

# User Guide

## ForwardHealth Portal Email Subscription

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WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# Table of Contents

1 Introduction.....	1
2 Email Subscriptions .....	2
2.1 Register for Email Subscriptions.....	2
2.2 Change Email Subscriptions .....	5
2.2.1 Add Subscriptions.....	6
2.2.2 Delete Subscriptions.....	7
2.3 Unsubscribe from Email Subscriptions.....	9

# 1 Introduction

Through the email subscription function on the ForwardHealth Portal, providers and other interested parties may register to receive email notifications of new provider publications. Users are able to select by program (BadgerCare Plus and Wisconsin Medicaid, Family Care, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program, and Wisconsin AIDS Drug Assistance Program [ADAP]) and provider type (e.g., physician, hospital, durable medical equipment vendor) which notifications they would like to receive. Any number of staff or other interested parties from an organization may sign up for an email subscription.

# 2 Email Subscriptions

## 2.1 Register for Email Subscriptions

1. Access the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

The screenshot shows the ForwardHealth Portal homepage. At the top, there is a navigation bar with links to 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. The main header features the 'ForwardHealth Wisconsin serving you' logo. On the right side, there is a 'Report Fraud' button, a search bar, and a welcome message: 'Welcome -> February 21, 2022 11:33 AM' with a 'Login' link.

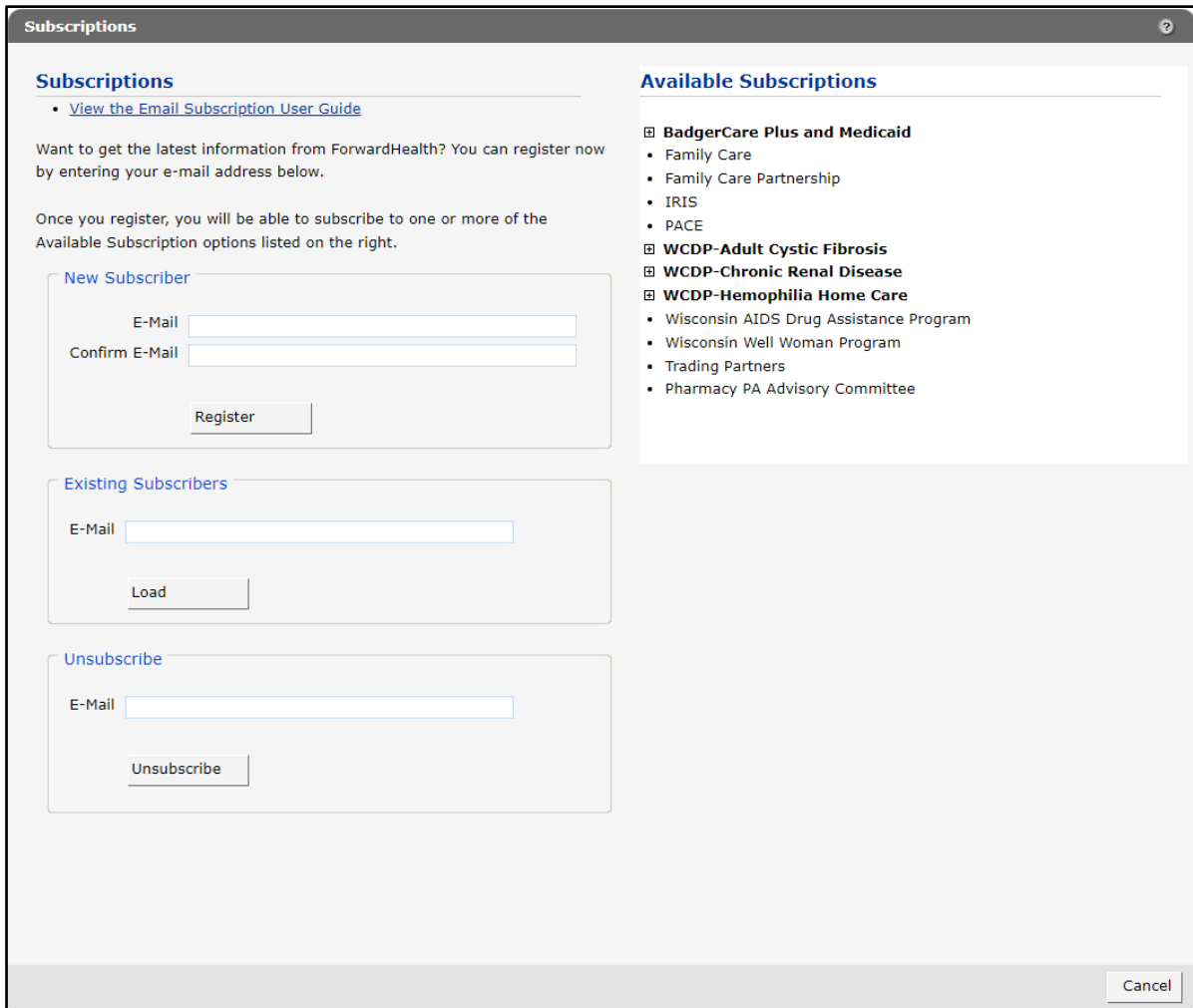
The main content area is divided into several sections:

