

ForwardHealth Portal Physical Exam Health Indicators Data Collection Tool User Guide

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1 Introduction

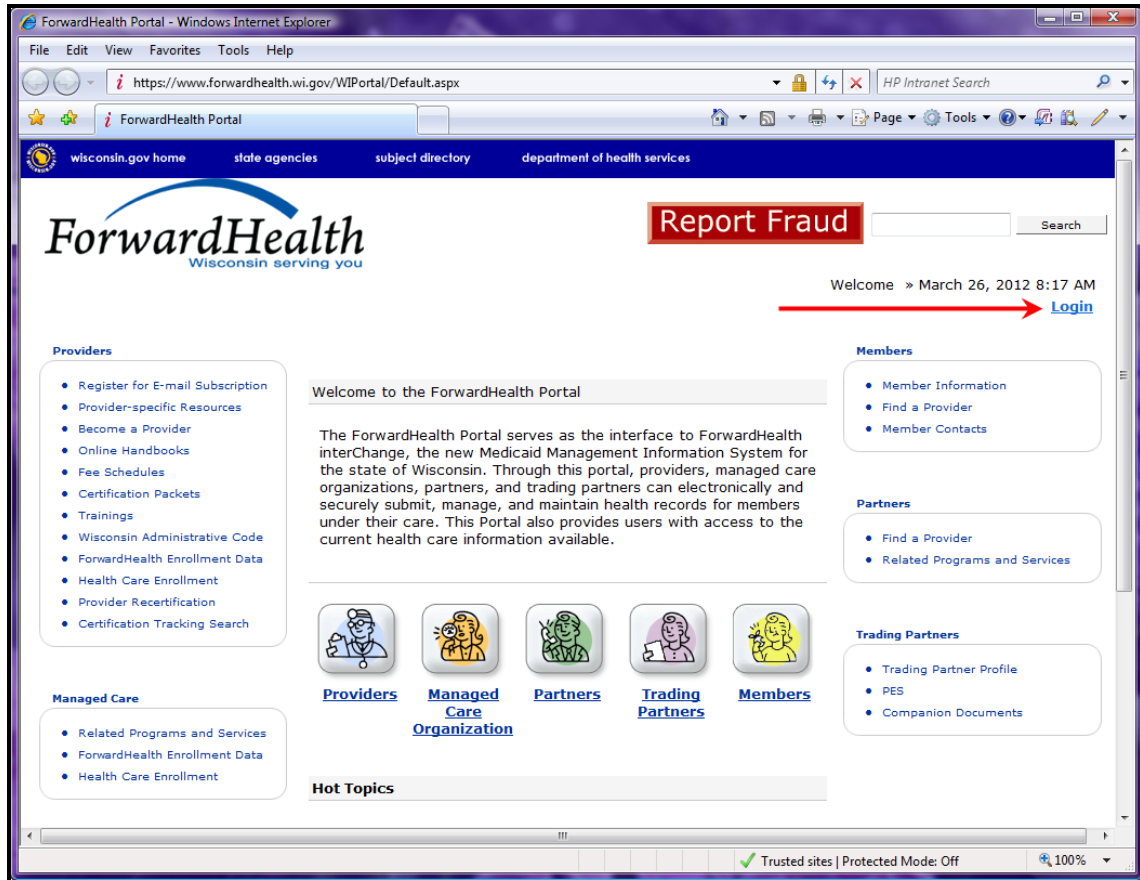
The ForwardHealth Physical Exam Health Indicators (PEHI) data collection tool is a tool that HMOs and providers can use to report PEHI data for members enrolled in the BadgerCare Plus Core Plan only.

This tool allows HMOs to query PEHI data for members who are currently enrolled in their HMO and allows providers to query PEHI data if they originally entered the data via the tool and the data has not yet been updated by an HMO.

Physical Exam Health Indicators data does not need to be reported for members enrolled in the Core Plan fee-for-service.

2 Access the Physical Exam Health Indicators Tool

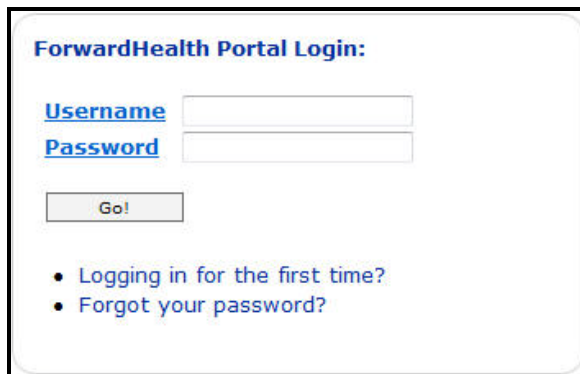
1. Access the ForwardHealth Portal at <https://www.forwardhealth.wi.gov/>.



