

**Affected Programs:** All Programs

**To:** All Providers, HMOs and Other Managed Care Programs

## Establishing a Provider Account on the ForwardHealth Portal

This *ForwardHealth Update* outlines the process of establishing a provider account on the ForwardHealth Portal and requesting a personal identification number (PIN). Providers will be able to set up an account beginning in August 2008. These procedures apply to all providers, including BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program, and Wisconsin Well Woman Program providers.

### Background Information

In October 2008, the Department of Health and Services (DHS) will implement ForwardHealth interChange, which replaces Wisconsin's existing Medicaid Management Information System (MMIS). ForwardHealth interChange will be supported as part of the State's new fiscal agent contract with EDS. With ForwardHealth interChange, providers and trading partners will have more ways to verify member enrollment and submit electronic claims, adjustments, and prior authorization requests through the secure ForwardHealth Portal. Refer to the March 2008 *ForwardHealth Update* (2008-24), titled "Introducing ForwardHealth interChange, a New Web-Based Information System for State Health Care Programs," for an overview of the implementation and a more detailed outline of the many business process enhancements and added benefits the new system and fiscal agent contract will provide.

ForwardHealth providers will be able to establish accounts on the Portal beginning August 18, 2008. This *Update* introduces procedures that are new to all providers and previews resources that will be available to BadgerCare Plus,

Medicaid, SeniorCare, Wisconsin Chronic Disease Program (WCDP) and Wisconsin Well Woman Program (WWWP) providers for the first time with the implementation of ForwardHealth interChange in October 2008.

*Note:* The process of establishing a provider account on the Portal differs from that of establishing a trading partner account on the Portal; trading partners should refer to the Trading Partner area of the Portal for instructions on establishing their accounts.

### Medicaid and BadgerCare Plus Providers

Prior to obtaining a PIN and setting up an account, Medicaid and BadgerCare Plus providers are required to have signed a new Wisconsin Medicaid Provider Agreement. Physicians, physician clinics, physician assistants, and pharmacies will have completed these new agreements during recertification in 2007. Providers who underwent a recertification in 2008 have also completed these new agreements. All other providers received copies of the new agreements to complete in a separate mailing during April 2008. Providers are required to complete the new agreements before they are allowed to establish a provider account. Providers who wish to verify that they completed a new provider agreement or need to request another copy may contact Provider Services at (800) 947-9627.

## Wisconsin Chronic Disease Program and Wisconsin Well Woman Program Providers

Wisconsin Chronic Disease Program and WWWP providers do not need to sign a new agreement in order to establish a provider account on the portal. Wisconsin Chronic Disease Program and WWWP providers may request a PIN as described in this *Update*.

### Obtaining a Personal Identification Number

To establish an account on the Portal, providers are required to obtain a PIN. The PIN is a unique, nine-digit number assigned by ForwardHealth interChange for the sole purpose of allowing a provider to establish a Portal account. It is used in conjunction with the provider's login ID. Once the Portal account is established, the provider will be prompted to create a username and password for the account, which will subsequently be used to log in to the Portal.

A provider may need to request more than one PIN if he or she is a provider for more than one program or has more than one type of provider certification. A separate PIN will be needed for each provider certification. Health care providers will need to supply their National Provider Identifier (NPI) and corresponding taxonomy code when requesting an account. Non-healthcare providers will need to supply their unique provider number. Refer to the Attachment of this *Update* for a sample PIN letter.

Beginning August 18, 2008, providers may request a PIN by following these steps:

1. Go to the Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).
2. Click on the "Providers" link or button.
3. Click the "Request Portal Access" link from the Quick Links box on the right side of the screen.
4. At the Request Portal Access screen, enter the following information:
  - a. Health care providers are required to enter their NPI and click "Search" to display a listing of ForwardHealth certifications. Select the correct certification for the account. The taxonomy code, ZIP+4 code, and financial payer for that

certification will be automatically populated. Enter the Social Security number (SSN) or Tax Identification Number (TIN).

- b. Non-healthcare providers are required to enter their provider number, financial payer, and SSN or TIN (this option should only be used by non-healthcare providers who are exempt from NPI requirements).

