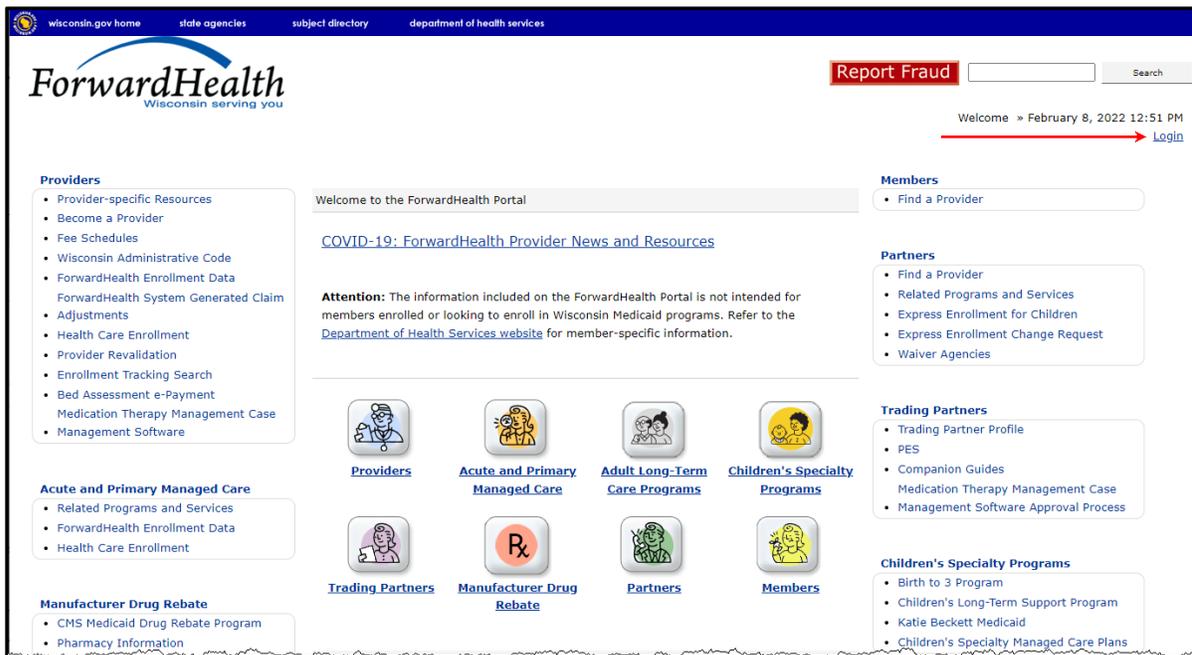
Figure 1 ForwardHealth Portal Page

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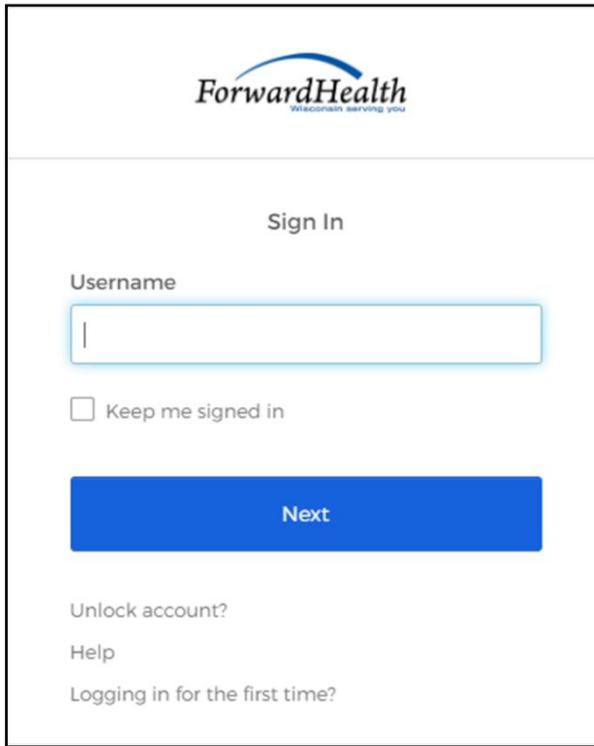
Figure 2 Sign In Box

