

# ForwardHealth Provider Portal HealthCheck User Guide

**Date Last Updated: February 28, 2012**

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## 1 Introduction

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HealthCheck, also known as Early and Periodic Screening, Diagnosis, and Treatment (EPSDT), is a screening program that delivers preventive health services including a physical exam, health history, and diagnosis and treatment to members under 21 years of age enrolled in BadgerCare Plus and Wisconsin Medicaid. All BadgerCare Plus and Medicaid children under age 21 are eligible for HealthCheck services.

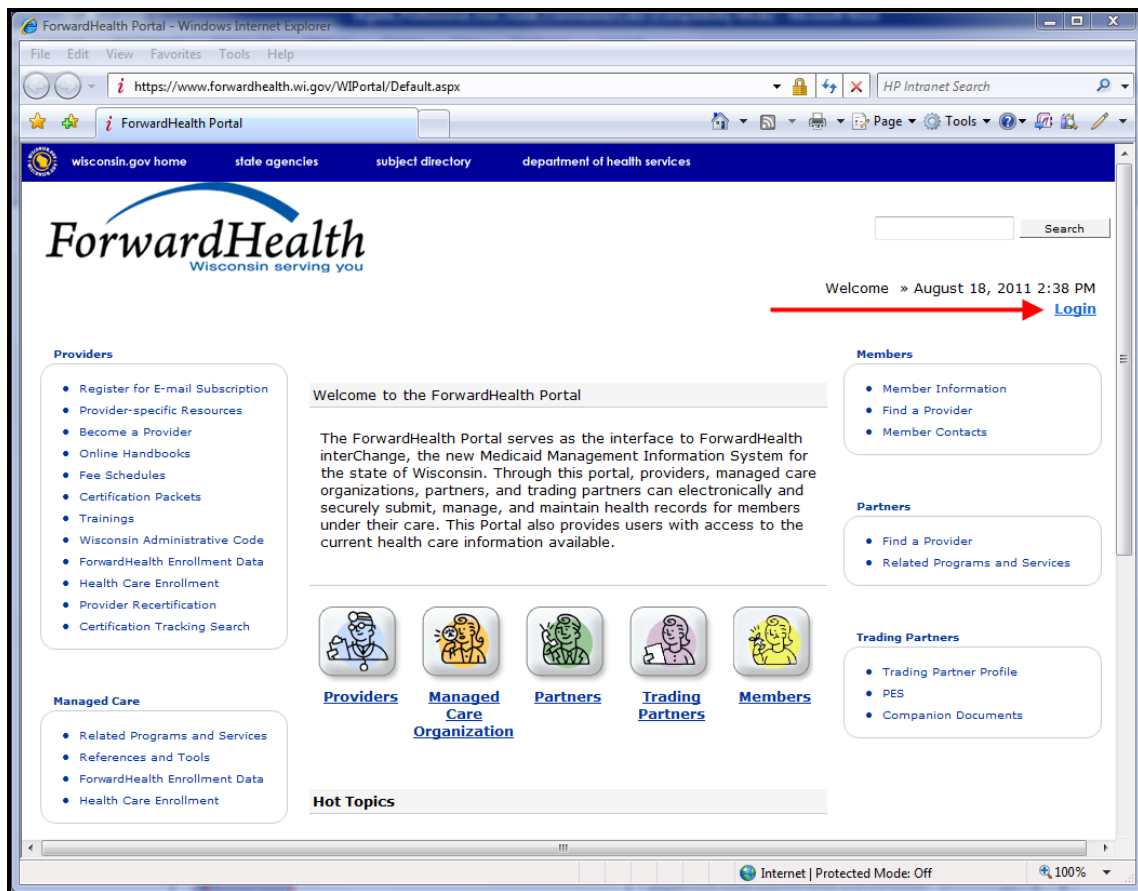
Under HealthCheck "Other Services," children may receive health care services that are not otherwise covered or that exceed coverage limitations.

