

# Guidelines for Using ForwardHealth Partners Inbox

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## Purpose

The Department of Health Services (DHS) encourages partners to use the DHS ForwardHealth Partners inbox when seeking assistance with income maintenance (IM) program-related policies and processes or escalating a case to resolve an eligibility issue. This document provides benefit specialists and program attorneys a process and single point of contact for escalating these concerns.

## Guidance for seeking help through the partners inbox.

### General process or policy issues

Program attorneys are encouraged to contact the DHS Forward Health Partners inbox when questioning general IM program-related policies or processes based on trends they are learning about from the benefit specialists.

**Note:** a trend is identified when the same issue is encountered three or more times. The trend may be at a local or regional level with a specific IM agency or consortium or widespread across the state.

To properly research and find the root cause of a reported trend, DHS staff are likely to ask for specific details, which may include case-specific information.

### Steps to seek resolution.

1. Benefit specialist discusses the question with their program attorney.
2. If the program attorney identifies the issue has become a trend that needs process or policy clarification from DHS, the program attorney sends an email to the [DHS Forward Health Partners](mailto:DHSForwardHealthPartners@dhs.wisconsin.gov) inbox ([DHSForwardHealthPartners@dhs.wisconsin.gov](mailto:DHSForwardHealthPartners@dhs.wisconsin.gov)) with the following information:
  - Detailed explanation of the issue.
  - Resolution being sought.
  - Names and email of the benefit specialists who have raised the issue and can provide case-specific information for research purposes.

### Case-specific eligibility resolution need

Benefit specialists may contact the ForwardHealth Partners inbox if attempts to work with the income maintenance (IM) agency or consortium to resolve an issue are not successful. The benefit specialist advises the member of their rights to a fair hearing or appeal, including filing deadlines, for unresolved issues related to a denial, termination, or reduction of benefits. The benefit specialist assists the customer with filing a fair hearing request or appeal, as appropriate.

## Steps to seek resolution.

1. Benefit specialist attempts to resolve the issue with an IM worker and/or supervisor or the ForwardHealth contact (see note below).
2. If the benefit specialist does not agree with the response received from the IM agency or ForwardHealth contactsd, the benefit specialist discusses the case with their program attorney.
3. If the program attorney advises that the issue should be escalated within the IM consortium, the benefit specialist contacts the consortium's [IM operational lead](#). The benefit specialist can use [the template](#) to send the relevant details in an encrypted email.
4. If the program attorney advises that the issue should be escalated to the [DHS ForwardHealth Partners inbox](#), the benefit specialist uses [the template](#) to send relevant details in an encrypted email.

**Note:** Some benefit issues are managed by the ForwardHealth Eligibility Unit, not the IM agency or consortium. Benefit specialists must use the chart from [the ForwardHealth iChange Contacts in Process Help 81.1.4](#) (<https://prd.cares.wisconsin.gov/help/ph/ph.htm>) to find the appropriate contact in order to attempt to resolve the issue. A WAMS ID<sup>1</sup> is required to access Process Help.

Examples of issues managed by ForwardHealth include:

- State Supplemental Security Income (SSI) cash payments
- SSI Medicaid
- Medicare Savings Program (MSP) “buy-in” reporting for Qualified Medicare Beneficiary (QMB) program and the Specified Low-Income Beneficiary (SLMB) programs. (IM agencies determine financial eligibility for the QMB and SLMB programs.)
- BadgerCare Plus and Medicaid Purchase Plan (MAPP) premium payments
- Family Planning Only Services (FPOS) Expedited Enrollment (EE)
- Third-party liability (TPL) and coordination of benefits (COB)

The template can be copied and pasted into an email to ensure that all needed information is included.

## Template

Customer’s Initials:

CWW Case Number, if applicable:

ForwardHealth Member ID (if not providing CWW case number):

Brief explanation of the issue:

Steps taken to try to resolve the issue (including prior contacts and dates):

Resolution being sought:

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<sup>1</sup> Refer to the [ADRC/Aging/Tribal User System Access Request Form Instructions](#) ((F-0200A) (<https://www.dhs.wisconsin.gov/forms/f02000a.pdf>) for instructions to request a WAMS ID.