3. Enter the user's username.

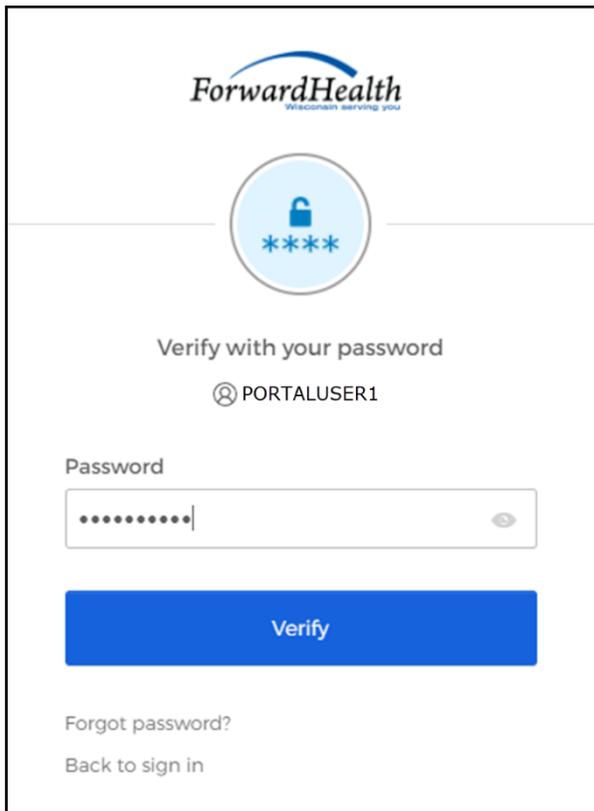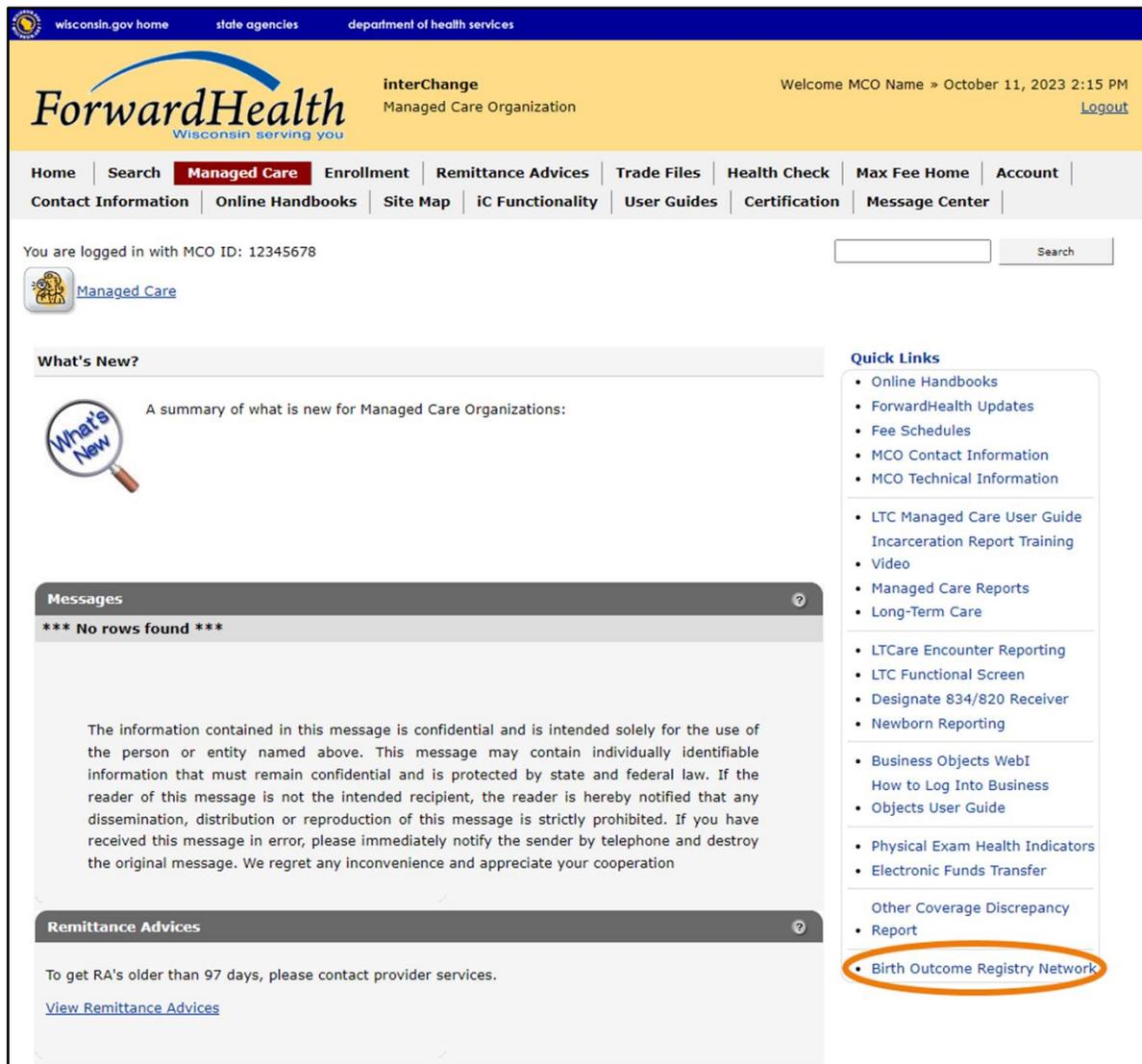4. Click **Next**. A Verify with your password box will be displayed.

Figure 3 Verify With Your Password Box

5. Enter the user's password.

6. Click **Verify.** The secure Managed Care page will be displayed.

Figure 4 Secure Managed Care Page

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

8. The Healthy Birth Home main menu will be displayed.
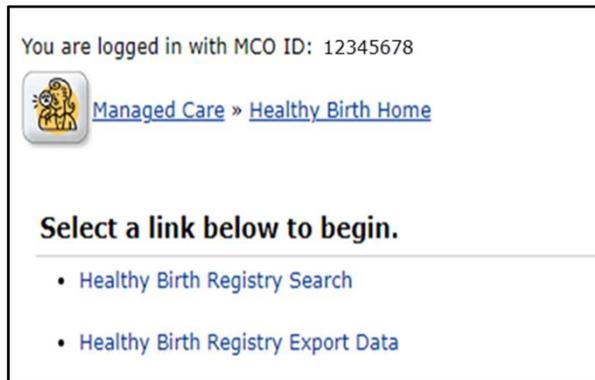
Figure 5 Healthy Birth Home Main Menu

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. Refer to the Adding the Healthy Birth Clerk Role chapter of this user guide for instructions on adding the role.

