

Access to DHS Systems used by ADRC and Aging Unit Employees

This document provides guidance to Wisconsin Aging and Disability Resource Centers (ADRCs) and Aging Units for requesting/terminating the appropriate access to a variety of DHS systems used by employees. It identifies the applications available and the process required to request or delete access. Staff should only request access to the systems that directly relate to the responsibilities of their work role.

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Requesting Access to DHS Systems

Obtaining access to all these systems is initiated by ADRC/Aging Unit staff, but may also need director or supervisor approval.

1) Web Access Management System (WAMS) ID

Wisconsin's Web Access Management System (WAMS) allows authorized individuals to access State internet applications using one ID and password.

- Start at the Human Services System Gateway page URL:
<https://hssgateway.dhs.wisconsin.gov/>
- Select the WAMS link
- Select the Self Registration link

Part One: Requesting a Wisconsin User ID and Password

In Part One, the ADRC/Aging Unit staff will submit their contact and account information. A confirmation email will be sent immediately, containing a web link to the Account Activation page.

Note: The ADRC/Aging Unit staff must have an accessible, valid, and unique work email address to complete the self-registration process.

Part Two: Activating your Account

In Part Two, click the web link in the confirmation email, to access the Account Activation page. Log in using the new Wisconsin User ID and Password to activate the account.

Important: It is recommended that Parts One and Two be completed at the same time. ADRC/Aging Unit staff **must** complete Part Two within four (4) days of requesting the account or the self-registration process will be required to begin again.

2) Client Assistance Re-Employment and Economic Support (CARES)/CARES Worker Web (CWW)/Electronic Case File (ECF) Request

CARES Worker Web (CWW) is a web-based, automated computer system which collects non-financial and financial information of applicants for certain public assistance programs, such as FoodShare, BadgerCare Plus, Medicaid, W-2 and Child Care.

Part One: Establish a Security Officer

The ADRC/Aging Unit must establish a security officer prior to requesting access to Client Assistance Re-employment and Economic Support (CARES)/CARES Worker Web (CWW) or the Electronic Case File (ECF). Any requests for access to these applications will be denied if this step has not been completed.

The ADRC/Aging Unit Director has the capability of designating anyone in the agency as the security officer for the ADRC. Alternatively, the ADRC/Aging Unit Director may have an individual designated for the entire county.

ADRC/Aging Unit Directors should complete form [F-00639 Agency Data Security Staff User Agreement](#) to designate the ADRC/Aging Unit's CARES Security Officer. Once the signatures have been obtained, email the form to the Division of Medicaid Services according to the form's instructions.

Part Two: Request Access to CARES

Complete form [F-00476 CARES Automated Systems Access Request](#) (<https://www.dhs.wisconsin.gov/forms/f0/f00476.docx>). Instructions can be found at <http://www.dhs.wisconsin.gov/forms/f0/f00476a.pdf>. For access to ECF, select the "ECF" box in Section 2.

It is required that the ADRC staff/EBS, the supervisor and the ADRC/Aging Unit's designated security officer sign the bottom of this form.

After completing the form and obtaining the proper signatures, email the form to DHS CARES Security at DHSCARESsecurity@wisconsin.gov. DHS CARES Security will then process the form and send an email to the new user. The email will contain:

- The User ID
- Attachments relating to DWD Computer Rules and Confidentiality
- Information about the WAMS ID and account recovery

The new worker must call DHS CARES Security at 608-261-6317, select option 1, to activate the CARES user ID. If there is no answer, a message must be left on voice mail. The worker will receive a return call with a temporary password.

For ongoing account assistance or password resets, contact the Wisconsin Help Desk at (608) 261-4400 or 1-866-335-2180 or helpdesk@wi.gov.

3) ForwardHealth interChange (FHiC) Portal Request

ForwardHealth InterChange (FHiC) is a portal which allows ADRCs to electronically and securely submit and manage long term care enrollment records for customers. FHiC also allows users to review current health care information, such as cost shares, etc.

The request for FHiC portal access is done as a self-registration process through the FHiC portal at <https://www.forwardhealth.wi.gov>. An ADRC staff may request access for two roles, the Resource Center role and the Resource Center Enrollment role. The Resource Center role is a query-only designation, whereas the Resource Center Enrollment role includes the capability to perform enrollment activities. Follow the FHiC Partner Portal Access Request instructions for the desired role in Appendix A and B.

