

**Affected Programs:** BadgerCare Plus, Medicaid, SeniorCare, Wisconsin AIDS/HIV Drug Assistance Program, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

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

## Change to ForwardHealth-Generated Electronic Notifications

Certain ForwardHealth-generated electronic notifications sent after February 8, 2013, will display in the “from” line as *ForwardHealth@www.ForwardHealth.wi.gov*.

The following electronic notifications sent from ForwardHealth after February 8, 2013, will display in the “from” line as *ForwardHealth@www.ForwardHealth.wi.gov*.

- Electronic fund transfer (EFT) notifications to account administrators or clerks assigned the EFT role.
- ForwardHealth e-mail subscription messages to registered e-mail subscribers.
- Hospital pay for performance (P4P) messages to Hospital P4P Clerks and Clerk Administrators.
- Partner Request Access e-mails to users who are requesting Portal access.

*ForwardHealth@www.ForwardHealth.wi.gov* will replace the current sender address *ProviderServices@dhfs.state.wi.us*. This change will provide uniformity and potentially prevent ForwardHealth notifications being blocked from reaching users, including Time Warner (Road Runner) e-mail service customers who reported the inability to receive ForwardHealth-generated messaging. Individuals who have been designated and/or have registered as an e-mail subscriber to receive electronic notifications from ForwardHealth are encouraged to add *ForwardHealth@www.ForwardHealth.wi.gov* as an “allowed” or “trusted” sender to facilitate receipt of future ForwardHealth messaging.

The new address will continue to be for “one-way” notifications to which receivers will be unable to reply. Other ForwardHealth-generated electronic notifications are not changing.

### Electronic Notification Options

ForwardHealth communicates regularly via electronic notifications. Refer to applicable User Guides published on the User Guide page of the Providers area of the ForwardHealth Portal for more information about notification options.

### E-mail Subscription Service

Providers and other interested parties may register for e-mail subscription on the Portal to receive e-mail notifications from ForwardHealth. Users are able to select by program (BadgerCare Plus and Medicaid or Wisconsin Chronic Disease Program) and provider type (e.g., physician, hospital, durable medical equipment vendor) which notifications they would like to receive. In the future, users will be able to register for the Wisconsin AIDS/HIV Drug Assistance Program notifications.

The ForwardHealth Provider Portal E-Mail Subscriptions User Guide is available on the User Guide page of the Providers area of the Portal.

## ***Electronic Funds Transfer***

Electronic funds transfer allows ForwardHealth to directly deposit payments into a provider's designated bank account. Notifications are sent when bank or EFT contact information is changed by the account administrator. The EFT User Guide is available on the User Guide page of the Providers area 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 AIDS/HIV Drug Assistance Program and the Wisconsin Well Woman Program are 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/](http://www.forwardhealth.wi.gov/).

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