2 Birth Outcome Registry Network Search

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.

Figure 6 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.

2.1 Search for Member's Birth Outcome Registry Network Record

To search for a single member's BORN record:

1. Enter search criteria using the Member ID or the member's name. Narrow the 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.
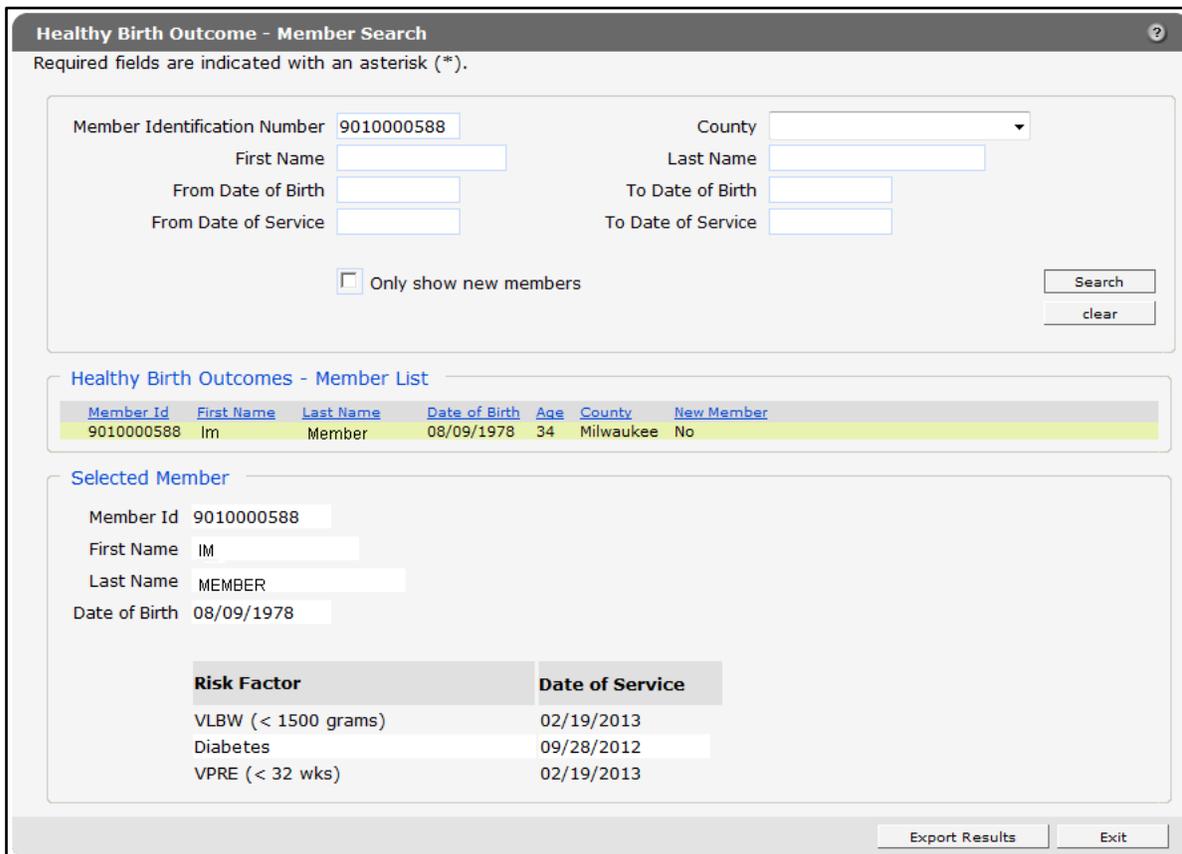
Figure 7 Healthy Birth Outcome—Member Search List Populated

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.

Figure 8 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.

2.2 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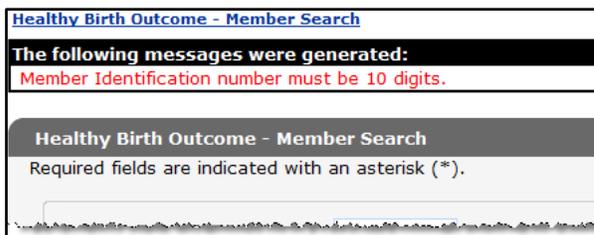 date must be entered. Users can also check the Only show new members box if they are searching for members who are new to the registry.

To search by county:

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

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

Figure 9 Results for a Search by County

The user can further narrow their 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.

Healthy Birth Outcome - Member Search
Required fields are indicated with an asterisk (*).