ForwardHealth Portal Page

2. Click **Login**.

The ForwardHealth Portal Login box will be displayed.



ForwardHealth Portal Login

3. Enter your username.

4. Enter your password.
5. Click **Go!**

The secure Provider page will be displayed.



Secure Provider Page

6. In the Quick Links box, click **Physical Exam Health Indicators**.

The Physical Exam Health Indicators page will be displayed.

Physical Exam Health Indicators

Required fields are indicated with an asterisk (*).

- One of the following is required:
 - Member ID
 - Member First/Last Name and Date of Birth

User Search

Member ID

First Name Last Name

Date of Birth

Exam Results

Physical Exam List

*** No rows found ***

Physical Exam Entry

Member Information

Member ID

First Name Last Name

Date of Birth

Exam Information

Exam Date

MCO ID Rendering Provider NPI

Height (in inches) Weight (in pounds)

LDL LDL Result Date

HbA1c HbA1c Result Date

Blood Pressure - Source

Matching Service

Date of Service

Rendering Provider NPI

Procedure Code

Physical Exam Health Indicators Page

2.1 Add a Physical Exam Health Indicator Record for a Member

- Providers can enter a new PEHI record for any member enrolled in the Core Plan.
- HMO users can enter a new PEHI record for members enrolled in the Core Plan who are currently enrolled in that HMO.

1. To search for a member's PEHI data, enter either a member's identification (ID) number *or* a member's first name, last name, and date of birth (DOB).
2. Click **Search**.

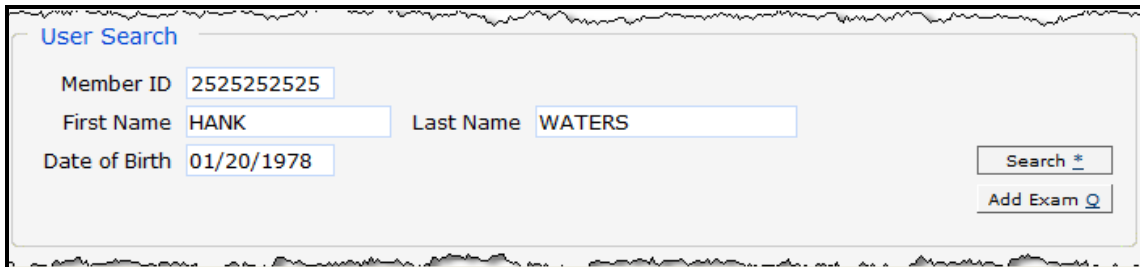
If more than one member is returned, you will receive the error message, "Your query has returned multiple members. Please refine your query and try again." To refine your query, enter additional information and click **Search** again.

If invalid or inaccurate information is entered, an error message will be displayed at the top of the page. Correct the error and click **Search** again.

The following messages were generated:
Member ID or Name and Date of Birth do not match.

Example Error Message

If the member is found and is currently enrolled in the Core Plan, the Add Exam button will be enabled in the "User Search" section.



The screenshot shows a web form titled "User Search". It contains four input fields: "Member ID" with the value "2525252525", "First Name" with "HANK", "Last Name" with "WATERS", and "Date of Birth" with "01/20/1978". To the right of these fields are two buttons: "Search" with a magnifying glass icon and "Add Exam" with a magnifying glass icon.

User Search Section

3. Click **Add Exam**.

The member's information will populate in the fields in the "Physical Exam Entry" section.

The screenshot shows a web form titled "Physical Exam Entry". It is divided into three main sections: "Member Information", "Exam Information", and "Matching Service".

- Member Information:** Member ID* 2525252525, First Name* HANK, Last Name* WATERS, Date of Birth* 01/20/1978.
- Exam Information:** Exam Date* (empty), MCO ID (empty), Height (in inches)* 0, LDL 0, HbA1c 0, Blood Pressure* 0 - 0, Rendering Provider NPI (empty), Weight (in pounds)* 0, LDL Result Date (empty), HbA1c Result Date (empty), Source Provider (dropdown menu).
- Matching Service:** Date of Service (empty), Rendering Provider NPI (empty), Procedure Code (empty).