Once the registration process has been submitted, the request is sent to the Office for Resource Center Development for approval. When the request is processed, a confirmation email will be sent. If the request is approved, the ADRC staff will be able to log in using the requested User ID and password entered during completion of the registration.

4) Program Participation System (PPS)

The Program Participation System (PPS) may be used by ADRCs for two different purposes:

- 1) ADRCs that have a managed long term care program(s) and the IRIS program in their service area are required to manage the waiting list for those programs within PPS, if applicable.
- 2) For all ADRCs, PPS is used to review Minimum Data Set – Section Q (MDS – Q) referrals received from nursing homes and record the ADRC response to these referrals.

- Start at the Human Services System Gateway page URL: <https://hssgateway.dhs.wisconsin.gov/>
- Click PPS – Request Access link
- Complete the request form with the following:
 - Type of Request
 - User of Information
 - Agency Information – if a regional ADRC, include the county in which the office is located; e.g. ADRC of the Wolf River Region - Oconto
 - Select the applicable Profile(s):
 - Adult LTC Waitlist Full Access (for ADRCs transitioning to Family Care/IRIS and for employees who are managing the waitlist)
 - Adult LTC Waitlist View Only (for ADRCs transitioning to Family Care/IRIS and for managers who want access to reports only)
 - NH Referral Processing Full Access (for processing MDS Q Nursing Home referrals)
- Print the form and obtain signature from the individual designated as the security officer on the [F-00639 Agency Data Security Staff User Agreement](#)
- Fax completed form to the State Security Officer at (608) 267-2437

For questions or assistance, contact the DHS SOS Help Desk at (608) 266-9198
DHSSOSHelp@dhs.wisconsin.gov.

5) Functional Screen Information Access (FSIA)

Functional Screen Information Access (FSIA) is the web-based application used by ADRCs to collect information about an individual's functional status, health and need for assistance to determine functional eligibility for adult long-term care programs.

- Start at the Human Services Gateway page URL: <https://hssgateway.dhs.wisconsin.gov/>
- Select the FSIA-Request Access link
- Enter your WAMS ID and password
- Complete the form with the following:

- In the User ID Access Information Section, select **Activate** User's WAMS ID for access to Functional Screen Web
- User Information
- Agency Information sections
- Click submit. This will create a word document. Print the form and obtain signature from the individual designated as the security officer on the [F-00639 Agency Data Security Staff User Agreement](#)
- Fax completed form to the State Security Office at (608) 267-2437

FSIA access is usually granted within 24 hours. For questions or assistance, contact the DHS SOS Help Desk at (608) 266-9198 or DHSSOSHelp@dhs.wisconsin.gov.

6) Wisconsin Logon Management System (WILMS)

ADRC staff who register for a WILMS account will be able to access the ADRC, DBS and/or DCS SharePoint environment.

Start by self-registering for a WILMS Account at: <http://register.wisconsin.gov>. For detailed instructions on how to complete the self-registration, click [here](#).

7) ADRC Learning Management System (LMS)

LMS is application for online training modules provided by ORCD for ADRC staff.

- Start on the LMS link: <http://www.eri-wi.org/enroll>
- Fill out form.
 - Staff should use their work email addresses.
 - Country should be the United States and state should be Wisconsin.
 - City should be the city where the ADRC is located.
 - Staff should choose the ADRC job role that matches his/her job duties.
 - For program assistants/receptionists please choose "other" as the ADRC job role.
- Click submit.

8) Social Assistance Management System (SAMS)

SAMS is the primary system used to track activities conducted by ADRCs and Aging Units. Three different sections of SAMS are available depending on the staff's work role:

1. SAMS IR is used to track customer interactions conducted by Information and Assistance (I&A) Specialists, Tribal Aging and Disability Resource Specialists (TADRS), and Dementia Care Specialists (DCS).
2. SAMS Aging is used to track services provided by aging units, such as nutrition programs, transportation services, caregiver support programs and other Older American

Act activities. Instructions for using this system are available from the Greater Wisconsin Aging on Aging (GWAAR) [data management webpage](#).