Member Identification Number	County: Milwaukee
First Name	Last Name
From Date of Birth	To Date of Birth
From Date of Service	To Date of Service

☑ Only show new members   Search   clear

Healthy Birth Outcomes - Member List

Member Id	First Name	Last Name	Date of Birth	Age	County	New Member
811077458C	Jane	Member	/1998	15	Milwaukee	Yes
0110774604	John	Member	/1983	30	Milwaukee	Yes

Selected Member
Member Id
First Name
Last Name
Date of Birth

Export Results   Exit

Figure 10 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.

Figure 11 Select a Member From the Search Results

The user can click the Export Results button to download a CSV file of the results to their computer or network drive. Refer to the Healthy Birth Registry Export Data chapter 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.

3 Healthy Birth Registry Export Data

The Healthy Birth Registry Export Data function can be used to export results for all members in an 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** to download the file.

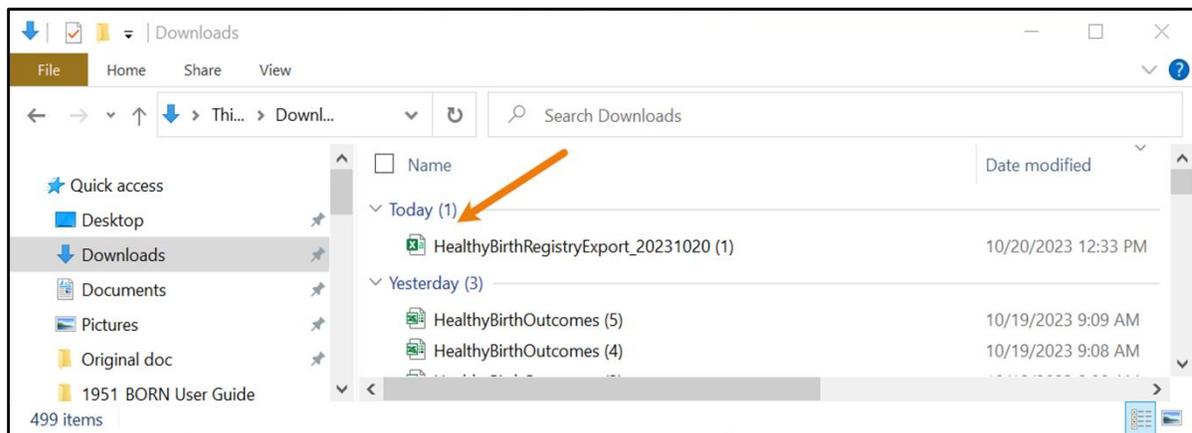2. Navigate to the location in which the file was downloaded.

Figure 12 File Download Location

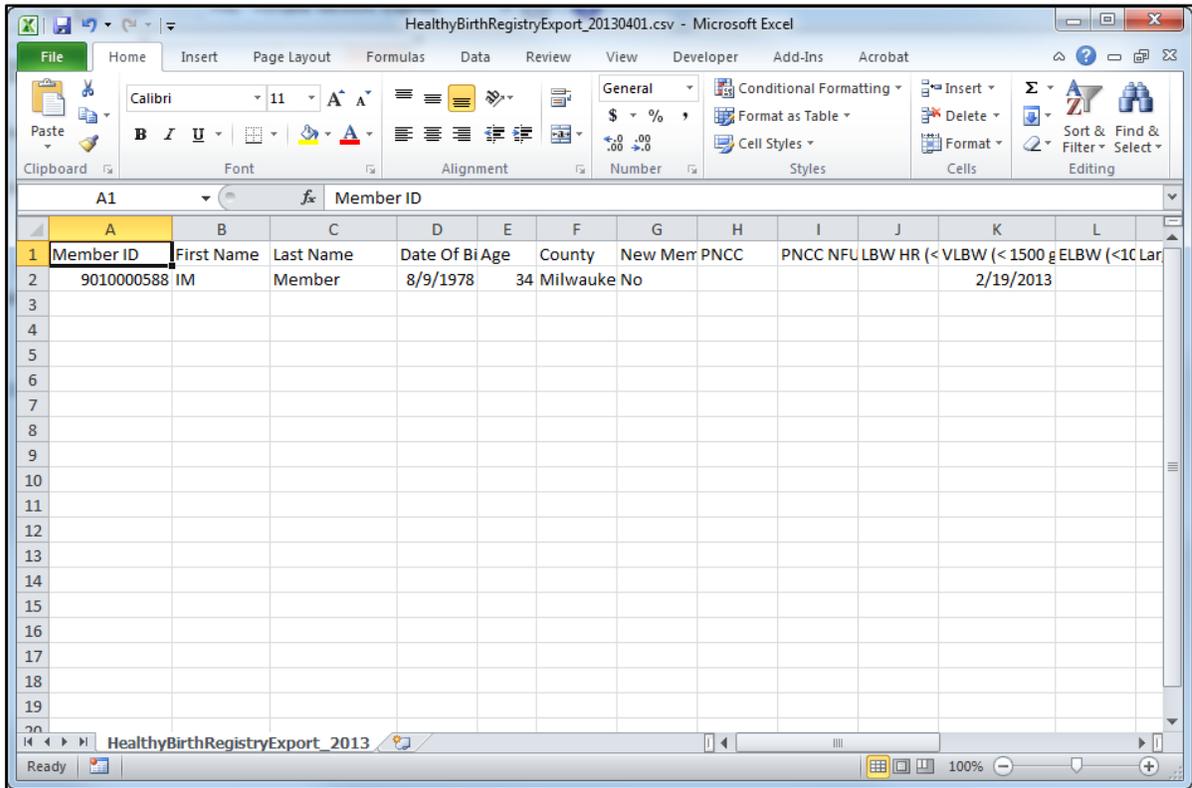3. Double-click the file name to open the file.

