

User Guide

ForwardHealth Provider Portal HealthCheck

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WISCONSIN DEPARTMENT
of HEALTH SERVICES

Table of Contents

1 Introduction.....	1
2 Navigate to the HealthCheck Page	2
3 HealthCheck Online Inquiry	5
4 Wisconsin Immunization Registry.....	7

1 Introduction

The purpose of Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) is to ensure that children receive early detection and care, so that health problems are prevented or diagnosed and treated as early as possible. Federal law requires state Medicaid programs to provide EPSDT services for Medicaid members under 21 years of age.

HealthCheck is the term used for EPSDT in Wisconsin. The HealthCheck benefit provides periodic, comprehensive health screening exams (also known as “well child checks”), as well as interperiodic screens, outreach and case management, and additional medically necessary services (referred to as HealthCheck “Other Services”) for members under 21 years of age.

HealthCheck “Other Services” allows coverage that goes beyond Wisconsin Medicaid limitations to provide services that are needed to address the individual medical circumstances of the member, but services covered under HealthCheck “Other Services” must be coverable under federal Centers for Medicare and Medicaid Services guidelines. These “other services” include a broad array of interventions, such as physician services, dental care, therapies, home health services, and medical equipment and supplies, which improve the member’s condition, prevent regression, or maintain the member’s status.

Through the HealthCheck function on their secure ForwardHealth Portal account, providers are able to:

- Search current member records for information about previous HealthCheck screens and processed HealthCheck screening claims.
- Click the link to the Wisconsin Immunization Registry (WIR) website to view immunization data.

For more information about HealthCheck, refer to the HealthCheck (EPSDT) service area of the ForwardHealth Online Handbook.

2 Navigate to the HealthCheck Page

1. Access the ForwardHealth Portal at <https://www.forwardhealth.wi.gov/>.

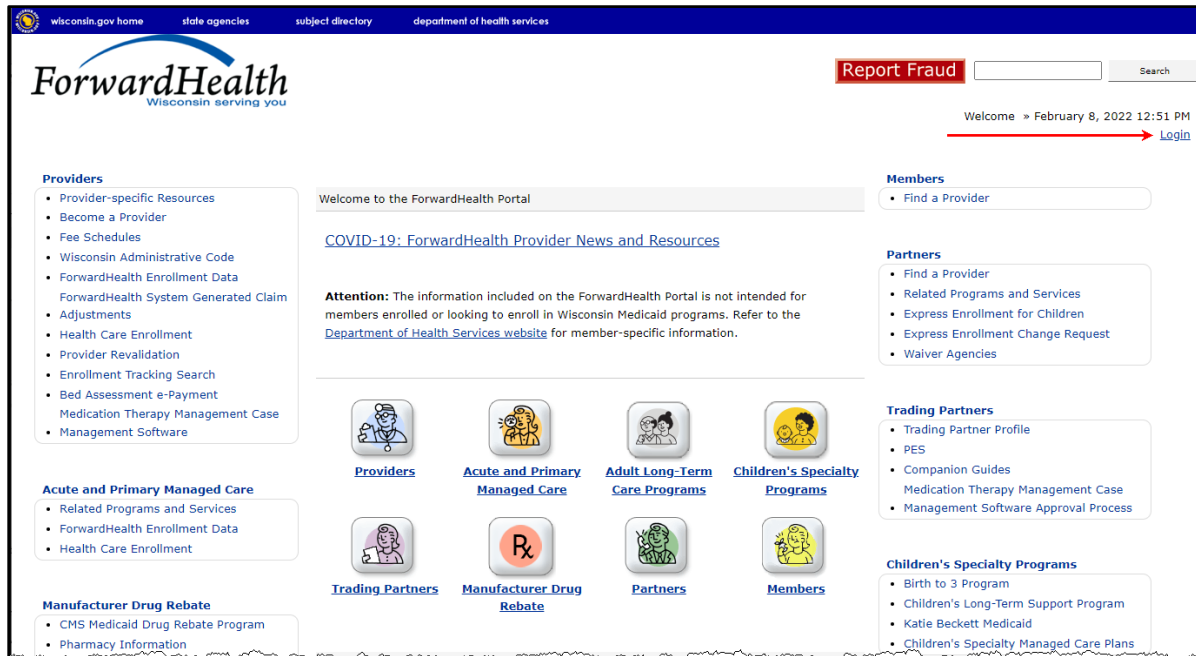


Figure 1 ForwardHealth Portal Page

2. Click **Login**. The ForwardHealth Portal Login box will be displayed.

The screenshot shows the ForwardHealth Portal Login box. It has a title 'ForwardHealth Portal Login:' in blue. Below the title, there are two input fields: 'Username' and 'Password', both with blue text labels. Below the input fields is a 'Go!' button. At the bottom of the box, there are three links: 'Logging in for the first time?', 'Forgot your password?', and 'Account Users Guide'.