Through the HealthCheck function on their secure ForwardHealth Portal account, providers can search current member records for information about previous HealthCheck screenings and screening claims processed, access a periodicity schedule that lists the frequency and timing of recommended HealthCheck screenings, and link to the Wisconsin Immunization Registry (WIR) Web site to view immunization data.

For more information about HealthCheck, refer to the HealthCheck (EPSDT) service area of the ForwardHealth Online Handbook.

## 2 Navigate to the HealthCheck 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:**  
  

**Username**

**Password**

- [Logging in for the first time?](#)
- [Forgot your password?](#)
- [Account Users Guide](#)

*ForwardHealth Portal Login*

3. Enter your username.

4. Enter your password.
5. Click **Go!**

The secure Provider page will be displayed.

The screenshot shows the ForwardHealth Provider Portal interface. At the top, there is a navigation bar with links: wisconsin.gov home, state agencies, subject directory, and department of health services. Below this is the ForwardHealth logo and the interChange Provider logo. A welcome message says "Welcome » August 23, 2011 1:50 PM" with a Logout link. A main menu bar contains links: Home, Search, Providers, Enrollment, Claims, Prior Authorization, Remittance Advices, Trade Files, and HealthCheck (highlighted with a red box). Below the menu, a message states: "You are logged in with NPI: 0987654321, Taxonomy Number: 100N00000X, Zip Code: 54449, Financial Payer: Medicaid". A search bar is present. The main content area is divided into sections: "What's New" with a magnifying glass icon and text about efficiency improvements; "NEW HIPAA Version 5010 and NCPDP Version D.0 Upgrade Information." with sub-links; "Messages" with a table of messages; and "Claims" with a table of claims. The right sidebar contains "Home Page" with links like "Update User Account" and "Customize Home Page", and "Quick Links" with links like "Register for E-mail Subscription" and "Provider-specific Resources".

**ForwardHealth** Wisconsin serving you

**interChange** Provider

Welcome » August 23, 2011 1:50 PM [Logout](#)

Home Search **Providers** Enrollment Claims Prior Authorization Remittance Advices Trade Files **HealthCheck**

Max Fee Home Account Contact Information Online Handbooks Site Map Certification

You are logged in with NPI: 0987654321, Taxonomy Number: 100N00000X, Zip Code: 54449, Financial Payer: Medicaid

[Providers](#)

**What's New?**

**What's New**

Providers can improve efficiency while reducing overhead and paperwork by using real-time applications available on the new ForwardHealth Portal. Submission and tracking of claims and prior authorization requests and amendments, on-demand access to remittance information, 835 trading partner designation, and instant access to the most current ForwardHealth information is now available.

**NEW HIPAA Version 5010 and NCPDP Version D.0 Upgrade Information.**

**NEW** HIPAA Version 5010 Companion Guides and NCPDP Version D.0 Payer Sheet.

**NEW** HIPAA Version 5010 Testing Packets.

**NEW** Register for E-mail Subscription.

- New Rate Reform Part 3 Ideas/Recommendations Requested.
- Incentive Payments. . . Are you Eligible?
- ForwardHealth System Generated Claim Adjustments

**Messages**

Category	Subject	Date Sent	Expiration Date	Remove
Alert	ForwardHealth Electronic Funds Transfer: Notice of EFT Account In	07/28/2011	08/27/2011	<input type="checkbox"/>

**Claims**

ICN	Member ID	From Date of Service	To Date of Service	Claim Type	Status	Amount Billed
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**Home Page**

- Update User Account
- Customize Home Page
- Demographic Maintenance
- Electronic Funds Transfer

**Quick Links**

- Register for E-mail Subscription
- Provider-specific Resources
- Designate 835 Receiver
- Online Handbooks
- ForwardHealth Updates
- Fee Schedules
- Forms
- Become a Provider
- Certification Tracking Search
- Training Listing
- Explanation of Benefits (EOBs)
- MAC
- SBS User Guide
- Student Roster File Format

