

User Guide

ForwardHealth Portal Email Subscription

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1 Introduction

Through the email subscription function on the ForwardHealth Portal, providers and other interested parties may register to receive email notifications of new provider publications. Users are able to select by program (BadgerCare Plus and Wisconsin Medicaid, Family Care, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program, and Wisconsin AIDS Drug Assistance Program [ADAP]) and provider type (e.g., physician, hospital, durable medical equipment vendor) which notifications they would like to receive. Any number of staff or other interested parties from an organization may sign up for an email subscription.

2 Email Subscriptions

2.1 Register for Email Subscriptions

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

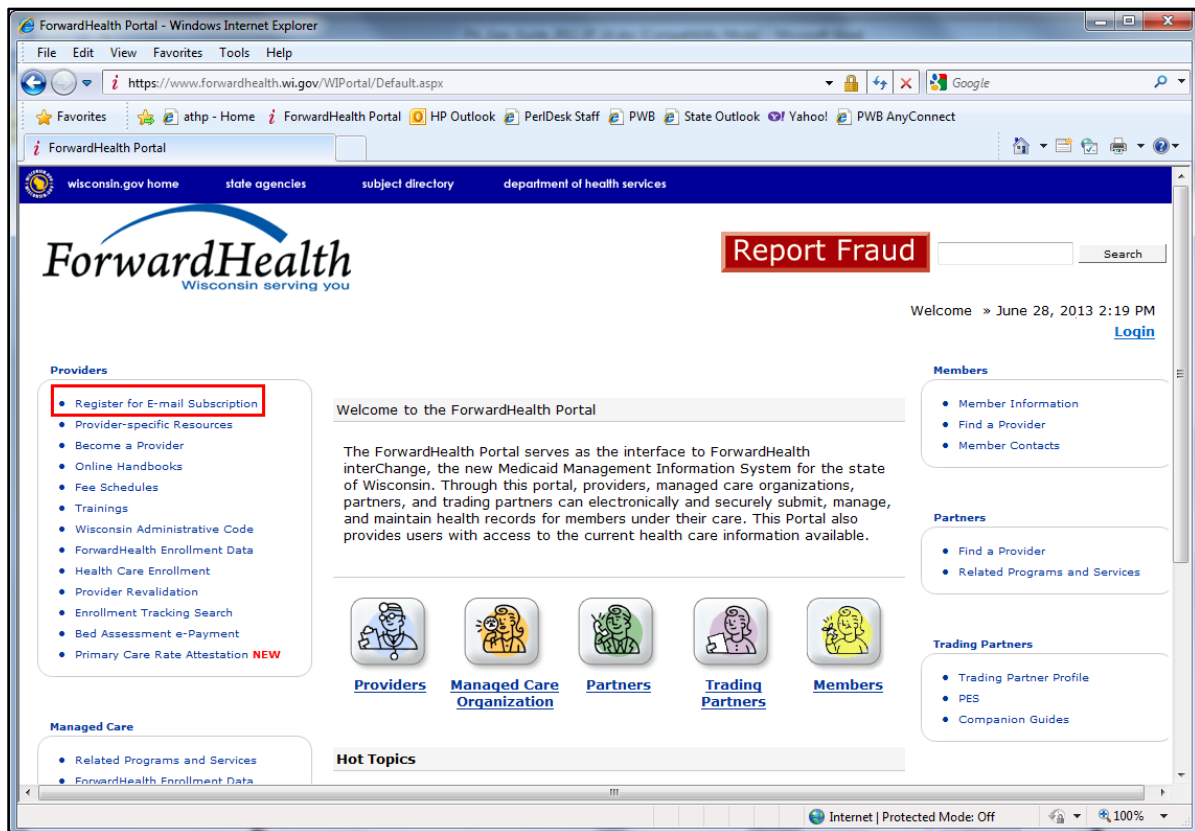


Figure 1 ForwardHealth Portal Page

2. Click **Register for E-mail Subscription** located in the Providers menu. The ForwardHealth Subscriptions page will be displayed.