3. SAMS EBS is used to track work conducted by Elder Benefit Specialists (EBS). SAMS-EBS is separate from the SAMS systems used by other ADRC/Aging Unit staff. Access is restricted to EBS and the clerical staff who assist the EBS with data entry. Instructions for using this system are available in the [SAMS EBS Training Library](#), an Adobe Connect page (enter the library as a guest).

Access to SAMS is granted via the ADRC/Aging System User Access/Delete/Change form.

- Start at: [ADRC/Aging System User Access/Delete/Change form \(F-0200\)](#) and complete the form
- In addition, complete the [User Agreement for Systems Access \(F-00044\)](#) indicating the requested SAMS program in the first fillable box and hit the tab button. If a user is requesting access to more than one ADRC/Aging System (DBS, SAMS IR, SAMS Aging or SAMS EBS), indicate ADRC/Aging Systems in the fillable box
- Submit both forms to DHSRCTeam@wisconsin.gov or (608) 267-3203

When the request is processed, the user will be contacted with their login credentials.

9) Disability Benefit Specialist (DBS) Database

The DBS Database is a reporting system designed by DHS for use by all disability benefit specialists (DBSs) to report information about clients, cases and information-only contacts. Access to this database is restricted to DBSs, local DBS supervisors, and clerical staff who assist the DBS with data entry, the state DBS program manager, and DHS IT staff. Instructions for using this system are available in the DBS Database User Manual at <https://www.dhs.wisconsin.gov/publications/p0/p00401.pdf>

Access to the DBS Database is granted via the ADRC/Aging System User Access/Delete/Change form.

- Start at: [ADRC/Aging System User Access/Delete/Change form \(F-0200\)](#) and complete the form
- In addition, complete the [User Agreement for Systems Access \(F-00044\)](#) indicating “DBS Database” in the first fillable box and hit the tab button. If a user is requesting access to more than one ADRC System (DBS, SAMS IR, SAMS Aging or SAMS EBS), indicate ADRC/Aging Systems in the fillable box
- Submit both forms to DHSRCTeam@wisconsin.gov or (608) 267-3203

When the request is processed, a confirmation email will be sent.

10) SHIP Reporting System

The SHIP Reporting System is a federal reporting system that tracks all Medicare-related consumer outreach and assistance conducted with support from the federal State Health

Insurance Assistance Program (SHIP) grant. DHS requires all Elder Benefit Specialists to be registered in SHIP Reporting System SHIP counselors. Access to this system may also be granted to Disability Benefit Specialists, I & A specialists, supervisors of benefit specialists, clerical assistants to the benefit specialists, and volunteers who perform Medicare-related outreach or assistance activities. EBS activities conducted under the SHIP grant are entered into SAMS-EBS, and exported to SHIP Reporting System on a monthly basis. SHIP activities conducted by non-EBS staff must be entered directly into the SHIP Reporting System.

Access is granted via the [ADRC/Aging System User Access/Delete/Change form \(F-02000\)](#). Once the request is processed, a confirmation email will be sent.

12) ADRC/DCS/DBS SharePoint Sites

The ADRC, DCS and DBS SharePoint Sites are a web based collaboration environment used by the Office for Resource Development to share information with ADRCs. Access is granted via the [ADRC/Aging System User Access/Delete/Change form \(F-02000\)](#). Access to the site requires obtaining a WILMS ID (please see #6 above) first.

When the request is processed, a confirmation email will be sent.

Terminating Access to DHS Systems

Access to these systems must be deactivated within **one (1) business day** of an ADRC/Aging Unit staff's departure or reassignment. Terminating access is completed by the ADRC/Aging Director or supervisor.

1) Web Access Management System (WAMS) ID

Currently there is no way to disable this account.

2) Client Assistance Re-Employment and Economic Support (CARES)/CARES Worker Web (CWW)/Electronic Case File (ECF) Access Removal

Complete form [F-00476 CARES Automated Systems Access Request](https://www.dhs.wisconsin.gov/forms/f0/f00476.docx) (<https://www.dhs.wisconsin.gov/forms/f0/f00476.docx>). Instructions can be found at <http://www.dhs.wisconsin.gov/forms/f0/f00476a.pdf>. This form can be signed electronically and sent via email, which is the preferred method. Instructions for submission can be found on the form.

