

User Guide

ForwardHealth Portal Email Subscription

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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/.

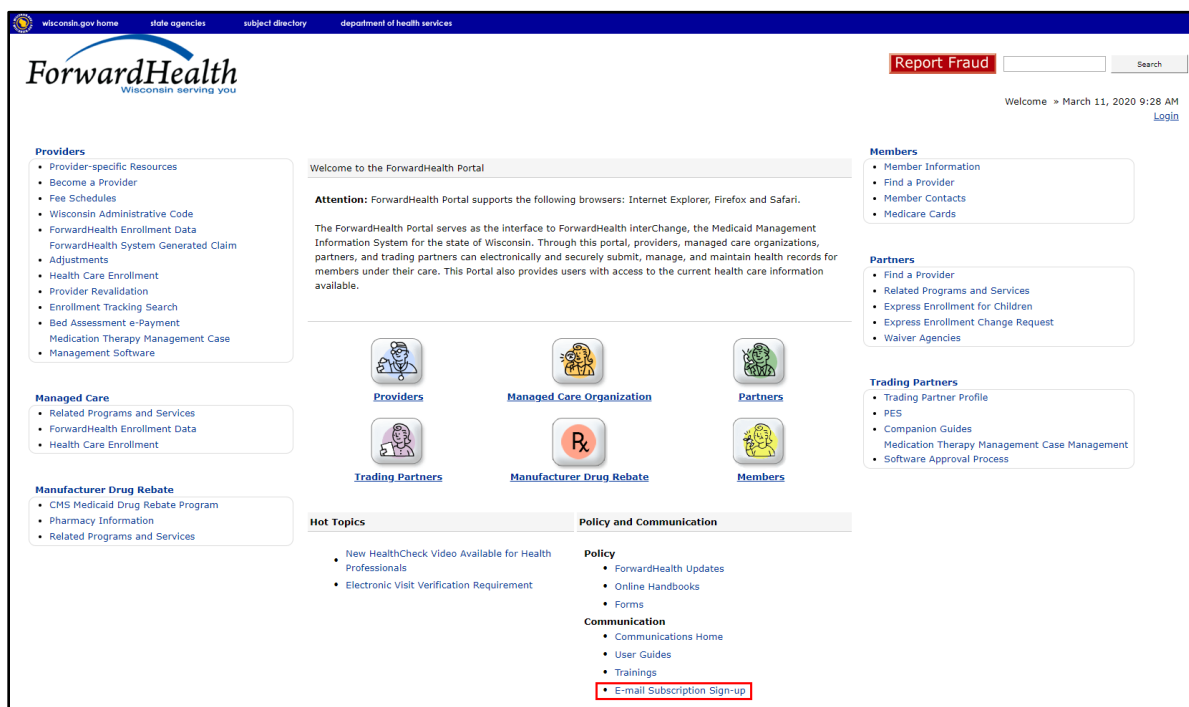


Figure 1 ForwardHealth Portal Page

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

Figure 2 Subscriptions Page

- 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.

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**.

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.

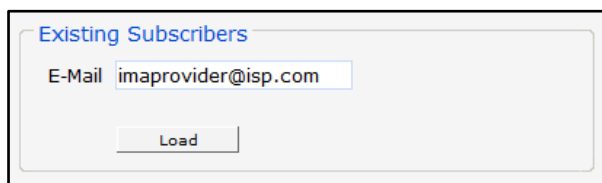
Figure 7 Confirmation Message

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.

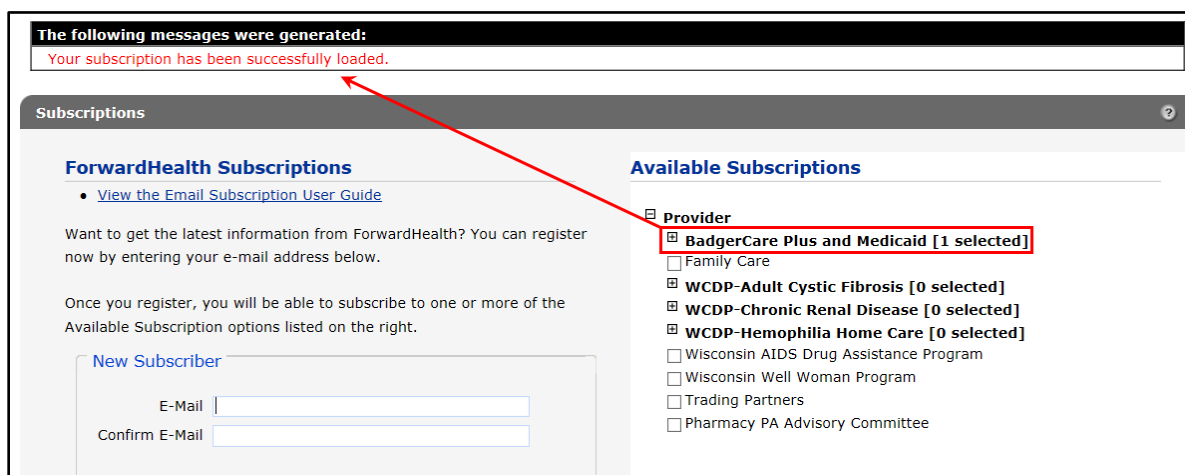


Existing Subscribers

E-Mail

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 following messages were generated:

Your subscription has been successfully loaded.

