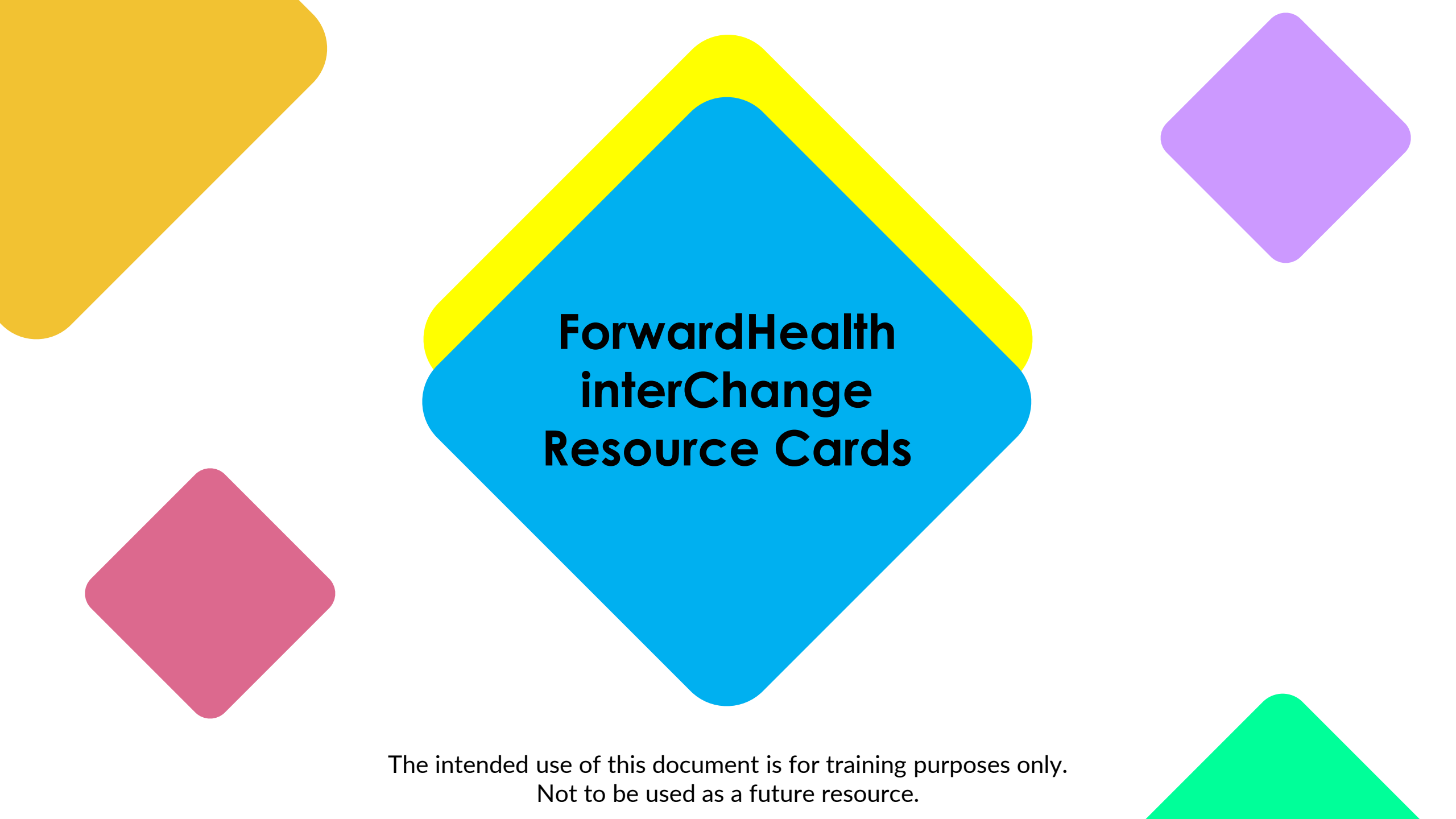




ForwardHealth interChange Resource Cards

The intended use of this document is for training purposes only.
Not to be used as a future resource.



How do I check member eligibility in ForwardHealth interChange?

- ☐ Worker logs into ForwardHealth interChange.
- ☐ Worker uses the iC Functionality to complete a member search, worker enters member's MCID number (member ID) obtained from the CWW Query Case Member History page. Note: Other search options on the iC Functionality page include SSN, CARES Case #, CARES PIN, member name, HICN-health insurance claim # - provider use, & Medicare Beneficiary ID.
- ☐ A member Information Panel displays member's BadgerCare Plus Standard Plan (BCSP) health care coverage and enrollment period if you click on the benefit plan field.



How to verify CTS Member's Federal and State SSI in ForwardHealth interChange?

- ☐ Worker logs into ForwardHealth interChange.
- ☐ Click the iC Functionality tab, selects member search.
- ☐ Enter the Member ID, member's name, CARES Case #, CARES PIN, SSN Medicare Beneficiary ID, if applicable (Note: HICN-health insurance claim # - provider use).
- ☐ Search results display @neTouch SideBar, Member Information Panel and Navigation Toolbar for that member.
- ☐ Open Tab within the Navigation Toolbar if hovered over will give you menu options which include Member, SSI, Medicare, if you hover over those you will get submenus.
- ☐ Worker selects the row of data they would like to view and can click on any one of the tabs (i.e. SSI enrollment, SSI payment history, SSI Unearned Income, CTS Child Payment, CTS Child Information or SSI Information) to view more information.
- ☐ For example, you can search for a member's SSI payment month, by clicking SSI payment history and enter benefit month in MMYYYY format and click search.



