

ForwardHealth **UPDATE**

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NEW PROVIDER MESSAGE CENTER AND UPDATES TO THE FORWARDHEALTH ONLINE HANDBOOK

On June 11, 2021, ForwardHealth will implement enhancements to the ForwardHealth Portal. These enhancements include a new message center for providers and new functionality in the ForwardHealth Online Handbook.

New Message Center Functionality

As of June 11, 2021, a ForwardHealth message center will be implemented to enable two-way communication between Portal users and Wisconsin Department of Health Services staff. Portal users with secure Portal accounts will be able to send messages by selecting a Department of Health Services group from a drop-down menu. The options in the drop-down menu will differ based on the user's security role.

AFFECTED PROGRAMS

BadgerCare Plus, Medicaid, SeniorCare, Wisconsin AIDS Drug Assistance Program, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

TO

All Providers, HMOs and Other Managed Care Programs

Some of the functionality that comes with the new message center includes:

- Viewing all new and sent messages.
- Archiving messages users would like to keep.
- Attaching files to messages.
- Seeing the entire message chain displayed when viewing a message.
- Printing the message text.

Notification preferences will also be added. Providers can sign up to receive notifications of Portal messages through email, text, or both. After signing up, a verification email will be sent to the user to register their device.

The ForwardHealth Provider Portal Account User Guide will be updated to include complete instructions on how to use the new message center.

Enhancements to the Online Handbook

Effective June 11, 2021, the Online Handbook will be enhanced to make it more user-friendly and to give users more options for customized viewing. The following enhancements will be made to the Online Handbook:

- The ability to select Save Preferences when performing a search (by service area, section, chapter, topic number). This will save the program (for example, BadgerCare Plus and Medicaid) and service area (for example, Anesthesiologist) combinations that are selected from the drop-down menus. The next time the provider accesses the Online Handbook, they will be taken to their default preferences page. The provider can also click the Preferences Home link, which returns the provider to their saved area of the Online Handbook with their default preferences.
- The ability to search by the Online Handbook topic number (the number displayed above the topic title), which will refine the search to produce a single result.
- When searching, the option to hit the Enter key instead of having to click the Search button.
- The structure of sections will be organized with a new design that will be more user-friendly and easier to navigate.
- The option to hide the table of contents, which will expand the margins of the topic information, allowing it to fill the entire browser page.
- Navigation links will be added to the top of the page. This will allow the user to go back to previous pages that were selected.
- A Search Tips link will take the user to a help page that explains how to use the advanced search options.

Other changes to the Online Handbook include:

- The search box and table of contents will be moved from the right-hand side of the Online Handbook to the left.
- The Provider drop-down menu will be hidden.
- The Communications Home link will be located at the bottom of the ForwardHealth Online Handbook home page.
- In the search results, the Online Handbook topic number will be included after the title field.

New Look for Email Subscription Messages

In the future, ForwardHealth email subscription messages will be sent through a third-party application. Due to this, ForwardHealth messages will have a more modern look. Users may continue to [sign up for email subscription messaging](#) through the Portal.

The information provided in this ForwardHealth Update is published in accordance with <<insert relevant citations from CE here>>

This Update was issued on 05/27/2021 and information contained in this Update was incorporated into the Online Handbook on 06/10/2021.

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/.