3) ForwardHealth Portal Access Removal

ForwardHealth Portal Access is removed via the [ADRC/Aging System User Access/Delete/Change form \(F-02000\)](#)

4) Program Participation System (PPS)

- Start at the Human Services System Gateway page URL: <https://hssgateway.dhs.wisconsin.gov/>
- Click PPS – Request Access link
- Complete the request form with the following:
 - Type of Request – Select “**Delete** User ID for access to Program Participation System”
 - Effective Date – enter the date the User's ID is to be deleted
- Print and sign form
- Fax completed form to the State Security Officer at (608) 267-2437

For questions or assistance, contact the DHS SOS Help Desk at (608) 266-9198 or DHSSOSHelp@dhs.wisconsin.gov.

5) Functional Screen Information Access (FSIA)

FSIA access is terminated directly by the ADRC Director/Supervisor or LTCFS Liaison.

- Start at the Human Services Gateway page URL: <https://hssgateway.dhs.wisconsin.gov/>
- Select the FSIA-Request Access link
- Enter your WAMS ID and password
- Complete the form with the following:
 - In the User ID Access Information Section, select **Delete** User's WAMS ID for access to Functional Screen Web
 - User Information – fill in as much information as possible.
 - Agency Information sections.
- Click submit. This will create a word document. Print the form and sign.
- Fax completed form to the State Security Office at (608) 267-2437.

FSIA access is usually terminated within 24 hours. For questions or assistance, contact the DHS SOS Help Desk at (608) 266-9198 or DHSSOSHelp@dhs.wisconsin.gov.

6) ADRC/Aging Systems

Deactivation of access to all other ADRC/Aging Systems (DBS Database, SAMS IR, SAMS Aging, SAMS EBS, LMS, and ADRC, DBS and DCS SharePoint) is granted via the [ADRC/Aging System User Access/Delete/Change form \(F-02000\)](#).