How do I enter an Emergency Manual Certification in ForwardHealth interChange?

- ☐ Worker logs into ForwardHealth interChange.
- ☐ Select Partners tab and on right hand side of screen click Quick Links and select Partner Application Forms.
- ☐ Select BadgerCare Plus Manual Certification.
- ☐ Under Select Certification Type select Modify or add new member to existing case.
- ☐ Click Next.
- ☐ Enter Member or Case Head ID*.
- ☐ On Case Head Information page enter Agency Number, Certifying Agency Site and your worker ID. Note: If you do not know click on the Certifying Agency Number popup search to find it.
- ☐ Click Next.
- ☐ Select the coverage row for selected member you are completing emergency health care request.
- ☐ Under the Medical Status Information section, change Medical status code to “AE IRCA-immigrant; emergency service only category” for emergency services if not already listed as “AE.” If AE is listed, then only change the emergency begin and end date from reported information and/or from what’s found on the Certificate of Emergency for Non-U.S. Citizens form.
- ☐ Click Next.
- ☐ On the summary page you can preview the emergency certification just completed for the member.
- ☐ Click Submit.



How do I request a ForwardHealth replacement card in ForwardHealth interChange?

- ☐ Worker logs into ForwardHealth interChange.
- ☐ Select Partners tab.
- ☐ Under Quick Links click Replacement ID Card Request.
- ☐ On the ID Card Replacement page enter either Member ID, or Social Security Number and Date of Birth for member you are requesting replacement card.
- ☐ Click Search.
- ☐ Requested Card* pull-down menu option is ForwardHealth ID Card
- ☐ Issue Reason* select the appropriate pull-down option (i.e. lost, stolen, address change...).
- ☐ Click submit.



How can I view BadgerCare Plus or MAPP premiums in ForwardHealth interChange?

- ☐ Worker logs into ForwardHealth interChange.
- ☐ Select iC Functionality.
- ☐ Under Member select premium search.
- ☐ On the left-hand side under the @neTouch Quick Search box, enter a CARES Case number in the next search by field.
- ☐ If you would like to narrow your search you can enter one of the following:
 - Program code of MAP for MAPP in the category field or if it was a BadgerCare Plus premium you could select BCP option.
 - Enter Sequence number such as 01 for BadgerCare Plus or MAPP member or 02 for two MAPP members in the sequence number field.
 - In the Benefit Month field enter the month and year premium. Enter the date in CCYYMM format.
- ☐ Click the search button. If there is only one premium record the Premium Information panel will display but if there are multiple premium records the Search Results panel will be displayed.
- ☐ Click the premium record you want to view.



How can I verify health care enrollment and Non-Emergency Medical Transportation member information in ForwardHealth interChange?

- ☐ Worker logs into ForwardHealth interChange.
- ☐ Select Enrollment Tab.
- ☐ On the Enrollment Verification page select the appropriate program. In this example select “BadgerCare Plus” enter one of the following either member ID #, search by Last Name First Name and Date of Birth, or Social Security Number and Date of Birth. Enter From and To Date of Service dates.
- ☐ Worker enters Member ID and clicks search.
- ☐ Search Results will appear with the Benefit Plan, Med Stats, Managed Care Enrollment, and Non-Emergency Transportation Services Enrollment Information if available.

Policies and Resources

- ☐ ForwardHealth User Guides
- ☐ PH 24.21 ForwardHealth iChange
- ☐ ForwardHealth Partner Portal User Guide
 - ForwardHealth County IM Coordinators & Workers iC Functionality User Guide (Provides detailed description and screenshots of ForwardHealth iC Functionality with Pages, Menus and Panels).
 - PH 12.16.3.1 Accessing ForwardHealth County IM Worker Document for iC Functionality
 - ForwardHealth Enrollment and Benefits Handbook [P-00079](#)
- ☐ BCPH 39 Emergency Services
- ☐ Certificate of Emergency for Non-U.S. Citizens Form ([F-01162](#))
- ☐ MEH 34 Emergency Services

Policies and Resources

- ☐ MEH 21.7 ForwardHealth Cards
- ☐ BCPH 38.5 BadgerCare Plus Cards
- ☐ BCPH 19 Premiums
- ☐ BCP premiums FAQs can be found on the BCP DHS site
<https://www.dhs.wisconsin.gov/badgercareplus/faq.htm>
- ☐ ForwardHealth Enrollment and Benefits Handbook:
 - BCP premiums (see page 48)
 - MAPP. Premiums (see page 33)
- ☐ MEH 26.5 MAPP Premiums
- ☐ Medicaid Purchase Plan (MAPP) Consumer Guide
<https://www.dhs.wisconsin.gov/publications/p0/p00181.pdf>
- ☐ iCFunctionality Training Video (See Partners tab, Quick links in ForwardHealth)
- ☐ BCPH 38.3.4 Transportation Coordination
- ☐ MEH 21.4.2.4 Transportation Coordination
- ☐ Medicaid: Non-Emergency Medical Transportation DHS Site
<https://www.dhs.wisconsin.gov/nemt/index.htm>