The screenshot shows a web interface titled "Subscriptions" with a help icon in the top right. It is divided into two main sections: "ForwardHealth Subscriptions" on the left and "Available Subscriptions" on the right. The left section contains three sub-sections: "New Subscriber" with two email input fields and a "Register" button; "Existing Subscribers" with one email input field and a "Load" button; and "Unsubscribe" with one email input field and an "Unsubscribe" button. The right section, titled "Available Subscriptions", lists a "Provider" section with a tree view: "BadgerCare Plus and Medicaid" (expanded) containing "Family Care", "WCDP-Adult Cystic Fibrosis", "WCDP-Chronic Renal Disease", and "WCDP-Hemophilia Home Care"; and a list of programs: "Wisconsin AIDS Drug Assistance Program", "Wisconsin Well Woman Program", "Trading Partners", and "Outpatient Drug Rule". A "Cancel" button is located at the bottom right of the main content area.

Figure 2 Subscriptions Page

3. In the “New Subscriber” section, enter the email address to which the subscription(s) is to be sent (twice for confirmation).

This close-up shows the "New Subscriber" section of the form. The "E-Mail" input field contains the text "imaprovider@isp.com" and the "Confirm E-Mail" input field contains "imaprovider@isp.com". A "Register" button is positioned below the input fields.

Figure 3 New Subscriber Section


- Click **Register**. A confirmation message will be displayed at the top of the page and the “Available Subscriptions” section will become activated.

The following messages were generated:
Registration was successful. Please select one or more service areas to complete your subscription request.

Figure 4 Confirmation Message

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

After registering to receive email messages, you will need to indicate the specific service areas for which you would like to receive messages.

- In the “Available Subscriptions” section, select the program for which you want to receive messages. If the area(s) to which you wish to subscribe is under a program that is collapsed (i.e., minimized so that selections under the category are not shown), click the **name of the program, not the  sign**, to display an expanded list of areas.

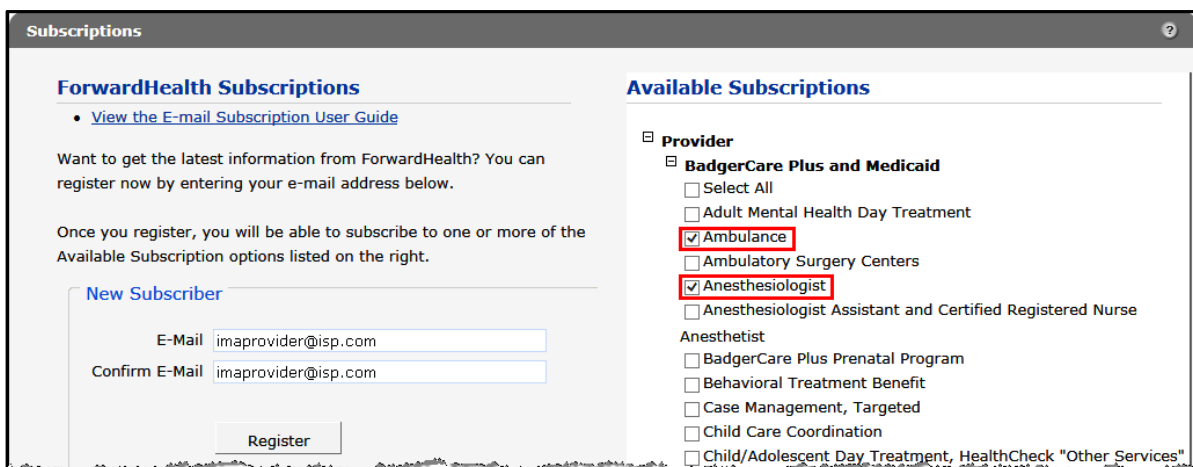


Figure 5 Expanded List of Areas

- Check the box for the area(s) for which you wish to receive messages. Or, check the **Select All** box if you want to receive messages for all the listed areas.
- At the bottom of the page, click **Save**.

