

**Affected Programs:** BadgerCare Plus, Medicaid, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program  
**To:** All Providers, HMOs and Other Managed Care Programs

## Recommended System Requirements for ForwardHealth Portal and PES Users

This *ForwardHealth Update* outlines the recommended software requirements for users of the ForwardHealth Portal and users of Provider Electronic Solutions (PES) claims submission software. Providers are encouraged to verify that their computer systems and browsers meet the recommended requirements outlined in this *Update* prior to the implementation of ForwardHealth interChange.

In October 2008, the Department of Health 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. Refer to the July 2008 *Update* (2008-94), "Introducing the ForwardHealth Portal" for more information on using the Portal.

This *Update* outlines the recommended software requirements for users of the ForwardHealth Portal and users of PES claims submission software. Provider Electronic Solutions (PES) is electronic billing software that allows providers to submit electronic claims using 837 Health Care Claim transactions. Provider Electronic Solutions users will be able to download PES updates and submit claims through the ForwardHealth Portal. Providers are encouraged to verify that their computer, computer software, and browser meet the recommended requirements outlined in this *Update* prior to the implementation of ForwardHealth interChange.

### Internet Connection Speed

ForwardHealth recommends providers have an Internet connection that will provide an upload speed of at least 768 Kbps and a download speed of at least 128 Kbps in order to efficiently conduct business with ForwardHealth via the Portal.

For PES users, ForwardHealth recommends an Internet connection that will provide a download speed of at least 128 Kbps for downloading PES software and software updates from the Portal.

These download speeds are generally not available through a dial-up connection.

## System and Browser Requirements

The following table lists the recommended system and browser requirements for using the Portal. Provider Electronic Solutions users should note that the Windows-based requirements noted in the table apply; however, PES cannot be run on Apple-based systems.

Recommended System Requirements	Recommended Browser Requirements
<b>Windows-Based Systems</b>	
Computer with at least a 500Mhz processor, 256 MB of RAM, and 100MB of free disk space	Microsoft Internet Explorer v. 6.0 or higher, or Firefox v. 1.5 or higher
Windows XP or higher operating system	
<b>Apple-Based Systems</b>	
Computer running a PowerPC G4 or Intel processor, 512 MB of RAM, and 150MB of free disk space	Safari, or Firefox v. 1.5 or higher
Mac OS X 10.2.x or higher operating system	

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/).

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