Figure 13 CSV File

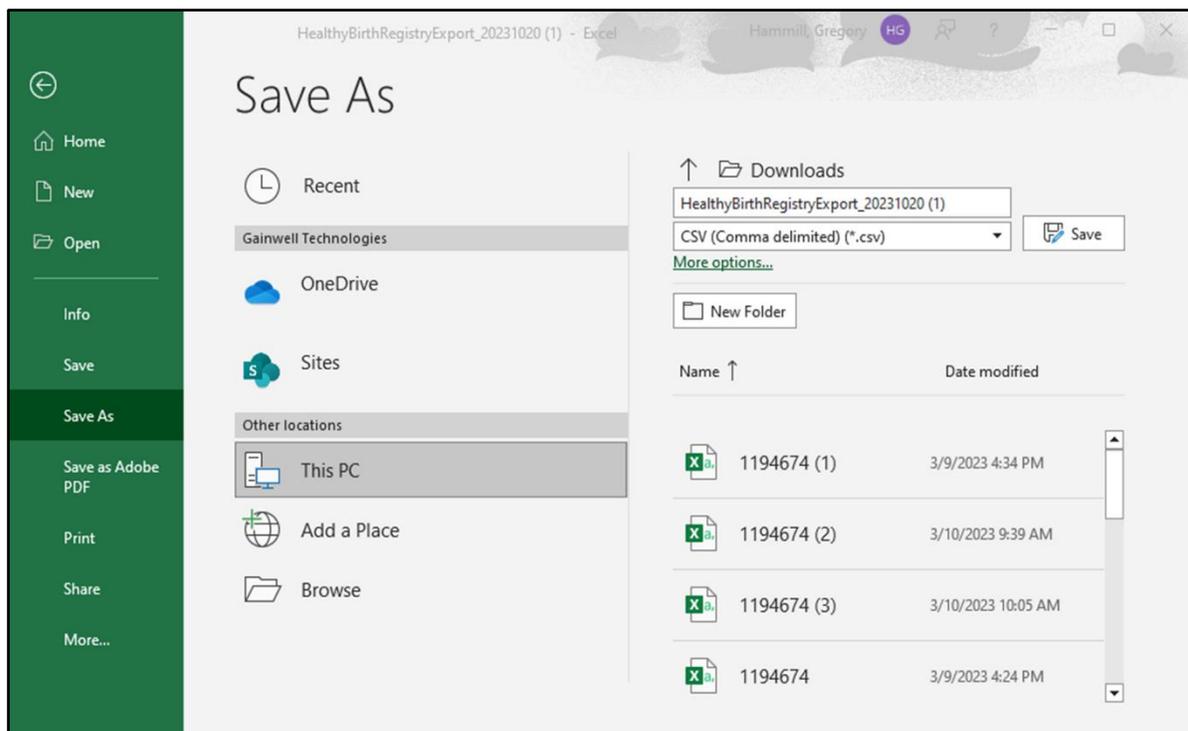4. Click **Save As** under the File menu item to save the CSV file.

Figure 14 Save As Window

5. Choose a location on the computer or network to save the file.

6. Click **Save**.

Refer to 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 the secure MCO homepage.

2. From the main menu at the top of the page, click **Account**. The Account homepage will be displayed.
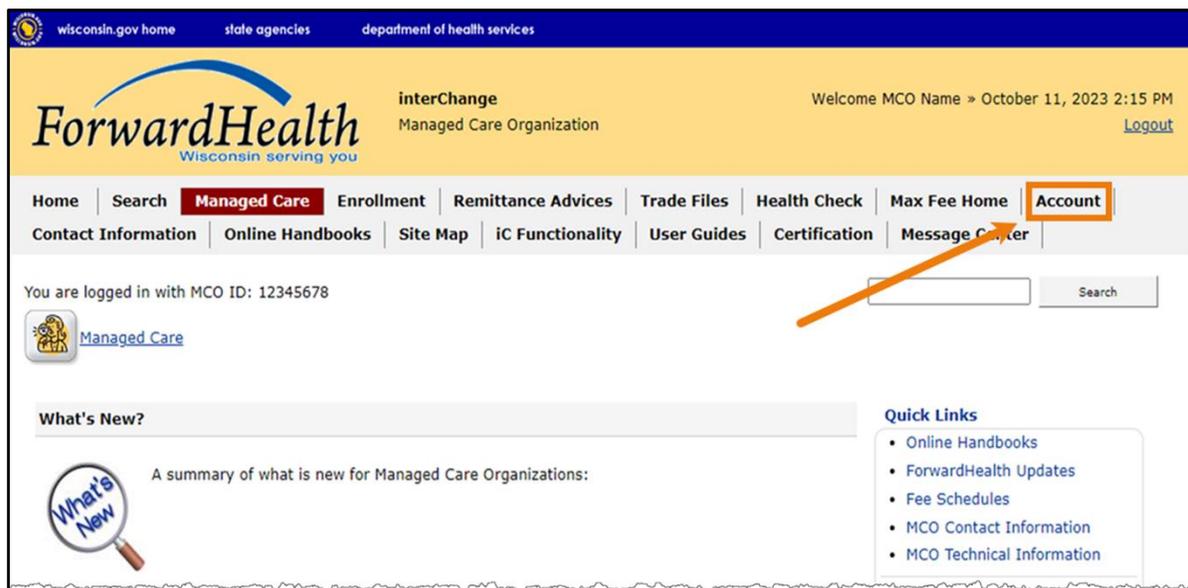