Figure 2 ForwardHealth Portal Login

3. Enter your username.
4. Enter your password.

5. Click **Go!** The secure Provider page will be displayed.

The screenshot shows the ForwardHealth Provider Portal interface. At the top, there is a navigation bar with links for [wisconsin.gov home](#), [state agencies](#), [subject directory](#), and [department of health services](#). The main header features the ForwardHealth logo with the tagline "Wisconsin serving you" and the text "interChange Provider". A user greeting reads "Welcome Inpatient03 UAT » May 7, 2019 2:35 PM" with a [Logout](#) link.

A secondary navigation bar contains the following menu items: [Home](#), [Search](#), [Providers](#) (highlighted with a red box), [Enrollment](#), [Claims](#), [Prior Authorization](#), [Remittance Advices](#), [Trade Files](#), [Health Check](#) (highlighted with a red box), and [Max Fee Home](#). Below this is another row of links: [Account](#), [Contact Information](#), [Online Handbooks](#), [Site Map](#), [User Guides](#), and [Certification](#).

The main content area displays the user's login information: "You are logged in with NPI: 1255334173, Taxonomy Number: 282N00000X, Zip Code: 53226, Financial Payer: Medicaid". There is a search box and a [Providers](#) link.

The "What's New?" section includes a magnifying glass icon and the text: "Providers can improve efficiency while reducing overhead and paperwork by using real-time applications available on the new ForwardHealth Portal. Submission and tracking of claims and prior authorization requests and amendments, on-demand access to remittance information, 835 trading partner designation, and instant access to the most current ForwardHealth information is now available." Below this are three bullet points: "New Rate Reform Part 3 Ideas/Recommendations Requested.", "Incentive Payments. . . Are you Eligible?", and "ForwardHealth System Generated Claim Adjustments".

The "Home Page" section lists several links: "Update User Account", "Customize Home Page", "Demographic Maintenance", "Electronic Funds Transfer", "Check My Revalidation Date", "Revalidate Your Provider Enrollment", and "Check Enrollment".

The "Quick Links" section includes a link for "Register for E-mail Subscription".

Figure 3 Secure Provider Page

- Click **HealthCheck** on the main menu at the top of the page. The HealthCheck page will be displayed.

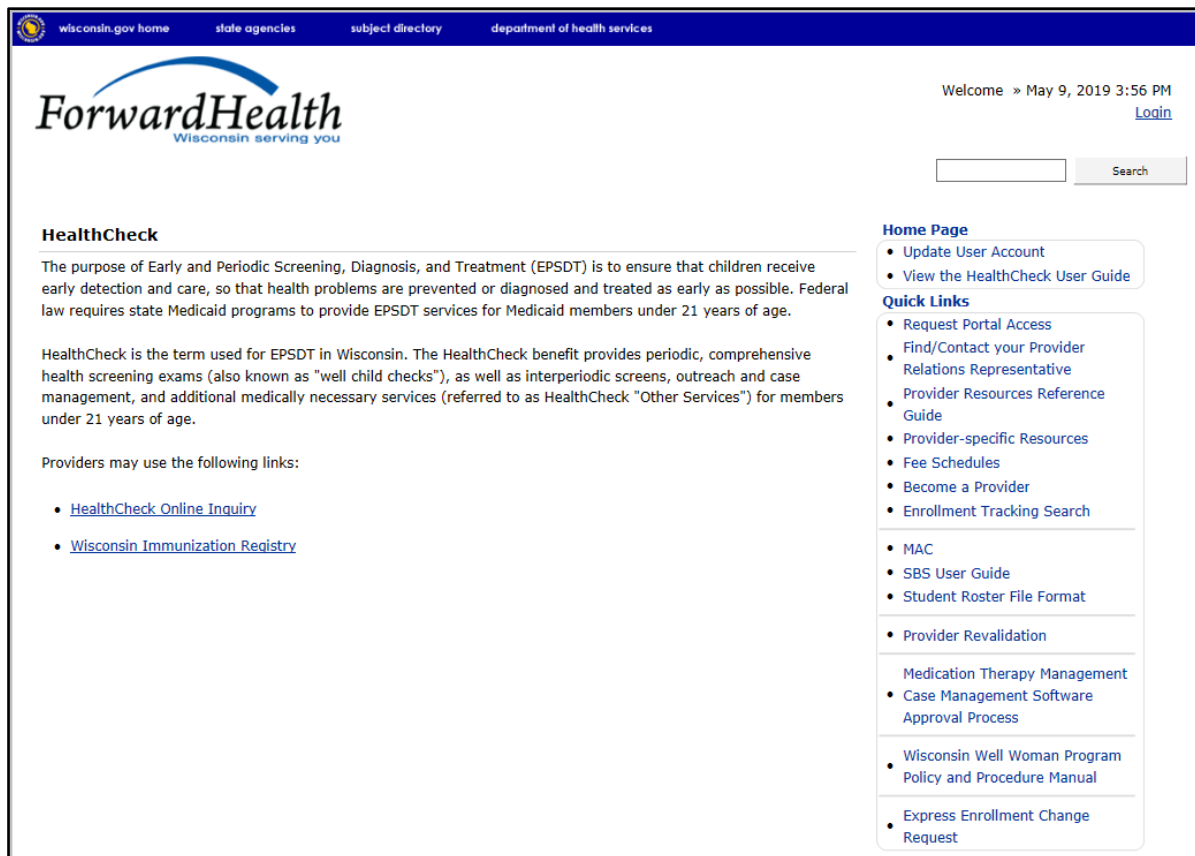


Figure 4 HealthCheck Page

From the HealthCheck page, users can access the HealthCheck Online Inquiry function and the WIR website:

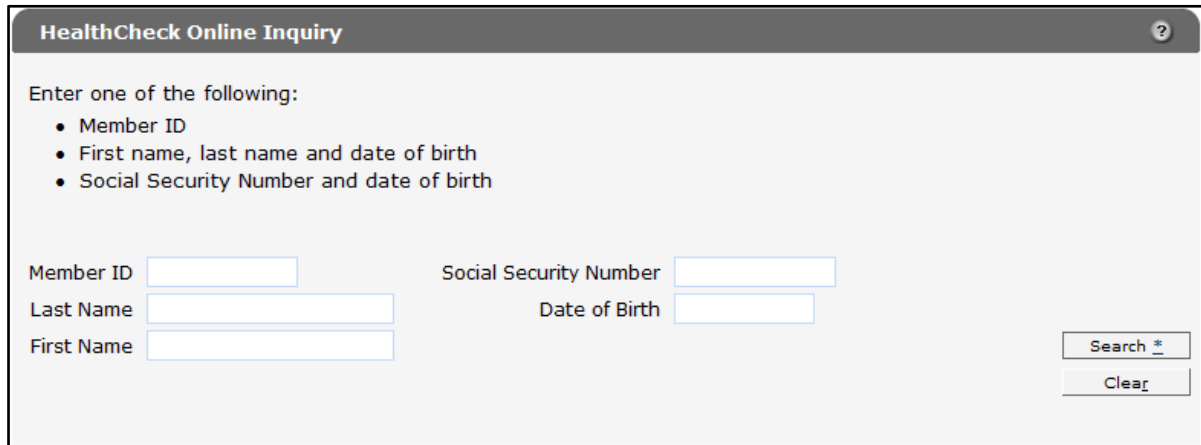
- The HealthCheck Online Inquiry function is used to search current member records for information about previous HealthCheck screens and screening claims processed. Using this information, providers can obtain a more complete picture of the member's screening history and schedule screening appointments according to the periodicity schedule. For more information, refer to [Section 3 HealthCheck Online Inquiry](#).

Note: Information for a member's HealthCheck screen that was not billed to Wisconsin Medicaid will not be displayed on the Portal.

- The Wisconsin Immunization Registry link directs users to the WIR website to view immunization data. Wisconsin Immunization Registry monitors all vaccination information for children, maintains recommended immunization schedules, records immunizations, tracks contraindications and reactions, and verifies immunization history. Authorized users have access to the WIR application. For more information, refer to [Section 4 Wisconsin Immunization Registry](#).

3 HealthCheck Online Inquiry

1. On the HealthCheck page, click **HealthCheck Online Inquiry**. The HealthCheck Online Inquiry page will be displayed.



HealthCheck Online Inquiry ?

Enter one of the following:

- Member ID
- First name, last name and date of birth
- Social Security Number and date of birth

Member ID Social Security Number

Last Name Date of Birth

First Name

Figure 5 HealthCheck Online Inquiry Page

To conduct a HealthCheck Online Inquiry, enter any of the following information:

- The member's ID.
- The member's last name, first name, and date of birth.
- The member's Social Security number and date of birth.

2. Click **Search**. Member and claim information will be displayed at the bottom of the page.

HealthCheck Online Inquiry

Enter one of the following:

- Member ID
- First name, last name and date of birth
- Social Security Number and date of birth

Member ID: 0000000000 Social Security Number:

Last Name: Date of Birth:

First Name:

Member ID: 0000000000 Date of Birth: 07/08/2010

Last Name: MEMBER Last HealthCheck Medical Screening: 07/08/2015

First Name: IMA Last HealthCheck Dental Screening:

Date Of Service	Provider	Age	Claim Status
07/08/2015	PROVIDER, JOE	5Y	Paid

Figure 6 Member and Claim Information Search Results

The claim information at the bottom of the screen contains the following information:

- The date of the member’s last HealthCheck medical and/or dental screening.
- The rendering provider’s name.
- The member’s age at the time of the screening.
- The claim status.

If the data entered is invalid or if there is no record available for the member, an error message such as the following will be displayed at the top of the page.

The following messages were generated:
 No screening data to display.

Figure 7 Example Error Message

4 Wisconsin Immunization Registry

1. On the HealthCheck page, click **Wisconsin Immunization Registry**. The Wisconsin Immunization Registry home page will open in a new browser window.



Figure 8 Wisconsin Immunization Registry Home Page

Note: To access the secure WIR site, users are required to have a username and password separate from their Portal username and password. To obtain a WIR username and password, users should contact the administrator at their organization.