- Providers:** Includes links for Provider-specific Resources, Become a Provider, Fee Schedules, Wisconsin Administrative Code, ForwardHealth Enrollment Data, ForwardHealth System Generated Claim Adjustments, Health Care Enrollment, Provider Revalidation, Enrollment Tracking Search, Bed Assessment e-Payment, Medication Therapy Management Case, and Management Software.
- Acute and Primary Managed Care:** Includes links for Related Programs and Services, ForwardHealth Enrollment Data, and Health Care Enrollment.
- Manufacturer Drug Rebate:** Includes links for CMS Medicaid Drug Rebate Program, Pharmacy Information, and Related Programs and Services.
- Adult Long-Term Care Programs:** Includes links for Family Care/Family Care Partnership/PACE and IRIS.
- Trading Partners:** Includes links for Trading Partner Profile, PES, Companion Guides, Medication Therapy Management Case, and Management Software Approval Process.
- Manufacturer Drug Rebate:** Includes links for CMS Medicaid Drug Rebate Program, Pharmacy Information, and Related Programs and Services.
- Partners:** Includes links for Find a Provider, Related Programs and Services, Express Enrollment for Children, Express Enrollment Change Request, and Waiver Agencies.
- Members:** Includes a link for Find a Provider.
- Children's Specialty Programs:** Includes links for Birth to 3 Program, Children's Long-Term Support Program, Katie Beckett Medicaid, and Children's Specialty Managed Care Plans.

At the bottom, there are two columns of 'Hot Topics' and 'Policy and Communication' links. A red arrow points to the 'E-mail Subscription Sign-up' link under the 'Communication' sub-section.

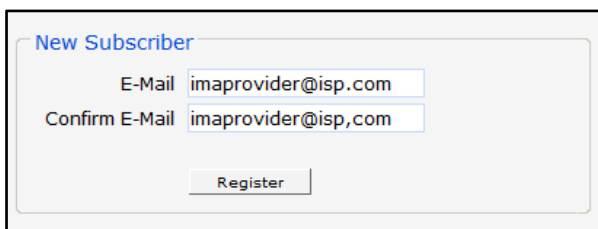
Figure 1 ForwardHealth Portal Page

2. Click **E-mail Subscription Sign-up** located in the Communication menu. The ForwardHealth Subscriptions page will be displayed.



**Figure 2** Subscriptions Page

3. In the “New Subscriber” section, enter the email address to which the subscription(s) is to be sent (twice for confirmation).



**Figure 3** New Subscriber Section

- Click **Register**. A confirmation message will be displayed at the top of the page and the “Available Subscriptions” section will become activated.