Buttons at the bottom include "Cancel M", "Save", and "Exit C".

Physical Exam Entry Section with Populated Information

4. Enter the data from the member's physical examination in the "Exam Information" section.

This is a close-up view of the "Exam Information" section of the form. The fields are populated with the following values:

- Exam Date: 01/24/2011
- MCO ID: 1111111111
- Height (in inches)*: 74
- Weight (in pounds)*: 175
- LDL: 320
- LDL Result Date: 01/24/2011
- HbA1c: 1
- HbA1c Result Date: 01/24/2011
- Blood Pressure*: 120 - 70
- Rendering Provider NPI: 1811918119
- Source: Provider (dropdown menu)

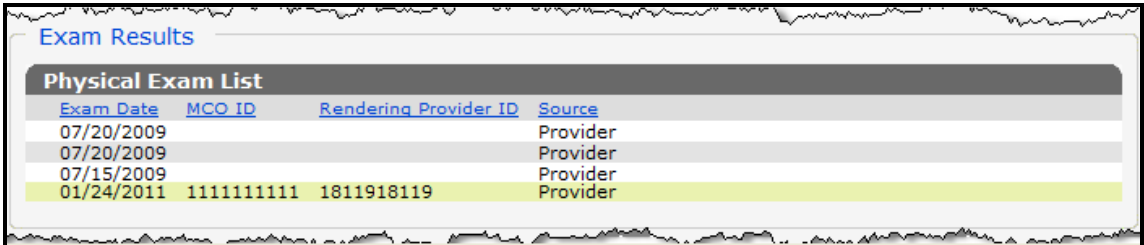
Exam Information Section

5. Click **Save**.
If there is an error message, refer to [Section 3 Error Messages](#) for more information. Correct the identified error(s) and click **Save** again.
If no errors were identified, a confirmation message will be displayed at the top of the page.

The following messages were generated:
Save was successful

Confirmation Message

The new exam will be added to the Physical Exam List panel in the “Exam Results” section.



Exam Date	MCO ID	Rendering Provider ID	Source
07/20/2009			Provider
07/20/2009			Provider
07/15/2009			Provider
01/24/2011	1111111111	1811918119	Provider

Physical Exam List in the Exam Results Section

2.2 Change a Physical Exam Health Indicators Record for a Member

- Providers can change any PEHI record that was originally entered by the provider and has not been updated by an HMO user.
- HMO users can change a PEHI record only for members currently enrolled in that HMO.
 1. On the Physical Exam Health Indicators page, search for the member’s PEHI data by entering a member’s ID *or* a member’s first name, last name, and DOB.
 2. Click **Search**.

If more than one member is returned, you will receive the error message, “Your query has returned multiple members. Please refine your query and try again.” To refine your query, enter additional information and click Search again.

If invalid or inaccurate information is entered, an error message will be displayed at the top of the page. Correct the error and click **Search** again.

If the member is found and is currently enrolled in the Core Plan, existing physical exam records will be displayed in the Physical Exam List panel of the “Exam Results” section.

Physical Exam Health Indicators ?

Required fields are indicated with an asterisk (*).

- One of the following is required:
 - Member ID
 - Member First/Last Name and Date of Birth

User Search

Member ID

First Name Last Name

Date of Birth

Met Requirements

This member has met the physical exam requirements.

Exam Results

Exam Date	MCO ID	Rendering Provider ID	Source
07/20/2009			Provider
07/20/2009			Provider
07/15/2009			Provider
01/24/2011	1111111111	1811918119	Provider

User Search and Exam Results Sections

3. On the Physical Exam List panel, click the physical exam record you wish to update. The member's information will populate in the "Physical Exam Entry" section.

The screenshot shows a web interface for entering physical exam data. At the top, there is a section titled "Exam Results" containing a "Physical Exam List" table. The table has columns for Exam Date, MCO ID, Rendering Provider ID, and Source. The last row is highlighted in green. Below this is the "Physical Exam Entry" section, which is divided into "Member Information" and "Exam Information".