Figure 15 Account Link
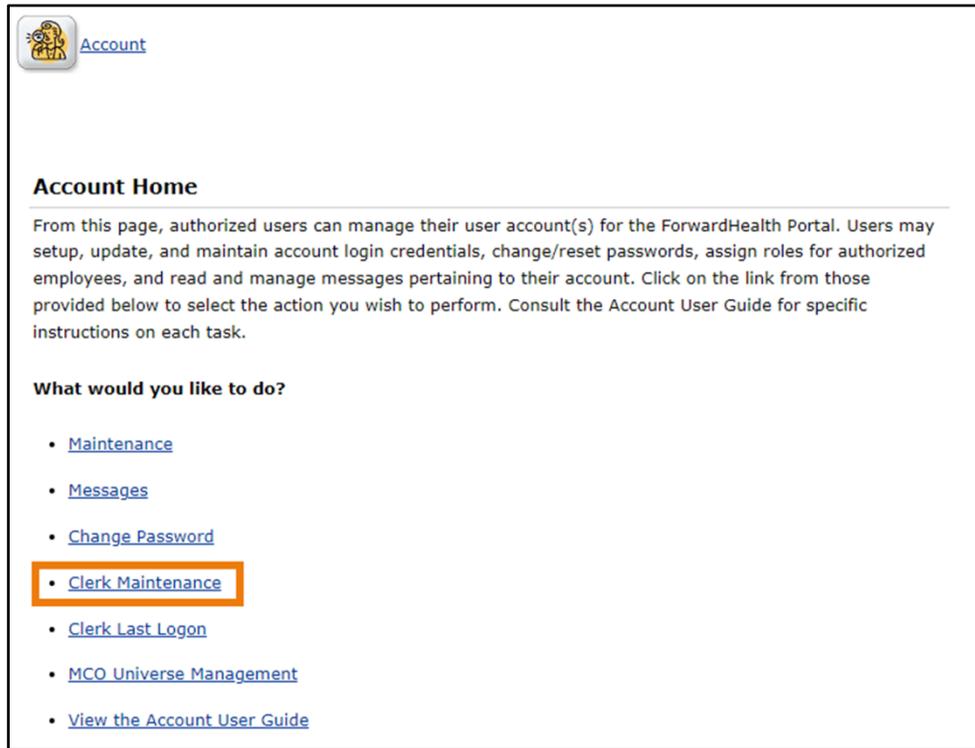
3. On the Account Homepage, click **Clerk Maintenance**.

Figure 16 Account Homepage

The Clerk Maintenance Search panel will be displayed.

Figure 17 Clerk Maintenance Search Panel

Through the Clerk Maintenance panels, 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 Clerk Maintenance Search panel. The Clerk Account panel will be displayed.

Figure 18 Clerk Account Panel

Complete the following steps to add a new clerk account:

- Enter a user name. The user name must be between six–20 characters and can only contain letters and numbers. The user name is not case-sensitive.

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

- Enter the new clerk's phone number (and extension, if applicable).

- Enter the new clerk's email (twice for confirmation).

- Enter an initial password for the new clerk (twice for confirmation).

  The password must be between eight–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 cannot 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 adding a clerk account that has already been created but needs to be added to a new organization, complete the following steps:

- Click **Search** to the right of the User Name field. The User Name Search box will be displayed.

Figure 19 User Name Search Box

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

- Click **Search**. The clerk's information will be displayed in the "Clerk Details" section.

**Figure 20** Search Results Section

- Click the row of the applicable clerk account. The User Name Search box will close and the clerk account information will be auto-populated in the "Clerk Details" section of the Clerk Account panel.