**The following messages were generated:**

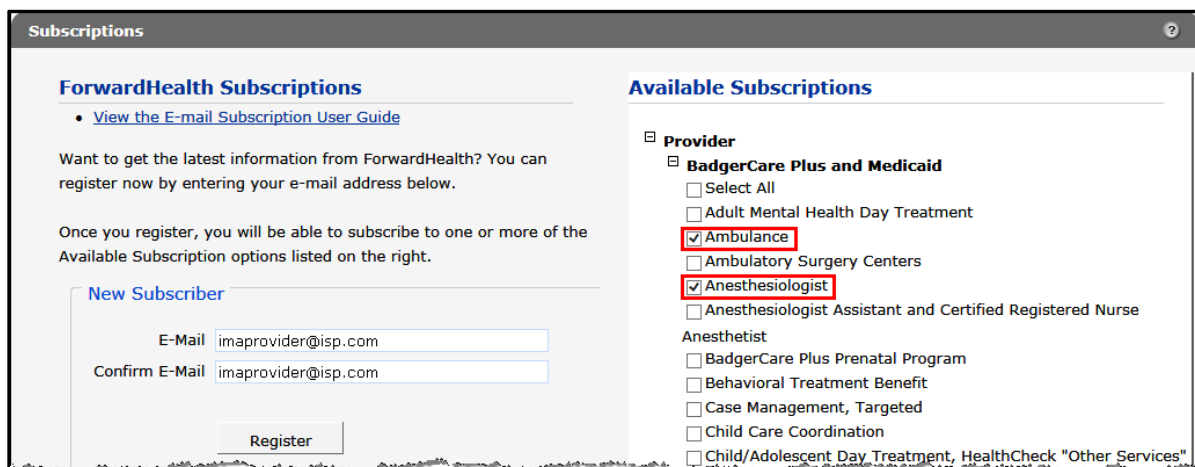
**Registration was successful. Please select one or more service areas to complete your subscription request.**

**Figure 4** Confirmation Message

If you receive an error message, correct the error(s) and click **Register** again.

After registering to receive email messages, you will need to indicate the specific service areas for which you would like to receive messages.

- In the “Available Subscriptions” section, select the program for which you want to receive messages. If the area(s) to which you wish to subscribe is under a program that is collapsed (i.e., minimized so that selections under the category are not shown), click the **name of the program, not the  sign**, to display an expanded list of areas.



**Subscriptions**

**ForwardHealth Subscriptions**

- [View the E-mail Subscription User Guide](#)

Want to get the latest information from ForwardHealth? You can register now by entering your e-mail address below.

Once you register, you will be able to subscribe to one or more of the Available Subscription options listed on the right.

**New Subscriber**

E-Mail

Confirm E-Mail

**Available Subscriptions**

**Provider**

**BadgerCare Plus and Medicaid**

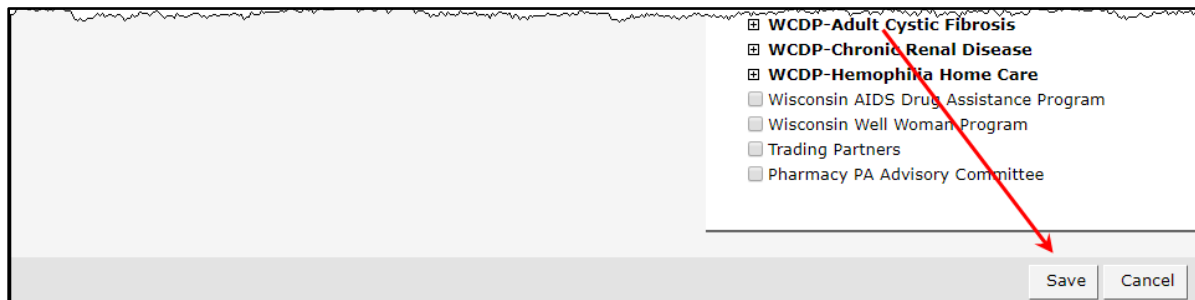
- Select All
- Adult Mental Health Day Treatment
- Ambulance**
- Ambulatory Surgery Centers
- Anesthesiologist**
- Anesthesiologist Assistant and Certified Registered Nurse

Anesthetist

- BadgerCare Plus Prenatal Program
- Behavioral Treatment Benefit
- Case Management, Targeted
- Child Care Coordination
- Child/Adolescent Day Treatment, HealthCheck "Other Services"

**Figure 5** Expanded List of Areas

- Check the box for the area(s) for which you wish to receive messages. Or, check the **Select All** box if you want to receive messages for all the listed areas.
- At the bottom of the page, click **Save**.