Exam Date	MCO ID	Rendering Provider ID	Source
07/20/2009			Provider
07/20/2009			Provider
07/15/2009			Provider
01/24/2011	1111111111	1811918119	Provider

Member Information

Member ID* 2525252525
First Name* HANK Last Name* WATERS
Date of Birth* 01/20/1978

Exam Information

Exam Date 01/24/2011
MCO ID 1111111111 Rendering Provider NPI 1811918119
Height (in inches)* 74 Weight (in pounds)* 175
LDL 320 LDL Result Date 01/24/2011
HbA1c 1 HbA1c Result Date 01/24/2011
Blood Pressure* 120 - 70 Source Provider

Physical Exam Entry Section with Populated Information

Note: If the user is not able to update the record, details of the physical exam will not be displayed in the "Physical Exam Entry" section.

4. Update the exam information as required.
5. Click **Save**.

If there is an error message, refer to [Section 3 Error Messages](#) for more information. Correct the identified error(s) and click **Save** again.

If no errors were identified, a confirmation message will be displayed at the top of the page.

The following messages were generated:
Save was successful

Confirmation Message

2.3 Informational Sections

To view the informational sections of the Physical Exam Health Indicators page, complete the following steps.

1. On the Physical Exam Health Indicators page, search for the member's PEHI data by entering a member's ID *or* a member's first name, last name, and DOB.

The screenshot shows a web form titled "Physical Exam Health Indicators" with a help icon. Below the title, it states "Required fields are indicated with an asterisk (*)." A bulleted list indicates that one of the following is required: Member ID, or Member First/Last Name and Date of Birth. The "User Search" section contains four input fields: Member ID (with the value "2525252525"), First Name, Last Name, and Date of Birth. There are two buttons: "Search *" and "Add Exam Q".

User Search Section

2. Click **Search**.

If more than one member is returned, you will receive the error message, "Your query has returned multiple members. Please refine your query and try again." To refine your query, enter additional information and click **Search** again.

If invalid or inaccurate information is entered, an error message will be displayed at the top of the page. Correct the error and click **Search** again.

If the member is found and is currently enrolled in the Core Plan, the member's information will populate in the fields on the Physical Exam Health Indicators page.

2.3.1 Met Requirements Section

Note: This section is informational only.

The "Met Requirements" section indicates whether or not the member has met the physical exam requirements for Core Plan enrollment.

The screenshot shows a section titled "Met Requirements" with a message that reads "This member has met the physical exam requirements."

Met Requirements Section

2.3.2 Matching Service Section

Note: This section is informational only.

The "Matching Service" section displays the date of service, rendering provider National Provider Identifier, and procedure code from a claim or encounter (if any) that matches the PEHI information entered.

Matching Service

Date of Service 07/15/2008

Rendering Provider NPI 1811918119

Procedure Code 99221

Cancel M

Save Exit C

Matching Service Section

3 Error Messages

The following two types of error messages may be displayed:

- Error messages that relate to required fields.
- Error messages that relate to informational fields.

Error messages are displayed at the top of the page.

3.1 Required Field Error Messages

The following are error messages that may be displayed when you attempt to save physical exam information:

- Exam Date is required.
- LDL Result Date is required when a LDL value is present.
- HbA1c Result Date is required when a HbA1c value is present.
- Height (inches) value greater than 0 is required.
- Weight (pounds) value greater than 0 is required.
- Systolic-Blood Pressure value greater than 0 is required.
- Diastolic-Blood Pressure value greater than 0 is required.

The following messages were generated:
Exam Date is required.
LDL Result Date is required when a LDL value is present.
HbA1c Result Date is required when a HbA1c value is present.
Height (inches) value greater than 0 is required.
Weight (pounds) value greater than 0 is required.
Systolic-Blood Pressure value greater than 0 is required.
Diastolic-Blood Pressure value greater than 0 is required.

Example of Required Field Error Messages

3.2 Informational Error Messages

Informational error messages will not display until all the required field error messages are resolved. The following are two informational error messages that may be displayed:

- LDL value greater than 400 was entered. Please confirm the value entered and then press the Save button to continue.
- HbA1c value greater than 15 was entered. Please confirm the value entered and then press the Save button to continue.

The following messages were generated:
LDL value greater than 400 was entered. Please confirm the value entered and then the press the Save button to continue.
HbA1c value greater than 15 was entered. Please confirm the value entered and then the press the Save button to continue.