Figure 21 Clerk Account Information Auto-Populated on Clerk Maintenance Page

4.2 Search for a Clerk

The Clerk Maintenance Search panel allows a user to select an existing clerk within the provider organization.
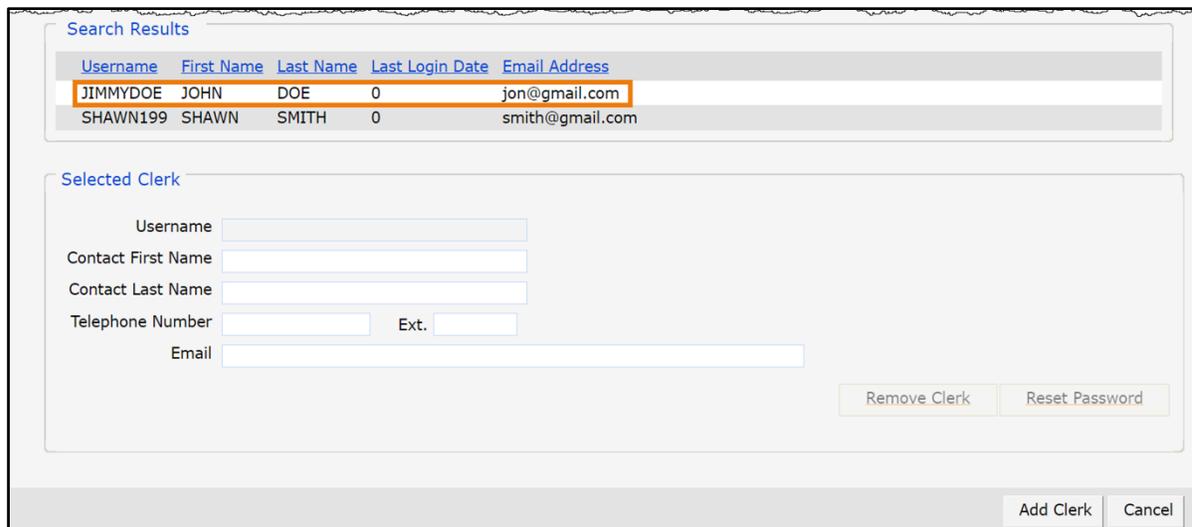
1. Enter information for the clerk in any combination in the Search Criteria section. Alternatively, leave the fields blank to bring up a list of all clerks associated with the provider organization.
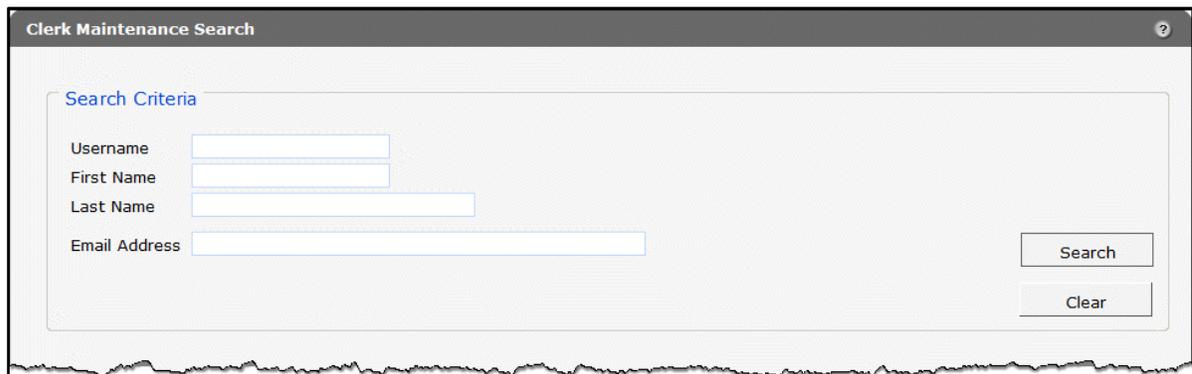
Figure 22 Search Criteria Section

2. Click **Search**.

3. Click the row containing the clerk's name in the "Search Results" section.

Figure 23 Search Results Section

The clerk's information will populate in the "Selected Clerk" section.

Figure 24 Search Results and Selected Clerk Sections

4. Proceed to one of the following sections of this user guide once a clerk has been selected:

    - [Section 4.3 Add the Healthy Birth Role to a Clerk](#)

    - [Section 4.4 Remove a Role From a Clerk](#)

    - [Section 4.5 Assign a Clerk Administrator](#)