**WCDP-Adult Cystic Fibrosis**

**WCDP-Chronic Renal Disease**

**WCDP-Hemophilia Home Care**

- Wisconsin AIDS Drug Assistance Program
- Wisconsin Well Woman Program
- Trading Partners
- Pharmacy PA Advisory Committee

**Figure 6** Save Selected Areas

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

**The following messages were generated:**  
Your subscription has been successfully saved. You will receive a confirmation email shortly.

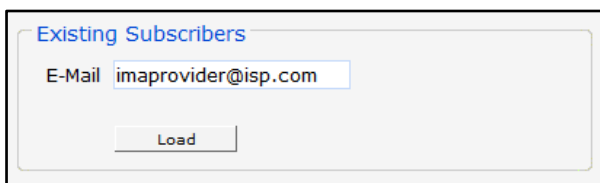
Figure 7 Confirmation Message

If you receive an error message, correct the error(s) and click **Save** again.

## 2.2 Change Email Subscriptions

To add or delete an area(s) from your email subscription list, complete the following steps:

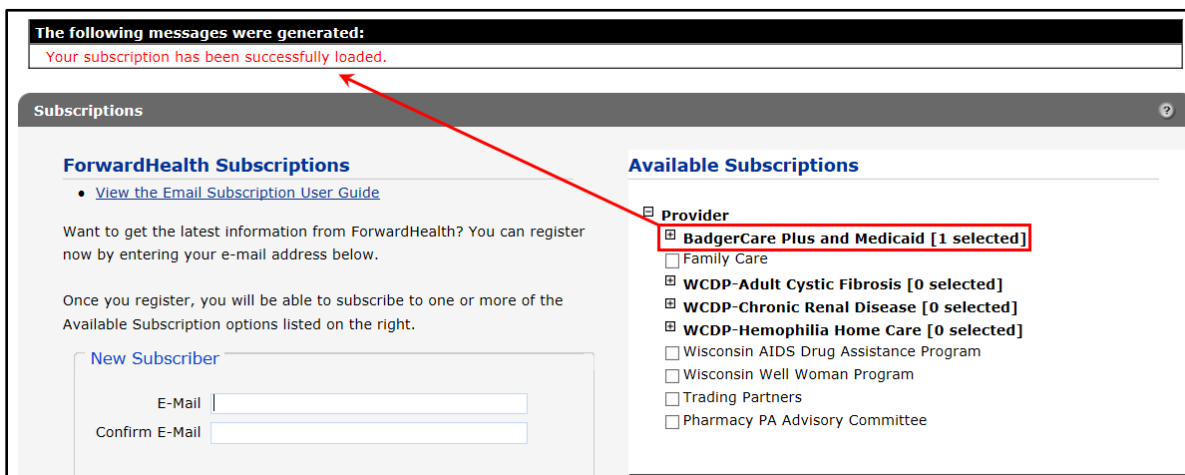
1. In the “Existing Subscribers” section, enter the email address registered to receive subscription notifications.



The screenshot shows a form titled "Existing Subscribers". It contains an "E-Mail" label followed by a text input field containing the email address "imaprovider@isp.com". Below the input field is a button labeled "Load".

Figure 8 Existing Subscribers Section

2. Click **Load**. The “Available Subscriptions” section will display your current subscriptions, and a confirmation message will be displayed at the top of the page.



The screenshot shows the "Subscriptions" page. At the top, a message box states: "The following messages were generated: Your subscription has been successfully loaded." Below this, the page is divided into two main sections: "ForwardHealth Subscriptions" and "Available Subscriptions".

The "ForwardHealth Subscriptions" section includes a link to "View the Email Subscription User Guide" and a text prompt: "Want to get the latest information from ForwardHealth? You can register now by entering your e-mail address below." Below this is a "New Subscriber" form with "E-Mail" and "Confirm E-Mail" input fields.

The "Available Subscriptions" section lists various subscription options under a "Provider" heading. The first option, "BadgerCare Plus and Medicaid", is selected and highlighted with a red box. Other options include "Family Care", "WCDP-Adult Cystic Fibrosis", "WCDP-Chronic Renal Disease", "WCDP-Hemophilia Home Care", "Wisconsin AIDS Drug Assistance Program", "Wisconsin Well Woman Program", "Trading Partners", and "Pharmacy PA Advisory Committee".