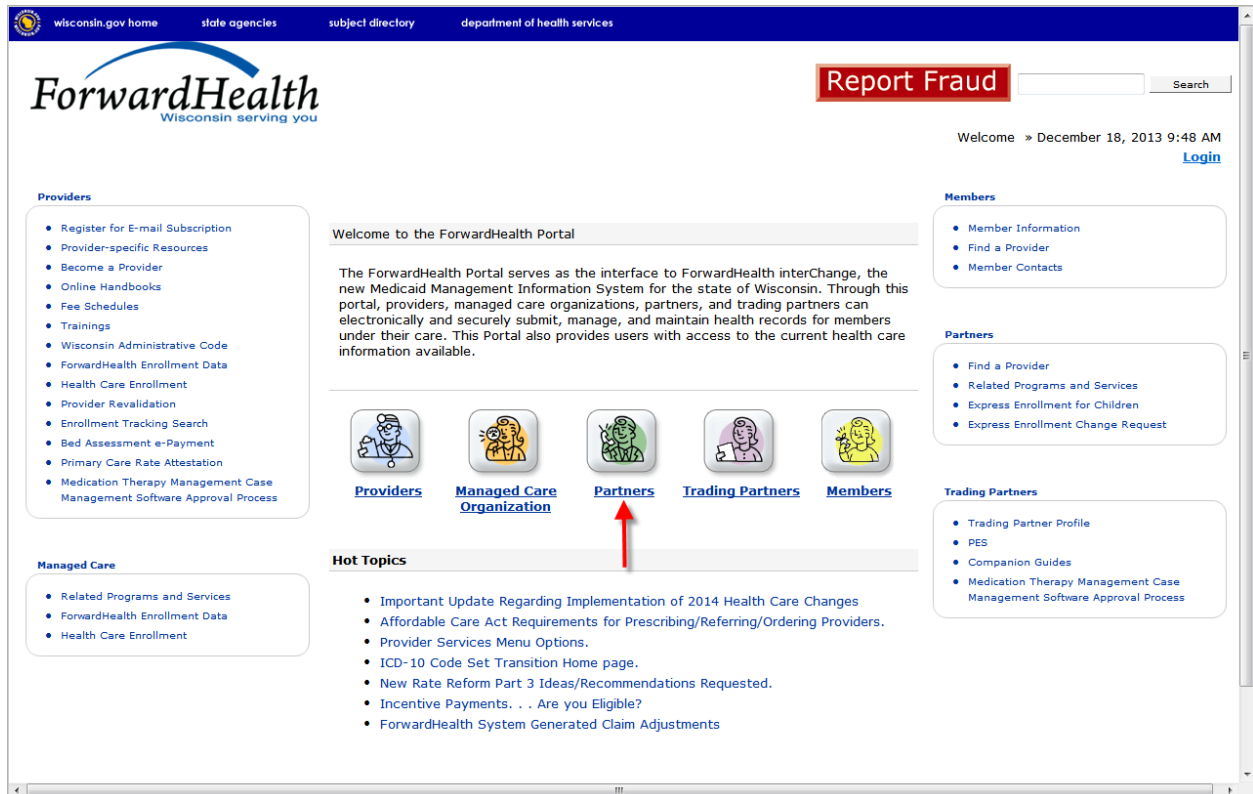
Additional Information

Security and contact information for each system or application is available at <https://www.dhs.wisconsin.gov/em/gateway-help.htm>.

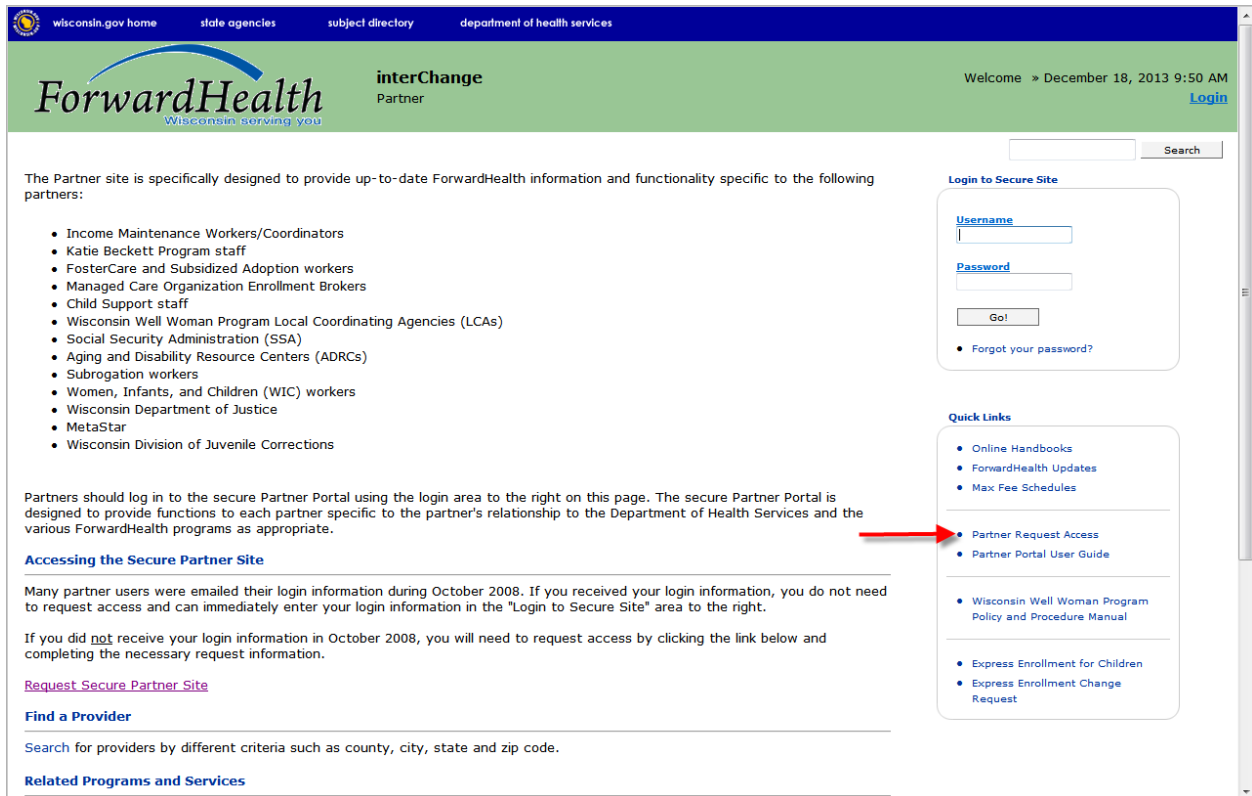
Please send an email request to DHSRCteam@wisconsin.gov for further information.