### Secure Provider Page

6. Click **HealthCheck** on the main menu at the top of the page.
- The HealthCheck page will be displayed.

## HealthCheck

HealthCheck is an early and periodic screening program. The program is also known as Early and Periodic Screening, Diagnosis, and Treatment [EPSDT] which delivers preventive health services to BadgerCare Plus-eligible children to improve their health status. The services are provided under Wisconsin BadgerCare Plus and consist of a physical exam, health history, diagnosis, and necessary treatment, as well as continuing preventive services for all members under age 21 years and case heads with children under age 21 years. Providers may use the links below.

- [HealthCheck Online Inquiry](#)
- [Periodicity Schedule](#)
- [Wisconsin Immunization Registry](#)

### Home Page

- [Update User Account](#)

### Quick Links

- [Register for E-mail Subscription](#)
- [Request Portal Access](#)
- [Online Handbooks](#)
- [ForwardHealth Updates](#)
- [Provider Relations Representatives](#)
- [Provider-specific Resources](#)
- [Fee Schedules](#)
- [Forms](#)
- [Become a Provider](#)
- [Certification Tracking Search](#)

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- [MAC](#)
- [SBS User Guide](#)
- [Student Roster File Format](#)

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- [Provider Recertification](#)

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- [Wisconsin Well Woman Program Policy and Procedure Manual](#)

### *HealthCheck Page*

From the HealthCheck page, users can access the HealthCheck Online Inquiry function, the Periodicity Schedule, and the WIR Web site:

- The HealthCheck Online Inquiry function is used to search current member records for information about previous HealthCheck screenings and screening claims processed. Using this information, providers can obtain a more complete picture of the member's screening history and schedule screening appointments according to the periodicity schedule. For more information, refer to [Section 3 HealthCheck Online Inquiry](#).
- The Periodicity Schedule is a Portable Document Format (PDF) file that lists the frequency and timing of recommended HealthCheck screenings for children. For more information, refer to [Section 4 Periodicity Schedule](#).
- The Wisconsin Immunization Registry link directs users to the WIR Web site to view immunization data. Wisconsin Immunization Registry monitors all vaccination information for children, maintains recommended immunization schedules, records immunizations, tracks contraindications and reactions, and verifies immunization history. Authorized users have access to the WIR application. For more information, refer to [Section 5 Wisconsin Immunization Registry](#).

### 3 HealthCheck Online Inquiry

1. On the HealthCheck page, click **HealthCheck Online Inquiry**.

The HealthCheck Online Inquiry page will be displayed.

**HealthCheck Online Inquiry**

Enter one of the following:

- Member ID
- First name, last name and date of birth
- Social Security Number and date of birth

Member ID  Social Security Number

Last Name  Date of Birth

First Name

#### *HealthCheck Online Inquiry Page*

To conduct a HealthCheck Online Inquiry, enter any of the following information:

- The member's ID.
- The member's last name, first name, and date of birth.
- The member's Social Security number and date of birth.

2. Click **Search**.

The "Member Information" and "Search Results" sections will be displayed at the bottom of the page.

**HealthCheck Online Inquiry**

Enter one of the following:

- Member ID
- First name, last name and date of birth
- Social Security Number and date of birth

Member ID  Social Security Number

Last Name  Date of Birth

First Name

**Member Information**

Member ID

Last Name  Date of Birth

First Name  Last HealthCheck Medical Screening

Last HealthCheck Dental Screening

**Search Results**

Date Of Service	Provider	Age	Claim Status
09/24/2004	ABC CLINIC	0M	Denied
09/23/2004	ABC CLINIC	0M	Paid

#### *Member Information and Search Results Sections*

The "Search Results" section contains the following information:

- The date of the member's last HealthCheck medical and/or dental screening.
- The rendering provider's name.
- The member's age at the time of the screening.
- The claim status.

If the data entered is invalid or if there is no record available for the member, an error message such as the following will be displayed at the top of the page.