Figure 9 Existing Subscribers Successfully Loaded

If you receive an error message, correct the error(s) and click **Load** again.

*Note:* If the area(s) you are subscribed to is under a program that is collapsed, click the name of the program to display an expanded list of areas.

## 2.2.1 Add Subscriptions

1. To add a subscription(s) to your current list, check the box for the area(s) for which you wish to receive the additional message(s). Or, check the **Select All** box if you want to receive messages for all the listed areas.

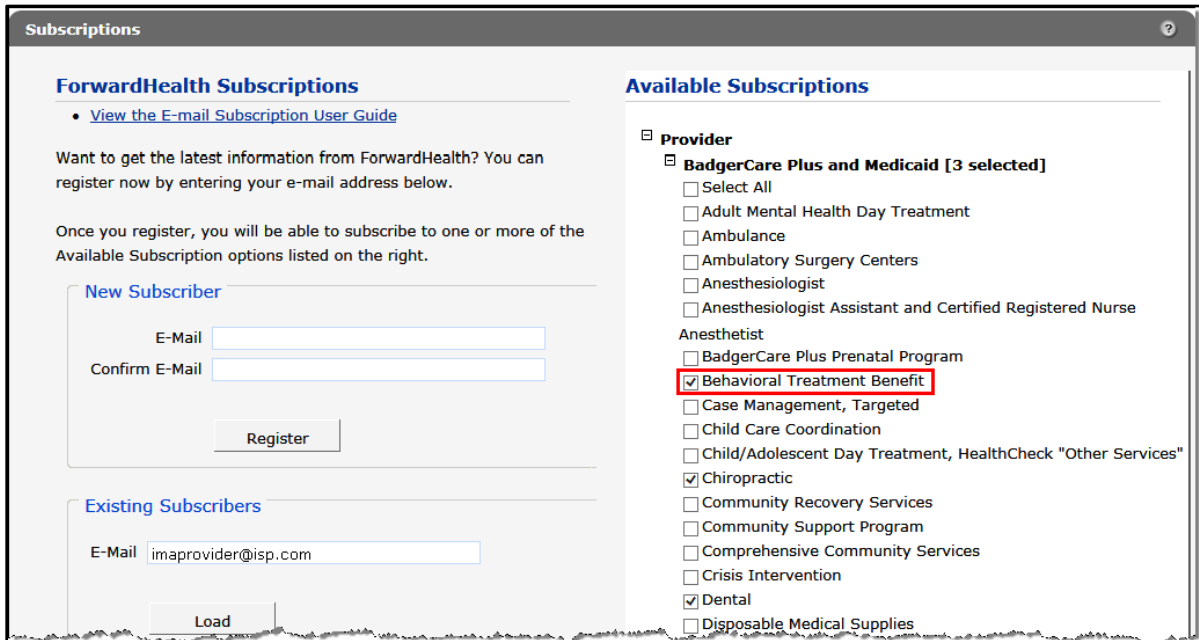


Figure 10 Add Area to Available Subscriptions

2. At the bottom of the page, click **Save**.

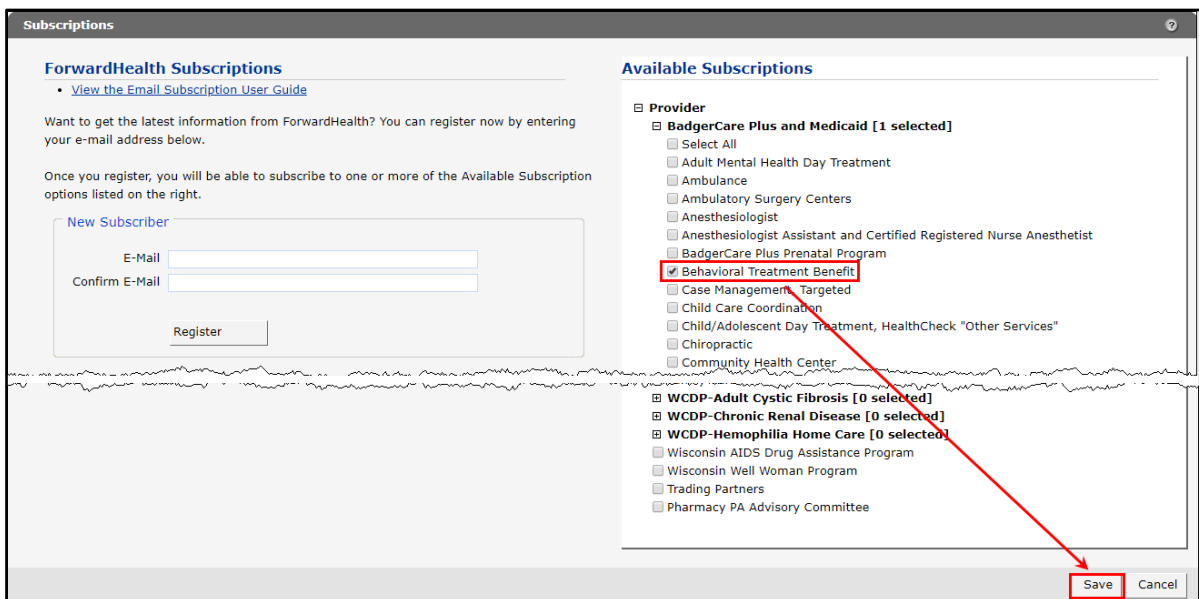


Figure 11 Save Added Area



When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

**The following messages were generated:**  
**Your subscription has been successfully saved. You will receive a confirmation email shortly.**

Figure 12 Confirmation Message

If you receive an error message, correct the error(s) and click **Save** again.

## 2.2.2 Delete Subscriptions

1. To delete a subscription(s) from your current list, remove the check from the box next to the area you wish to delete to deselect the area.