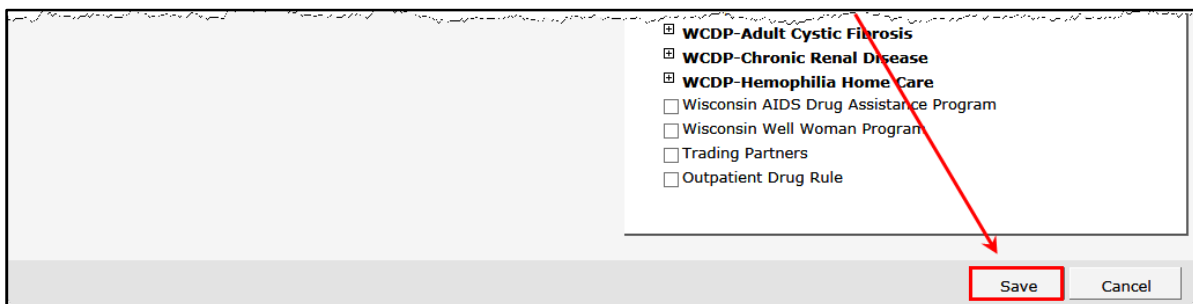


Figure 6 Save Selected Areas

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

The following messages were generated:
Your subscription has been successfully saved. You will receive a confirmation email shortly.

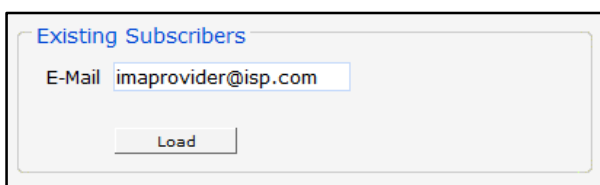
Figure 7 Confirmation Message

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

2.2 Change Email Subscriptions

To add or delete an area(s) from your email subscription list, complete the following steps:

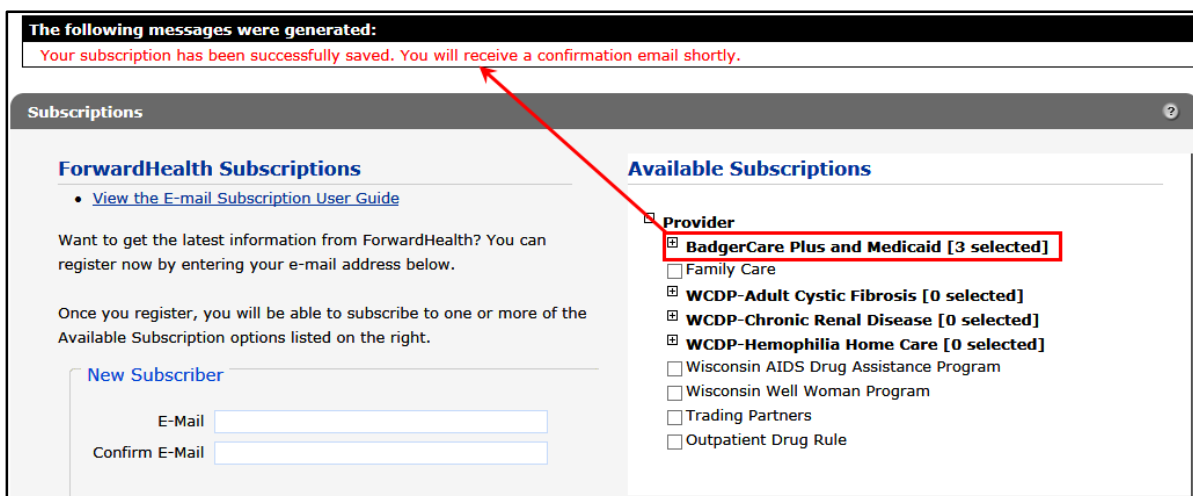
1. In the “Existing Subscribers” section, enter the email address registered to receive subscription notifications.