**The following messages were generated:**

No screening data to display.

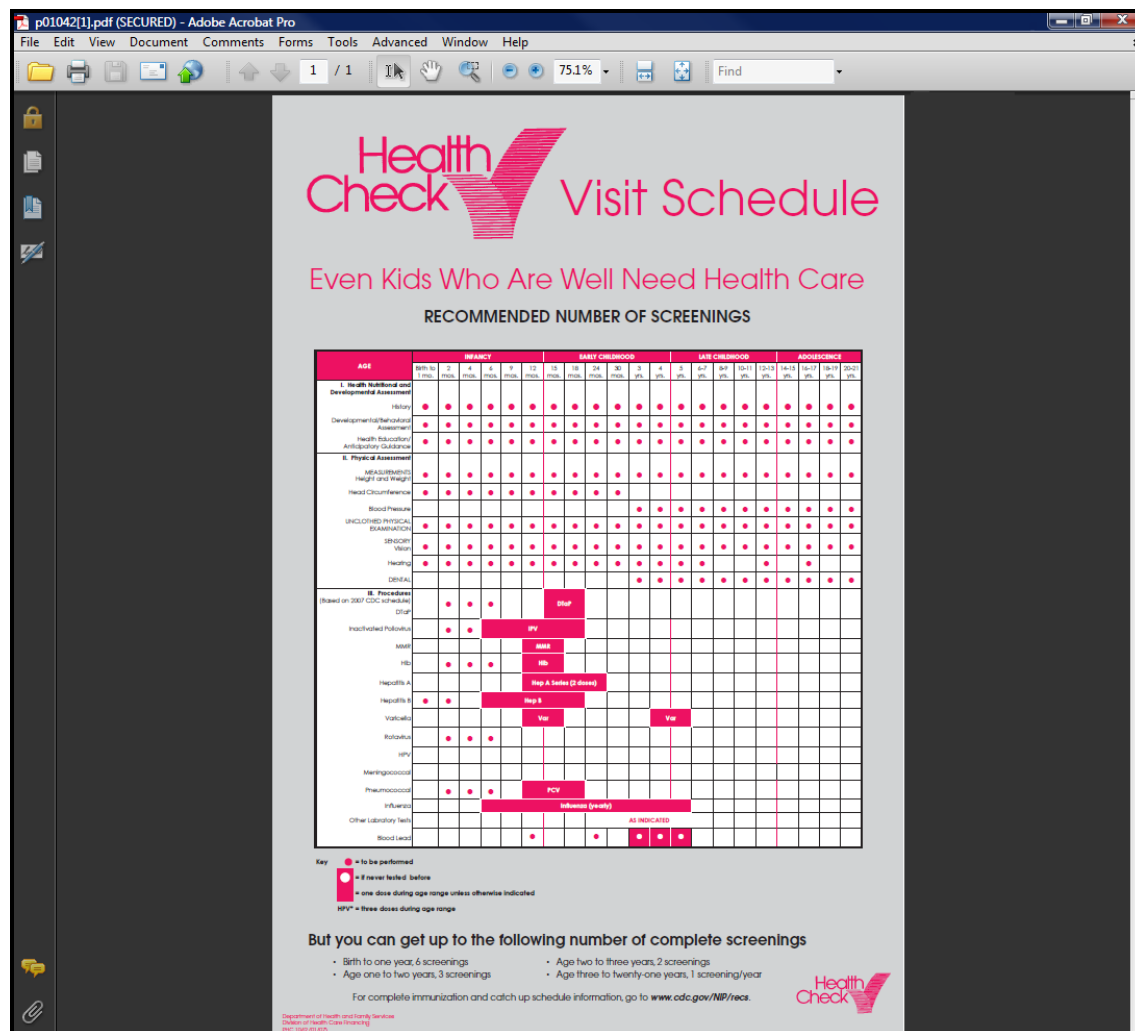
*Example Error Message*



## 4 Periodicity Schedule

1. On the HealthCheck page, click **Periodicity Schedule**.

The PDF version of the periodicity schedule will open in a new browser window.