The screenshot shows the 'Subscriptions' page. On the left, there are sections for 'New Subscriber' (with E-Mail and Confirm E-Mail fields and a 'Register' button) and 'Existing Subscribers' (with an E-Mail field and a 'Load' button). On the right, under 'Available Subscriptions', there is a list of services under the 'Provider' section. The 'BadgerCare Plus and Medicaid' category is expanded and shows 2 selected items. A red arrow points to the checkbox next to 'Behavioral Treatment Benefit'.

Subscription Category	Subscription Name	Selected
Provider	BadgerCare Plus and Medicaid	[2 selected]
	Select All	<input type="checkbox"/>
	Adult Mental Health Day Treatment	<input type="checkbox"/>
	Ambulance	<input type="checkbox"/>
	Ambulatory Surgery Centers	<input type="checkbox"/>
	Anesthesiologist	<input type="checkbox"/>
	Anesthesiologist Assistant and Certified Registered Nurse Anesthetist	<input type="checkbox"/>
	BadgerCare Plus Prenatal Program	<input type="checkbox"/>
	Behavioral Treatment Benefit	<input type="checkbox"/>
	Case Management, Targeted	<input type="checkbox"/>
	Child Care Coordination	<input type="checkbox"/>
	Child/Adolescent Day Treatment, HealthCheck "Other Services"	<input type="checkbox"/>
	Chiropractic	<input type="checkbox"/>
	Community Health Center	<input type="checkbox"/>
Community Recovery Services	<input type="checkbox"/>	
Community Support Program	<input type="checkbox"/>	
Comprehensive Community Services	<input type="checkbox"/>	
Crisis Intervention	<input type="checkbox"/>	
Dental	<input type="checkbox"/>	