The screenshot shows a form titled "Existing Subscribers". It contains an "E-Mail" label followed by a text input field containing the email address "imaprovider@isp.com". Below the input field is a button labeled "Load".

Figure 8 Existing Subscribers Section

2. Click **Load**. The “Available Subscriptions” section will display your current subscriptions, and a confirmation message will be displayed at the top of the page.



The screenshot shows the "Subscriptions" page. At the top, a confirmation message is displayed: "The following messages were generated: Your subscription has been successfully saved. You will receive a confirmation email shortly." Below this, the page is divided into two main sections: "ForwardHealth Subscriptions" and "Available Subscriptions".

The "ForwardHealth Subscriptions" section includes a link to "View the E-mail Subscription User Guide" and a registration form with "E-Mail" and "Confirm E-Mail" fields. The "Available Subscriptions" section lists various subscription options under a "Provider" heading:

- BadgerCare Plus and Medicaid [3 selected]**
- Family Care
- WCDP-Adult Cystic Fibrosis [0 selected]**
- WCDP-Chronic Renal Disease [0 selected]**
- WCDP-Hemophilia Home Care [0 selected]**
- Wisconsin AIDS Drug Assistance Program
- Wisconsin Well Woman Program
- Trading Partners
- Outpatient Drug Rule

A red arrow points from the confirmation message to the "BadgerCare Plus and Medicaid" option in the "Available Subscriptions" list.

Figure 9 Existing Subscribers Successfully Loaded

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

Note: If the area(s) you are subscribed to is under a program that is collapsed, click the name of the program to display an expanded list of areas.

2.2.1 Add Subscriptions

1. To add a subscription(s) to your current list, check the box for the area(s) for which you wish to receive the additional message(s). Or, check the **Select All** box if you want to receive messages for all the listed areas.

Subscriptions

ForwardHealth Subscriptions

- [View the E-mail Subscription User Guide](#)

Want to get the latest information from ForwardHealth? You can register now by entering your e-mail address below.

Once you register, you will be able to subscribe to one or more of the Available Subscription options listed on the right.

New Subscriber

E-Mail

Confirm E-Mail

Existing Subscribers

E-Mail

Available Subscriptions

Provider

BadgerCare Plus and Medicaid [3 selected]

- Select All
- Adult Mental Health Day Treatment
- Ambulance
- Ambulatory Surgery Centers
- Anesthesiologist
- Anesthesiologist Assistant and Certified Registered Nurse

Anesthetist

- BadgerCare Plus Prenatal Program
- Behavioral Treatment Benefit
- Case Management, Targeted
- Child Care Coordination
- Child/Adolescent Day Treatment, HealthCheck "Other Services"
- Chiropractic
- Community Recovery Services
- Community Support Program
- Comprehensive Community Services
- Crisis Intervention
- Dental
- Disposable Medical Supplies