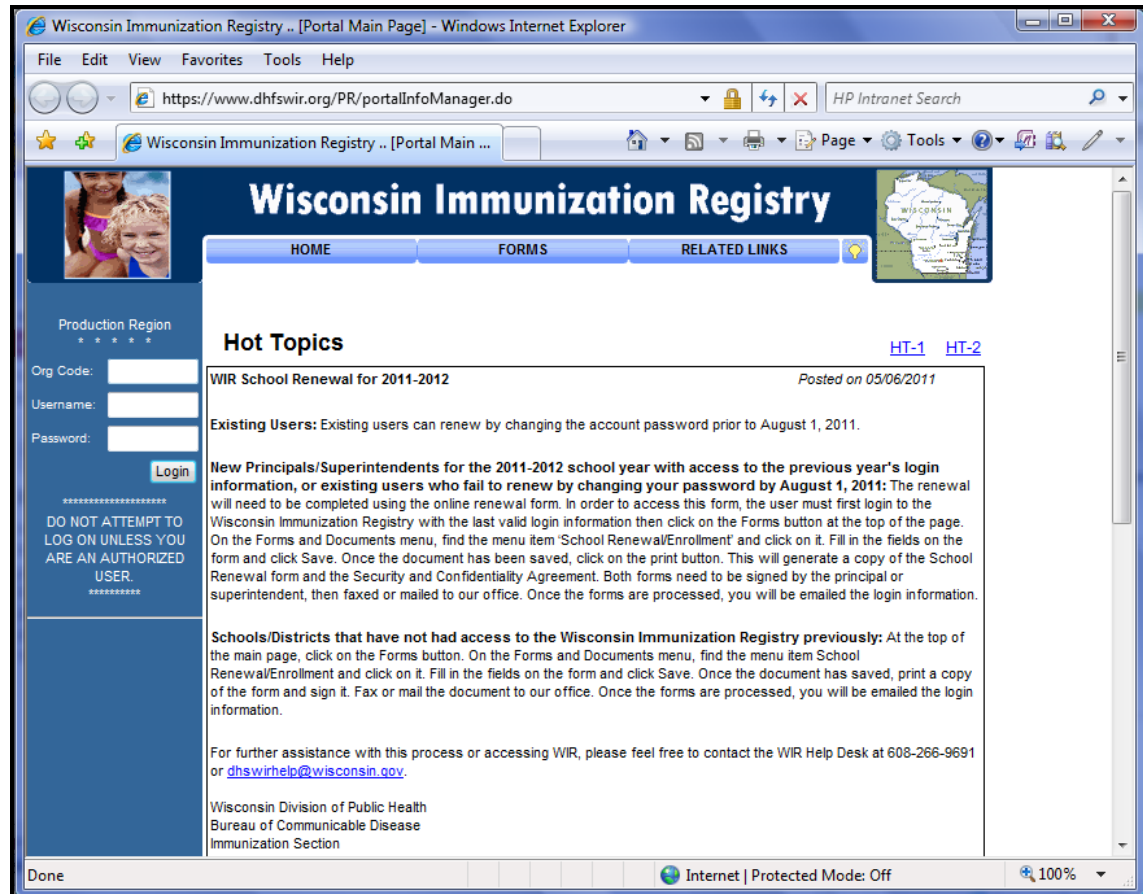


PDF Version of Periodicity Schedule

## 5 Wisconsin Immunization Registry

1. On the HealthCheck page, click **Wisconsin Immunization Registry**.

The Wisconsin Immunization Registry home page will open in a new browser window.



### *Wisconsin Immunization Registry Home Page*

**Note:** To access the secure WIR site, users are required to have a username and password separate from their Portal username and password. To obtain a WIR username and password, users should contact the administrator at their organization.