Example of Informational Error Messages

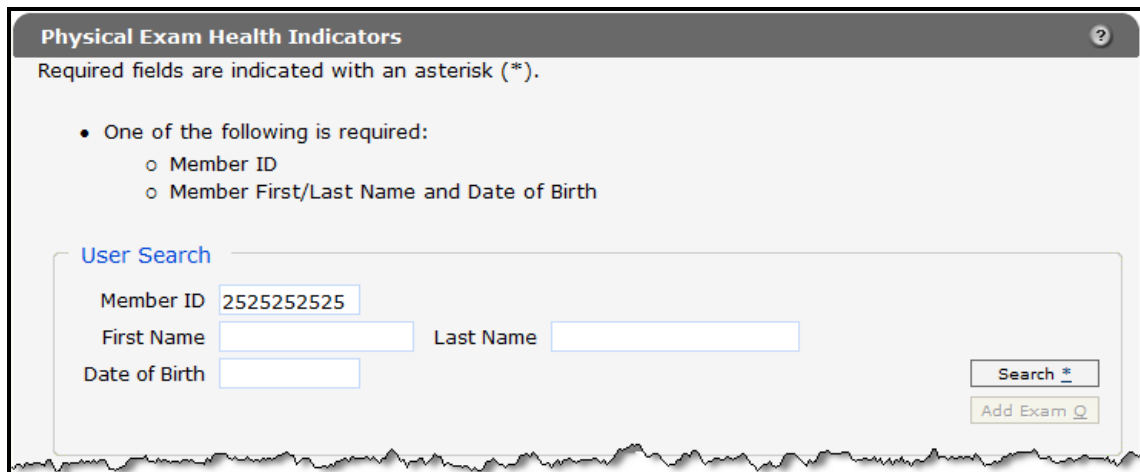
4 View a Physical Exam Health Indicator Record

- Providers can view details for a PEHI record that was originally entered by the provider and has not been updated by an HMO user.
- HMO users can view details for a PEHI record for members currently enrolled in the HMO.

If the detailed PEHI record is not available for viewing, the user will still be able to see the summary data for the PEHI record on file for the member.

To view a PEHI record, complete the following steps.

1. Access the ForwardHealth Portal at <https://www.forwardhealth.wi.gov/>.
2. Log in to your secure ForwardHealth Portal account.
3. In the Quick Links box, click **Physical Exam Health Indicators**.
4. On the Physical Exam Health Indicators page, search for the member's PEHI data by entering a member's ID *or* a member's first name, last name, and DOB.



The screenshot shows a web form titled "Physical Exam Health Indicators" with a help icon. Below the title, it states "Required fields are indicated with an asterisk (*)." A bullet point indicates that one of the following is required: Member ID or Member First/Last Name and Date of Birth. The form has a "User Search" section with input fields for Member ID (containing "2525252525"), First Name, Last Name, and Date of Birth. There are "Search *" and "Add Exam Q" buttons.

User Search Section

5. Click **Search**.

If more than one member is returned, you will receive the error message, "Your query has returned multiple members. Please refine your query and try again." To refine your query, enter additional information and click **Search** again.

If invalid or inaccurate information is entered, an error message will be displayed at the top of the page. Correct the error and click **Search** again.

If the member is found and currently enrolled in the Core Plan, existing physical exam records will be listed in the "Exam Results" section.

Physical Exam Health Indicators

Required fields are indicated with an asterisk (*).

- One of the following is required:
 - Member ID
 - Member First/Last Name and Date of Birth

User Search

Member ID

First Name Last Name

Date of Birth

Met Requirements

This member has met the physical exam requirements.

Exam Results

Exam Date	MCO ID	Rendering Provider ID	Source
07/20/2009			Provider
07/20/2009			Provider
07/15/2009			Provider
01/24/2011	1111111111	1811918119	Provider

Exam Results Section

- From the Physical Exam List panel, click the physical exam record you wish to view. The member's information will populate in the fields in the "Physical Exam Entry" section.

Exam Results

Physical Exam List

Exam Date	MCO ID	Rendering Provider ID	Source
07/20/2009			Provider
07/20/2009			Provider
07/15/2009			Provider
01/24/2011	1111111111	1811918119	Provider

Physical Exam Entry

Member Information

Member ID* 2525252525
First Name* HANK Last Name* WATERS
Date of Birth* 01/20/1978

Exam Information

Exam Date 01/24/2011
MCO ID 1111111111 Rendering Provider NPI 1811918119
Height (in inches)* 74 Weight (in pounds)* 175
LDL 320 LDL Result Date 01/24/2011
HbA1c 1 HbA1c Result Date 01/24/2011
Blood Pressure* 120 - 70 Source Provider

Physical Exam Entry Section with Populated Information