Appendix A: Instructions to Request ForwardHealth Partner Portal Access Resource Center Enrollment Role

From Internet Explorer, access the ForwardHealth Portal at <https://www.forwardhealth.wi.gov>. The public Portal home page will be displayed.



Click **Partners**. The public Partner home page will be displayed.



The Partner site is specifically designed to provide up-to-date ForwardHealth information and functionality specific to the following partners:

- Income Maintenance Workers/Coordinators
- Katie Beckett Program staff
- FosterCare and Subsidized Adoption workers
- Managed Care Organization Enrollment Brokers
- Child Support staff
- Wisconsin Well Woman Program Local Coordinating Agencies (LCAs)
- Social Security Administration (SSA)
- Aging and Disability Resource Centers (ADRCs)
- Subrogation workers
- Women, Infants, and Children (WIC) workers
- Wisconsin Department of Justice
- MetaStar
- Wisconsin Division of Juvenile Corrections

Partners should log in to the secure Partner Portal using the login area to the right on this page. The secure Partner Portal is designed to provide functions to each partner specific to the partner's relationship to the Department of Health Services and the various ForwardHealth programs as appropriate.

Accessing the Secure Partner Site

Many partner users were emailed their login information during October 2008. If you received your login information, you do not need to request access and can immediately enter your login information in the "Login to Secure Site" area to the right.

If you did not receive your login information in October 2008, you will need to request access by clicking the link below and completing the necessary request information.

[Request Secure Partner Site](#)

Find a Provider

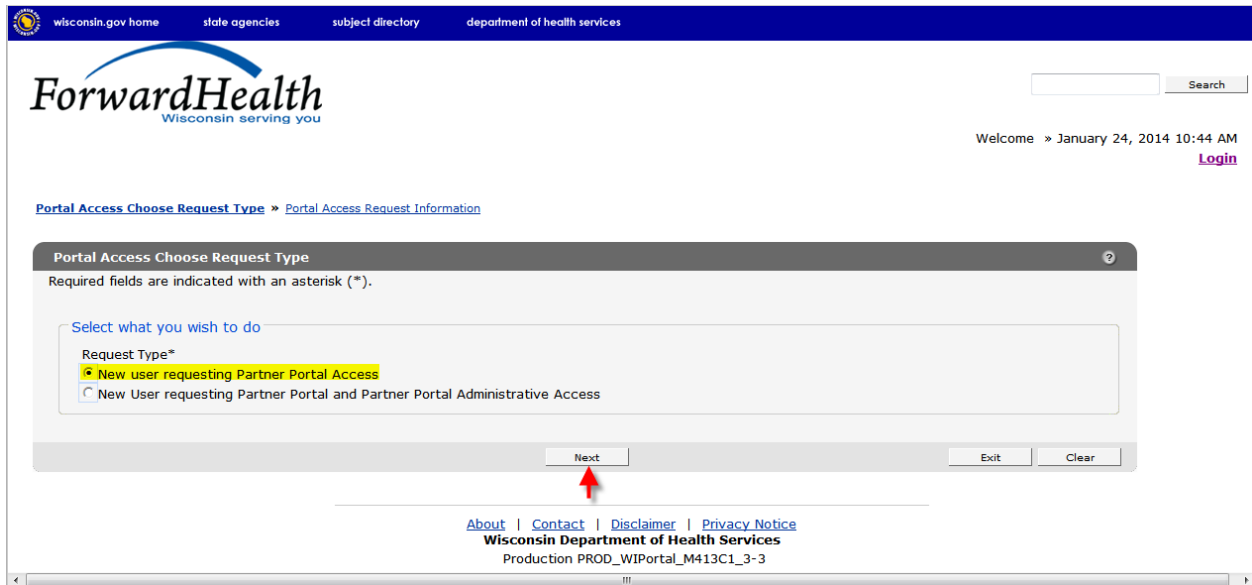
Search for providers by different criteria such as county, city, state and zip code.

Related Programs and Services

Quick Links

- Online Handbooks
- ForwardHealth Updates
- Max Fee Schedules
- Partner Request Access**
- Partner Portal User Guide
- Wisconsin Well Woman Program Policy and Procedure Manual
- Express Enrollment for Children
- Express Enrollment Change Request

Click the *Partner Request Access* link in the Quick Links menu to request access to the secure site.