Figure 13 Delete Area from Available Subscriptions

2. At the bottom of the page, click **Save**.

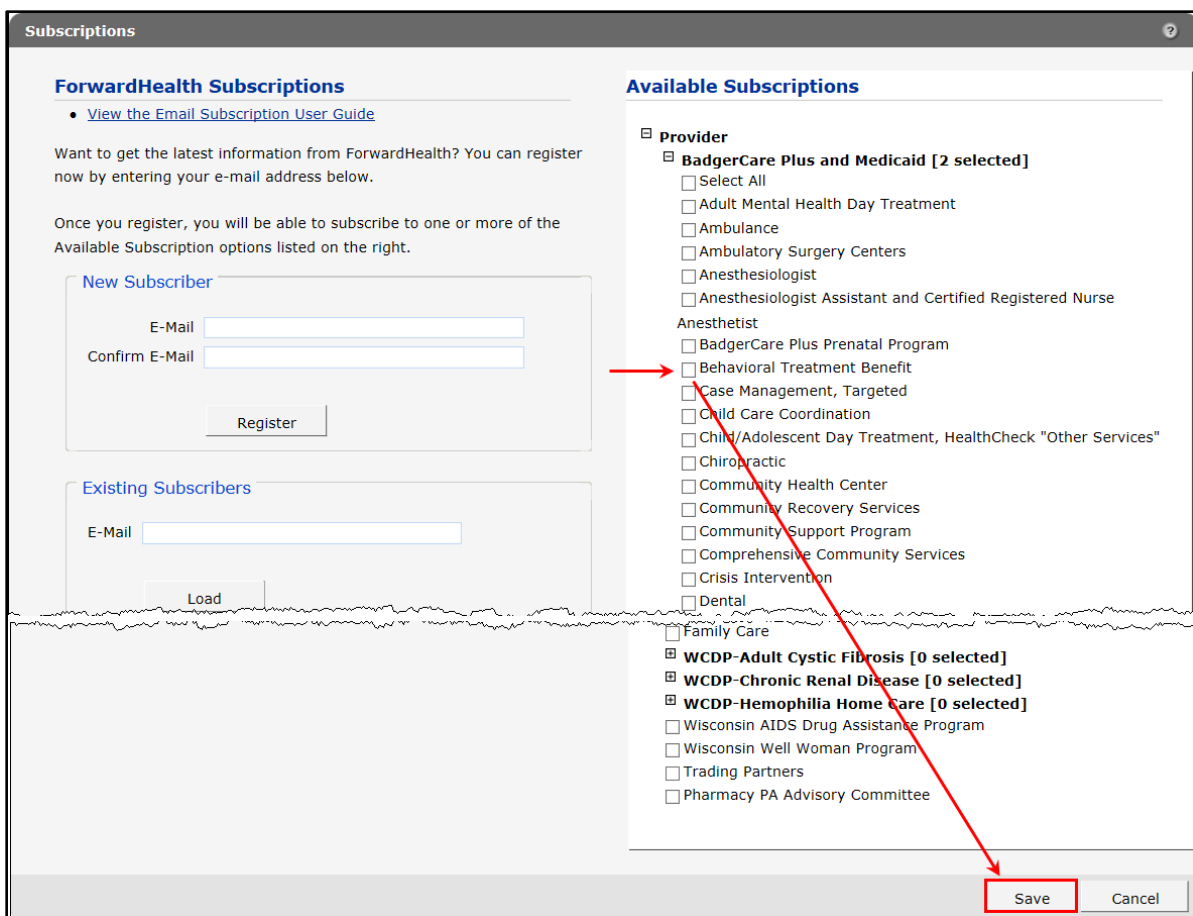


Figure 14 Save Deleted Area

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

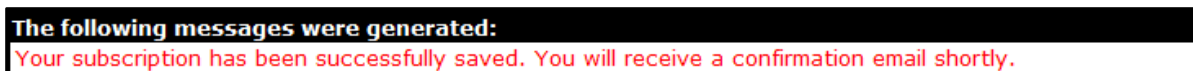


Figure 15 Confirmation Message

If you receive an error message, correct the error(s) and click **Save** again.

## 2.3 Unsubscribe from Email Subscriptions

To be removed from the email subscription list, complete the following steps:

1. In the “Unsubscribe” section, enter the registered email address to be removed from the email subscription list.



The screenshot shows a form titled "Unsubscribe" with a blue header. Below the header, there is a label "E-Mail" followed by a text input field containing the email address "imaprovider@isp.com". Below the input field is a button labeled "Unsubscribe".

Figure 16 Unsubscribe Section

2. Click **Unsubscribe**. A confirmation message will be displayed at the top of the page.



The following messages were generated:  
The email address has been removed as requested.

Figure 17 Confirmation Message

If you receive an error message, correct the error(s) and click **Unsubscribe** again.