

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

**To:** All Providers

## New Training Opportunities for Providers

Beginning in April 2013, ForwardHealth will offer a series of regularly scheduled real-time, Web-based training sessions for all providers. The Brown Bag Lunch Series will be held on the second and fourth Tuesday of each month and will cover a variety of topics.

### Brown Bag Lunch Series

Beginning in April 2013, ForwardHealth will offer a series of regularly scheduled real-time, Web-based training sessions for all providers. These training opportunities, called the Brown Bag Lunch Series, will be held on the second and fourth Tuesday of each month and will last approximately 30 minutes. The topics covered in these sessions will address common provider issues and questions. Each session will offer providers a great opportunity to learn and ask questions about that week's topic with the added convenience of a small time commitment and being able to attend without leaving the office. The training schedule and topic for each session is available on the Trainings page of the ForwardHealth Portal.

### Participating in a Training Session

Unlike other ForwardHealth training sessions, providers do not need to register to participate in the Brown Bag Lunch Series. Each session will accommodate the first 50 participants who access the session. Associated training materials and the telephone number and access code required for participating in these sessions will be available on the Trainings page of the Portal at least one week before the training session.

### Preparation for the Sessions

These real-time, Web-based sessions will be facilitated through HP® Virtual Room. Providers who have not yet participated in a Virtual Room session are encouraged to review the "Information Regarding HP® Virtual Room" document. This document outlines preparation for a Virtual Room session and is available on the Trainings page of the Portal by clicking the "Learn about Real-Time, Web-Based Training Sessions" link in the Quick Links box.

Prior to attending a Virtual Room session, providers should access <https://www.rooms.hp.com/testsetup/default.aspx> to conduct a Web browser setup test. For assistance addressing technical issues during the training session, providers are encouraged to contact HP® Virtual Room Support at <http://www.hp.com/support/rooms> or by telephone at (888) 351-4732.

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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