Subscriptions

ForwardHealth Subscriptions

- [View the Email 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 [1 selected]**
- ☐ Family Care
- ☐ **WCDP-Adult Cystic Fibrosis [0 selected]**
- ☐ **WCDP-Chronic Renal Disease [0 selected]**
- ☐ **WCDP-Hemophilia Home Care [0 selected]**
- ☐ Wisconsin AIDS Drug Assistance Program
- ☐ Wisconsin Well Woman Program
- ☐ Trading Partners
- ☐ 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.

The screenshot shows the 'Subscriptions' window with two main sections: 'ForwardHealth Subscriptions' on the left and 'Available Subscriptions' on the right. The left section includes a 'New Subscriber' form with 'E-Mail' and 'Confirm E-Mail' fields, and an 'Existing Subscribers' section with an 'E-Mail' field and a 'Load' button. The right section, 'Available Subscriptions', is expanded under the 'Provider' category, showing 'BadgerCare Plus and Medicaid [3 selected]'. Within this category, 'Behavioral Treatment Benefit' is checked and highlighted with a red box. Other options include 'Select All', 'Adult Mental Health Day Treatment', 'Ambulance', 'Ambulatory Surgery Centers', 'Anesthesiologist', 'Anesthesiologist Assistant and Certified Registered Nurse Anesthetist', 'BadgerCare Plus Prenatal Program', 'Case Management, Targeted', 'Child Care Coordination', 'Child/Adolescent Day Treatment, HealthCheck "Other Services"', 'Chiropractic', 'Community Recovery Services', 'Community Support Program', 'Comprehensive Community Services', 'Crisis Intervention', 'Dental', and 'Disposable Medical Supplies'.

Figure 10 Add Area to Available Subscriptions

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

This screenshot shows the same 'Subscriptions' window as Figure 10, but with the 'Behavioral Treatment Benefit' option now unchecked. A red arrow points from the 'Save' button at the bottom right of the window to the 'Behavioral Treatment Benefit' option in the 'Available Subscriptions' list. The 'Save' button is highlighted with a red box. The 'Available Subscriptions' list now shows 'BadgerCare Plus and Medicaid [1 selected]' and includes additional categories like 'WCDP-Adult Cystic Fibrosis [0 selected]', 'WCDP-Chronic Renal Disease [0 selected]', and 'WCDP-Hemophilia Home Care [0 selected]'. The 'ForwardHealth Subscriptions' section on the left remains the same.

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.

Figure 13 Delete Area from Available Subscriptions

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

Subscriptions

ForwardHealth Subscriptions

- [View the Email 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

Existing Subscribers

E-Mail

Available Subscriptions

Provider

BadgerCare Plus and Medicaid [2 selected]

☐ 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"

☐ Chiropractic

☐ Community Health Center

☐ Community Recovery Services

☐ Community Support Program

☐ Comprehensive Community Services

☐ Crisis Intervention

☐ Dental

☐ Family Care

WCDP-Adult Cystic Fibrosis [0 selected]

WCDP-Chronic Renal Disease [0 selected]

WCDP-Hemophilia Home Care [0 selected]

☐ Wisconsin AIDS Drug Assistance Program

☐ Wisconsin Well Woman Program

☐ Trading Partners

☐ Pharmacy PA Advisory Committee

Figure 14 Save Deleted 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 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.

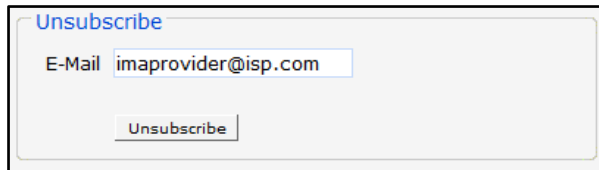
A screenshot of a web form titled "Unsubscribe" in blue text. Below the title, there is a label "E-Mail" followed by a text input field containing the email address "imaprovider@isp.com". Below the input field is a button labeled "Unsubscribe".

Figure 16 Unsubscribe Section

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



Figure 17 Confirmation Message

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