Figure 10 Add Area to Available Subscriptions

2. At the bottom of the page, click **Save**.

Figure 11 Save Added Area

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

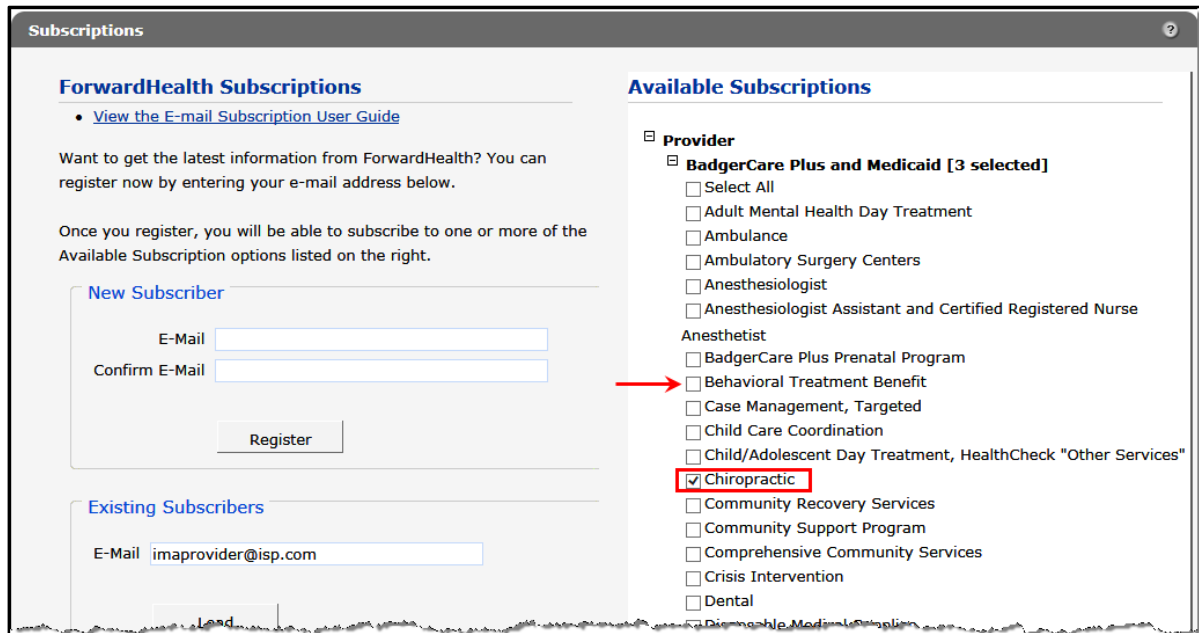
The following messages were generated:
Your subscription has been successfully saved. You will receive a confirmation email shortly.

Figure 12 Confirmation Message

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

2.2.2 Delete Subscriptions

1. To delete a subscription(s) from your current list, remove the check from the box next to the area you wish to delete to deselect the area.



The screenshot shows a web interface titled "Subscriptions". On the left, under "ForwardHealth Subscriptions", there is a "New Subscriber" form with fields for "E-Mail" and "Confirm E-Mail", and a "Register" button. Below that is an "Existing Subscribers" section with an "E-Mail" field containing "imaprovider@isp.com". On the right, under "Available Subscriptions", there is a list of subscription options. The "Chiropractic" option is checked and highlighted with a red box. A red arrow points to the "Chiropractic" checkbox. The list includes "BadgerCare Plus and Medicaid [3 selected]", "Select All", "Adult Mental Health Day Treatment", "Ambulance", "Ambulatory Surgery Centers", "Anesthesiologist", "Anesthesiologist Assistant and Certified Registered Nurse Anesthetist", "BadgerCare Plus Prenatal Program", "Behavioral Treatment Benefit", "Case Management, Targeted", "Child Care Coordination", "Child/Adolescent Day Treatment, HealthCheck 'Other Services'", "Chiropractic", "Community Recovery Services", "Community Support Program", "Comprehensive Community Services", "Crisis Intervention", and "Dental".