The financial payer is one of the following:

- Medicaid (Medicaid is the financial payer for Wisconsin Medicaid, BadgerCare Plus, and Senior Care).
- Supplemental Security Income (SSI).
- Wisconsin Chronic Disease Program.
- Wisconsin Well Woman Program.

- c. Click **Submit**.
- d. Once the Portal Access Request is successfully completed, ForwardHealth will send a letter with the provider's PIN to the address on file.

### Creating a Provider Account

Each provider will need to designate one individual as an administrator of the Portal account; this user will establish the administrative account once his or her PIN is received. The administrative user is responsible for this provider account and is able to add accounts for other users (clerks) within his or her organization and assign security roles to clerks that have been established. To establish an administrative account after receiving a PIN, the administrative user is required to follow these steps:

1. Go to the Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).
2. Click on the "Providers" link or button.
3. Click the "Logging in for the first time?" link.
4. Enter the Login ID and PIN. The Login ID is the provider's NPI or provider number.
5. Click **Setup Account**.
6. At the Account Setup screen, enter the user's information in the required fields.
7. Read the security agreement and click the checkbox to indicate agreement with its contents.
8. Click **Submit** when complete.

Once in the secure Provider area of the Portal, the provider may conduct business online with ForwardHealth via a secure connection. Providers may also perform the following administrative functions from the Provider area of the Portal:

- Establish accounts and define access levels for clerks.
- Add other organizations to the account.
- Switch organizations.

A user's guide containing detailed instructions for performing these functions can be found on the Portal.

## **Logging in to the Provider Area of the Portal**

Once an administrative user's or other user's account is set up, he or she may log in to the Provider area of the Portal to conduct business. To log in, the user is required to click the Provider link or button, then enter his or her username and password and click **Go** in the Login to Secure Site box at the right side of the screen.

## **For More Information**

For more information on establishing an account in the Portal, contact the EDI Helpdesk by telephone at (866) 416-4979.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at [dhs.wisconsin.gov/forwardhealth/](http://dhs.wisconsin.gov/forwardhealth/).

P-1250

# **ATTACHMENT**

## **Sample Personal Identification Number Letter**

(A sample "Personal Identification Number Letter" is located on the following page.)



FORWARDHEALTH

ELECTRONIC DATA INTERCHANGE DEPT  
6406 BRIDGE ROAD  
MADISON WI 53784-0009

Telephone: 866-416-4979

FAX: 608-221-0885

TTY: 608-221-4746

Jim Doyle  
Governor

Karen E. Timberlake  
Secretary

## State of Wisconsin

Department of Health Services

[www.forwardhealth.wisconsin.gov](http://www.forwardhealth.wisconsin.gov)

August 25, 2008

ABC Health Clinic  
Jane Doe  
123 Wisconsin St  
Ste 400  
Milladore WI 55555-5555

Dear Provider:

ForwardHealth has received your request to establish a secure Portal account. A summary of the information you provided is included below, along with the Login ID and Personal Identification Number (PIN) you will need in order to set up your secure provider account on the ForwardHealth Portal.

NPI or Provider ID:	XX3456XXXX
Taxonomy:	123456789X
Zip Code:	55555-5555
Financial Payer:	Medicaid

Please note that for security purposes, only digits 3, 4, 5 and 6 of your NPI or Provider ID are shown.

To create your secure provider account, please follow these steps:

1. Go to the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).
2. Select the "Providers" button.
3. Select the "Logging in for the first time?" link under "Login to Secure Site".
4. Enter your Login ID and PIN:

Login ID:	NPI or Provider ID
PIN:	123456789

Detailed instructions and helpful hints on setting up your secure Provider account can be found in the *Account User's Guide*. This guide can be found by selecting the "Account" menu located at the top of your screen once you have successfully logged in.

Please contact the EDI Help Desk at (866) 416-4979 or [VEDSWIEDI@wisconsin.gov](mailto:VEDSWIEDI@wisconsin.gov) if you have any additional questions or need further assistance.

Sincerely,

EDI Department

HCF 13512 (8/08)