

# *ForwardHealth* UPDATE

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## **FORWARDHEALTH PORTAL ENHANCEMENTS AND INTRODUCING THE ADULT LONG-TERM CARE UPDATE**

On May 16, 2022, the ForwardHealth Portal will be updated to include resources for acute and primary managed care; the adult long-term care (LTC) programs Family Care, Family Care Partnership, IRIS (Include, Respect, I Self-Direct), and the Program of All-Inclusive Care for the Elderly (PACE); and children's specialty programs.

This ForwardHealth Update announces these changes as well as new publications for adult LTC programs.

### **Upcoming Changes to the Portal Home Page**

The Managed Care Organization button on the Portal home page will be renamed Acute and Primary Managed Care to show that it is separate from LTC information, and it will apply to BadgerCare Plus HMOs and SSI HMOs. There will be new buttons for adult LTC programs and children's specialty programs that will send users to the webpages described in the next sections of this Update.

## **AFFECTED PROGRAMS**

BadgerCare Plus, Medicaid

## **TO**

All Providers, HMOs and Other Managed Care Programs

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The information provided in this ForwardHealth Update is published in accordance with Wis. Admin. Code § DHS 108.02.

There will also be two new menus on the home page. They will be called Adult Long-Term Care Programs and Children's Specialty Programs. These menus will contain direct links to individual program pages.

## Upcoming Revised Portal Page for Acute and Primary Managed Care

The Acute and Primary Managed Care button will take users to a revised page with information for:

- BadgerCare Plus HMOs.
- SSI HMOs.

Specific sections will be available for:

- HMO administrators.
- HMO providers.
- HMO members

Note: The URL for this page will change when it is revised. Any personal browser bookmark or favorite for this page will need to be updated after the page is revised on May 16, 2022.

## Upcoming New Portal Pages for Adult Long-Term Care and Children's Specialty Programs

The Adult Long-Term Care Program button will take users to a new page with information for providers and stakeholders of these programs:

- Family Care
- Family Care Partnership
- IRIS
- PACE

The Children's Specialty Programs button will take users to a new page with information for providers and stakeholders of these programs:

- Birth to 3 Program
- Children's Long-Term Support Program
- Katie Beckett Medicaid
- Children's Specialty Managed Care Plans, which include:
  - Care4Kids
  - WrapAround Milwaukee
  - Children Come First

## Portal Training Videos

There are five new training videos that walk through the upcoming changes to the Portal home page and the revised and new Portal pages in detail. Module



[Acute and Primary Managed Care](#)



[Adult Long-Term Care Programs](#)



[Children's Specialty Programs](#)

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1 is an overview of the Portal changes, and the other four modules are about Portal pages for specific programs.

The training videos are linked below:

- [Module 1: Introduction to New Areas on the ForwardHealth Portal](#) (7 minutes, 58 seconds)
- [Module 2: Acute and Primary Managed Care Public Portal](#) (8 minutes, 32 seconds)
- [Module 3: Adult Long-Term Care Programs: Family Care, Family Care Partnership, PACE Public Portal](#) (11 minutes, 43 seconds)
- [Module 4: Adult Long-Term Care Programs: IRIS Public Portal](#) (12 minutes, 19 seconds)
- [Module 5: Children's Specialty Programs Public Portal](#) (12 minutes, 10 seconds)

The training videos are also available on the [Trainings](#) page of the Portal.

## New Adult Long-Term Care Update

The Wisconsin Department of Health Services (DHS) has created a new type of publication called an **Adult Long-Term Care Update** and published the first issue, [2022-01](#), titled "Introducing the Adult Long-Term Care Update and ForwardHealth Portal Enhancements." DHS created the Adult Long-Term Care Update to share important information that affects service providers and other stakeholders for Wisconsin Medicaid's adult LTC programs.

Note: Adult Long-Term Care Updates are only for adult LTC programs. They are separate from ForwardHealth Updates and do not replace information in ForwardHealth Updates. Providers of health care services to members as part of an adult LTC program are responsible for following policy detailed in ForwardHealth Updates and Adult Long-Term Care Updates.

Adult LTC providers include people who work under the adult LTC programs Family Care, Family Care Partnership, IRIS, and PACE. Other stakeholders include managed care organizations, fiscal employer agents, IRIS consultant agencies, participants, and members of adult LTC programs. Adult Long-Term Care Update 2022-01 is for all providers and stakeholders. Future Adult Long-Term Care Updates may target specific audiences based on topic and content.

The purpose of Adult Long-Term Care Updates is to inform providers and other stakeholders about changes in policy, waiver updates, and other program information, including new DHS initiatives and new requirements from the federal Centers for Medicare & Medicaid Services and/or the Wisconsin state



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legislature. Similar to ForwardHealth Updates, Adult Long-Term Care Updates will be published on an as-needed basis.

### How to Find Published Adult Long-Term Care Updates

Adult Long-Term Care Updates will be published on the Portal. These publications will be housed on the new Adult Long-Term Care Updates page, which will be linked in the left-hand navigation menu of the [Communications Home](#) page. The new page will be available beginning May 16, 2022. The search features on this page will be similar to the search features on the ForwardHealth Updates page.

### New Email Subscription Lists for Adult Long-Term Care

There will be new email subscription lists on the [E-mail Subscription Sign-up](#) page of the Portal beginning May 16, 2022. The new email subscription lists will be for Family Care Partnership, IRIS, and PACE. (One already exists for Family Care.) Notifications about newly published Adult Long-Term Care Updates and other messaging applicable to these programs will be sent through these email subscription lists.

For instructions on how to sign up for an email subscription list, refer to the [ForwardHealth Portal Email Subscription User Guide](#), P-00954.

### Adult Long-Term Care Programs Added to the ForwardHealth Online Handbook

Effective May 16, 2022, the [ForwardHealth Online Handbook](#) will be updated to include information for Family Care, Family Care Partnership, IRIS, and PACE. The handbooks for these programs will be added to the existing drop-down menu in the Online Handbook for selecting programs. Similar to ForwardHealth Updates, Adult Long-Term Care Updates will introduce policy that is incorporated into the Online Handbook. The Online Handbook is a real-time resource and should be referred to for up-to-date policy information.

# IN THE KNOW

Stay current by [signing up](#) for ForwardHealth's email subscription service. Select from a list of service areas to receive policy, training, and benefit information specific to those areas.



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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 Medicaid Services within the Wisconsin Department of Health Services (DHS). The Wisconsin AIDS Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health within DHS.

For questions, call Provider Services at 800-947-9627 or visit our website at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).