Figure 13 Delete Area from Available Subscriptions

2. At the bottom of the page, click **Save**.

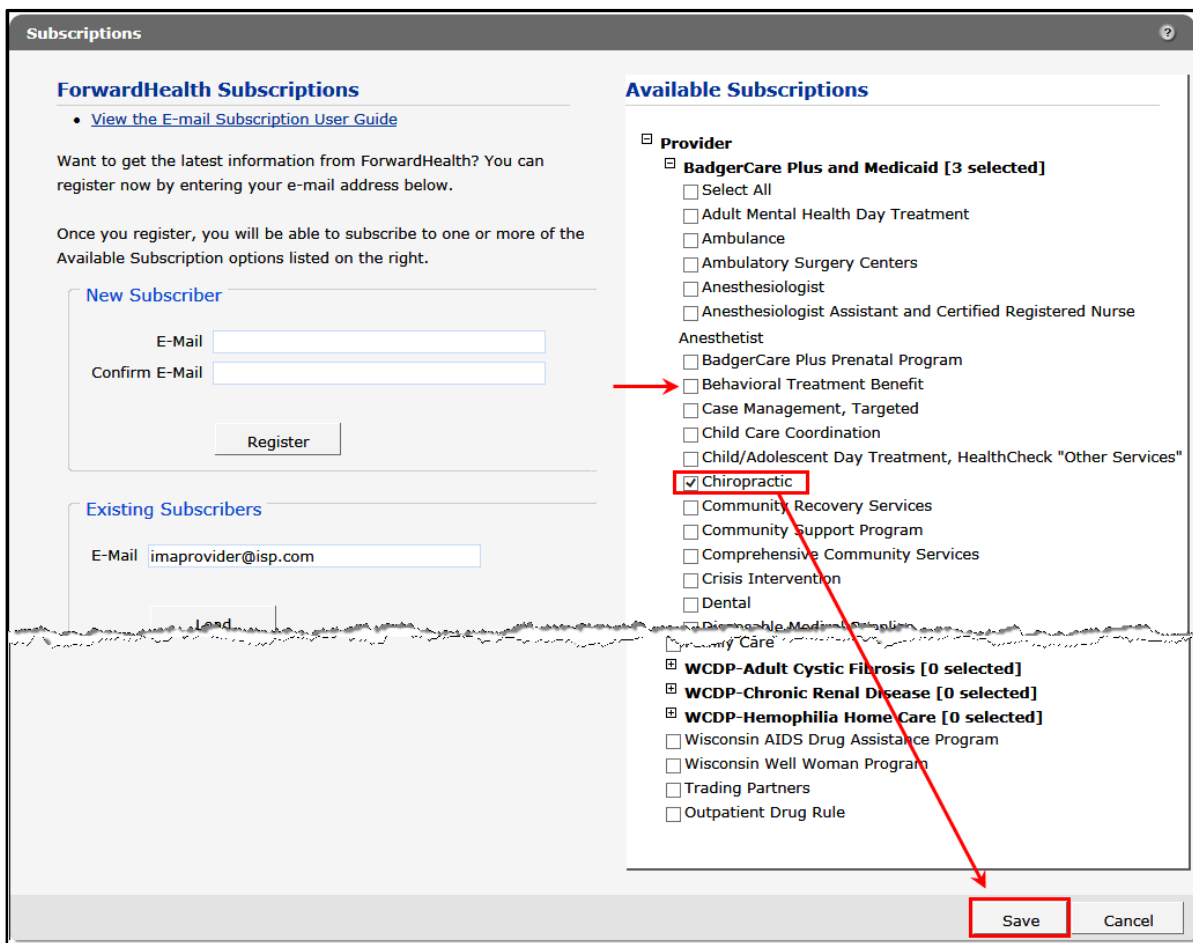


Figure 14 Save Deleted Area

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

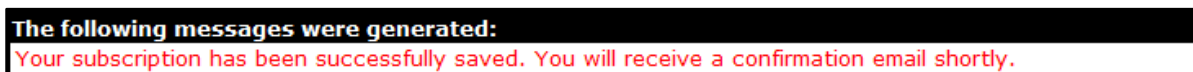


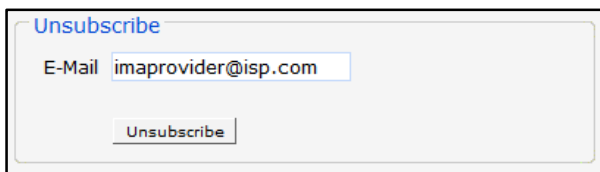
Figure 15 Confirmation Message

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

2.3 Unsubscribe from Email Subscriptions

To be removed from the email subscription list, complete the following steps:

1. In the “Unsubscribe” section, enter the registered email address to be removed from the email subscription list.



The screenshot shows a web form titled "Unsubscribe" in blue text. Below the title is a label "E-Mail" followed by a text input field containing the email address "imaprovider@isp.com". Below the input field is a button labeled "Unsubscribe".

Figure 16 Unsubscribe Section

2. Click **Unsubscribe**. A confirmation message will be displayed at the top of the page.

The following messages were generated:
The email address has been removed as requested.

Figure 17 Confirmation Message

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