4.3 Add the Healthy Birth Role to a Clerk

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

1. Click **Next**. The Clerk Account panel will be displayed.

Figure 25 Clerk Account Panel

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

Figure 26 Clerk Roles Section With Available Healthy Birth Role

3. Click **>**. The Healthy Birth will be added to the Assigned Roles box.

Figure 27 Clerk Roles Section With Health Birth Role Added

4. Click **Submit**. A confirmation message will be displayed at the top of the page.

Figure 28 Save Was Successful Message

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

4.4 Remove a Role From a Clerk

1. Click **Next**. The Clerk Account panel will be displayed.

Figure 29 Clerk Account Panel

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 applicable roles.
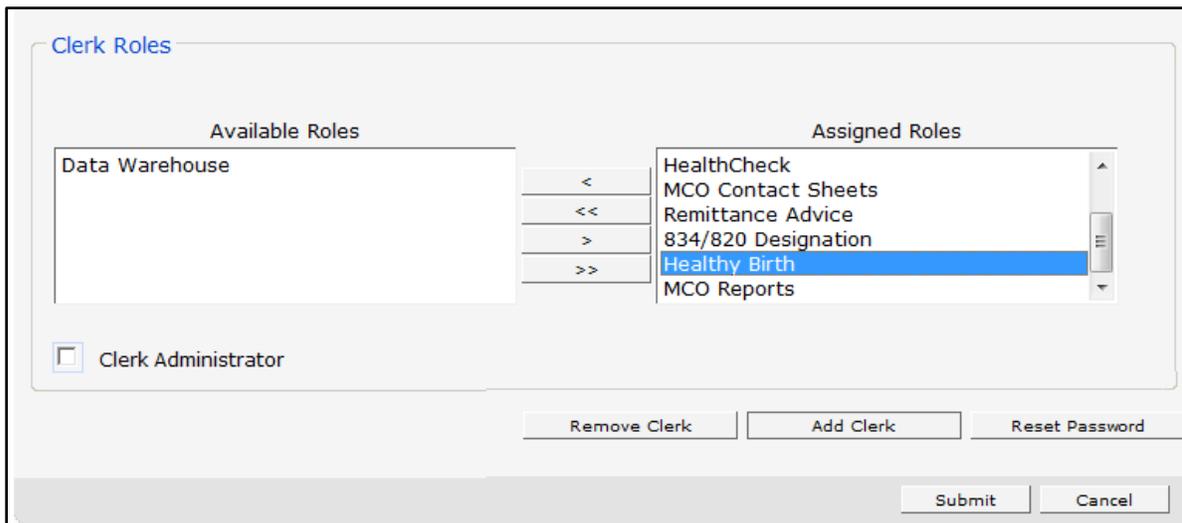
Figure 30 Clerk Roles Section With Assigned Roles

3. Click **<**. The selected role(s) will be transferred to the Available Roles box.

    Note: To remove all of a clerk's assigned roles, click <<.
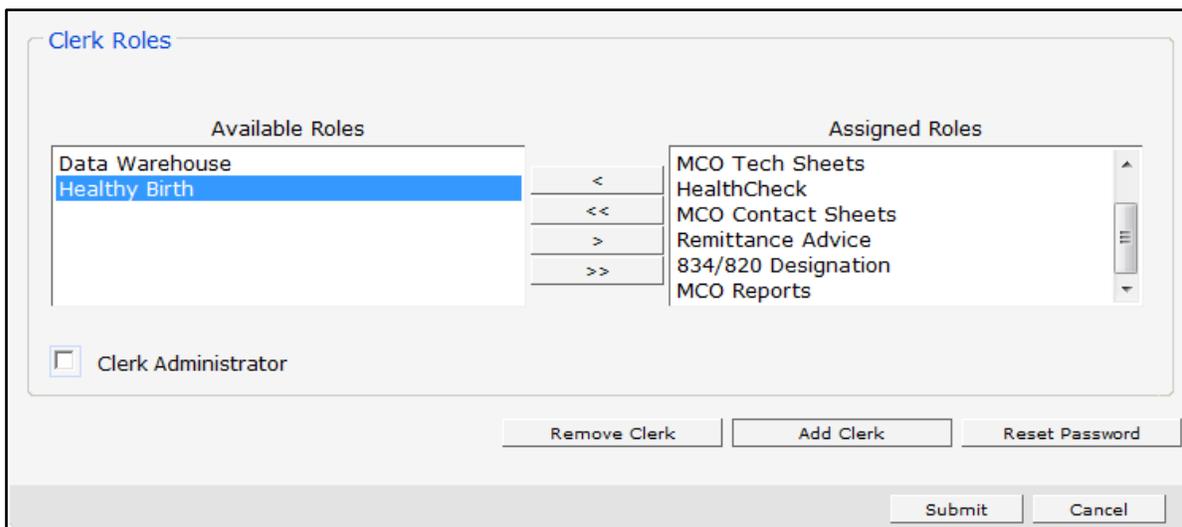
Figure 31 Clerk Roles Section

4. Click **Submit**. A confirmation message will be displayed at the top of the page.
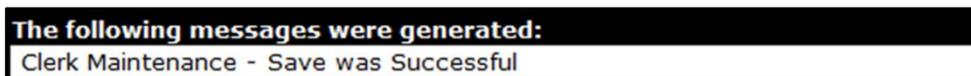
Figure 32 Confirmation Message

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

4.5 Assign a Clerk Administrator

The Clerk Administrator checkbox allows a user to assign a clerk administrative rights. A clerk with administrative rights can create accounts for clerks and manage the roles assigned to them.

1. Click **Next**. The Clerk Account panel will be displayed.

Figure 33 Clerk Account Panel

2. In the "Clerk Roles" section, check the Clerk Administrator box.

Figure 34 Clerk Roles Section With Clerk Administrator Checked

3. Click **Submit**. A confirmation message will be displayed at the top of the page.

Figure 35 Confirmation Message

5 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	
Age	Mother's age	
County	County where the mother lives	
New Member	Indicates if the member is new to the registry.	
PNCC (prenatal care coordination)	Mother received PNCC services in the previous 12 months.	HCPCS codes: H1002, H1003, H1004
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
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

Column	Definition	Criteria for Inclusion
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
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 five 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 has 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 has the chronic condition of hypertension.	Diagnosis codes: 401.00–405.99
PRE ECL (eclampsia/pre-eclampsia)	Member has 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 had 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 has 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 Use Disorder	Member has a diagnosis of substance abuse disorder; excludes smoking.	291.0–292.9, 303.00–305.93 Excludes: 305.1 (tobacco use disorder)
Smoking	Indicates member with a smoking dependence	Diagnosis codes: V15.82, 305.1, 649.0, or G0436, G0437, S9453