

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

To: All Providers, HMOs and Other Managed Care Programs

ForwardHealth Training Opportunities and Resources

Information about the latest ForwardHealth training opportunities and resources is available on the Trainings page of the ForwardHealth Portal. This *ForwardHealth Update* highlights the current training session opportunities and formats and the role of the Provider Relations representatives as a source of provider education and assistance.

ForwardHealth Training Opportunities and Formats

The Trainings page of the ForwardHealth Portal at www.forwardhealth.wi.gov/ includes information about current ForwardHealth training opportunities, such as covered topics, dates, times, locations (if applicable), online registration, and related training materials. The Provider Relations representatives conduct training sessions in a variety of formats on both program-specific and topic-specific subjects. There is no fee for attending/accessing these training sessions.

On-Site Sessions

On-site training sessions are offered at various locations (e.g., hotel conference rooms, provider facilities) throughout the state. These training sessions include general all-provider sessions, service-specific and/or topic-specific sessions, and program-specific (such as Wisconsin Chronic Disease Program or the Wisconsin Well Woman Program) sessions.

Registration is required to attend on-site sessions. Online registration is available on the Trainings page of the Providers area of the Portal.

Online (Real-Time, Web-Based) Sessions

Online (real-time, Web-based) training sessions are available and are facilitated through HP® Virtual Room. Virtual Room sessions are offered on many of the same topics as on-site sessions, but online sessions offer the following advantages:

- Participants can attend training at their own computers without leaving the office.
- Sessions are interactive as participants can ask questions during the session.
- If requested or needed, a session can be quickly organized to cover a specific topic for a small group or office.

For some larger training topics (such as ForwardHealth Portal Fundamentals), the training may be divided into individual modules, with each module focused on a particular subject. This allows participants to customize their training experience.

Registration, including an e-mail address, is required to attend Virtual Room sessions, so important session information can be sent to participants prior to the start of the session.

Online registration is available on the Trainings page of the Portal.

For more information about Virtual Room, click the “Learn about Real-Time, Web-Based Training Sessions (Virtual Room)” link in the Quick Links box on the Trainings page of the Portal.

Recorded Webcasts

Recorded Webcasts are available on a variety of topics, including some of the same topics as on-site and online sessions. Like Virtual Room sessions, some recorded Webcasts on larger training topics may be divided into individual Webcast modules, allowing participants to customize their training experience. Recorded Webcasts allow providers to view the training at their convenience on their own computers.

Registration is not required to view a recorded Webcast. Related training materials are available to download and print from the specific Webcast training session page on the Portal.

Notification of Training Opportunities

In addition to information on the Trainings page of the Portal, upcoming training session information is distributed directly through messages to providers who have secure Portal accounts and to providers who have registered for the ForwardHealth e-mail subscription service.

To sign up for a secure Portal account, click the “Request Portal Access” link in the Quick Links box on the Provider page of the Portal. To sign up for e-mail subscription, click “Register for E-mail Subscription” in the Quick Links box on the Provider page of the Portal.

Provider Relations Representatives

The Provider Relations representatives conduct training sessions for both large and small groups. Providers and partners can contact the Provider Relations representatives if there is a specific topic, or topics, on which they would like an individualized training session.

The Provider Relations representatives are also available to assist with complex billing and claims processing questions. For billing and claims processing questions, providers are encouraged to initially obtain information through the Portal, WiCall, and Provider Services. If these attempts are not successful, Provider Relations representatives may be contacted for assistance.

For more information about the Provider Relations representatives, including contact information and assigned territories and specialties, click the “Provider Relations Representatives” link in the Quick Links box on the Provider page of the Portal.

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). The 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 www.forwardhealth.wi.gov/.

P-1250