Portal Access Choose Request Type

Required fields are indicated with an asterisk (*).

Select what you wish to do

Request Type*

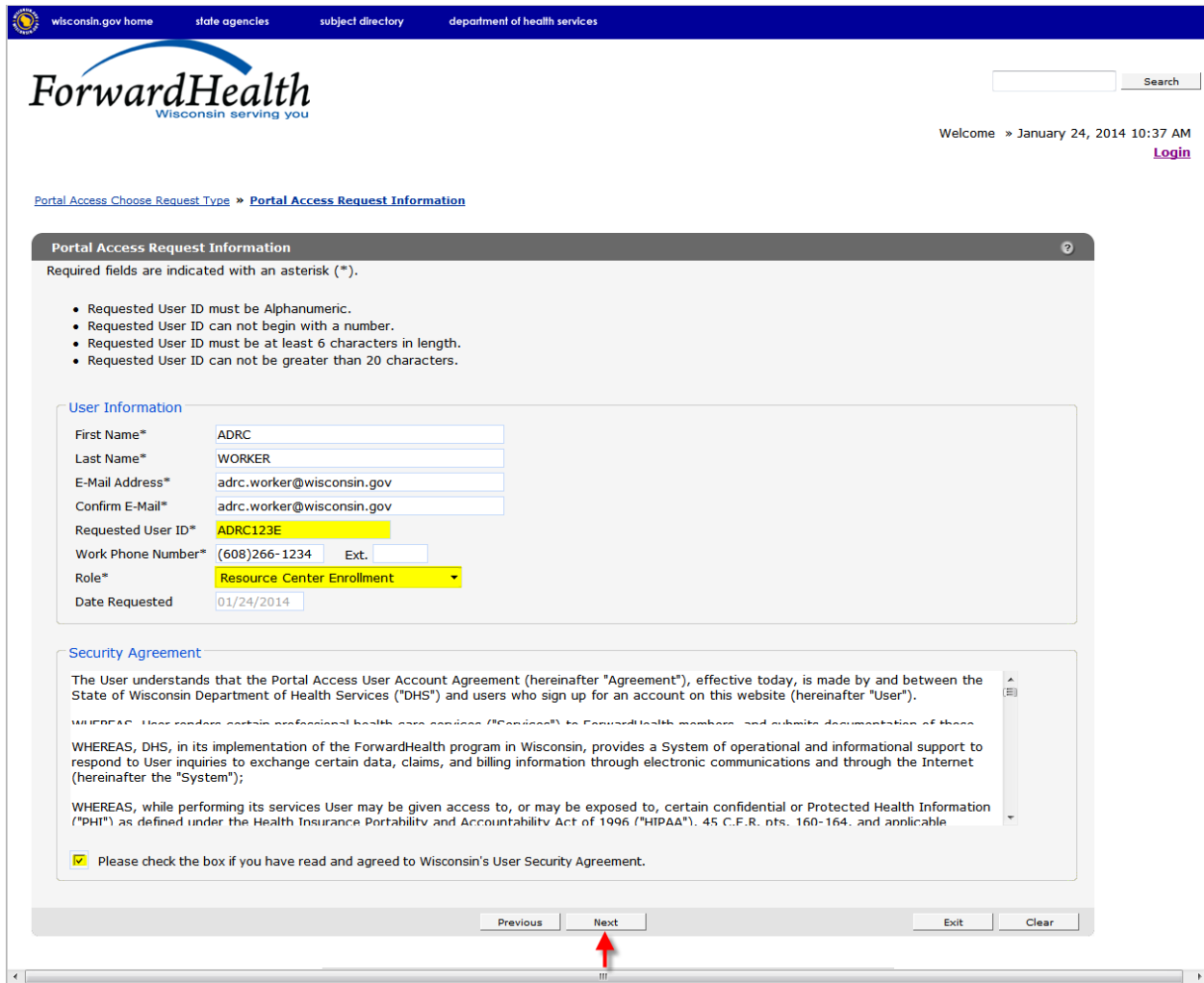
New user requesting Partner Portal Access

New User requesting Partner Portal and Partner Portal Administrative Access

Next Exit Clear

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Select the New user requesting Partner Portal Access radio button and click **Next**.



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ForwardHealth
Wisconsin serving you

Welcome » January 24, 2014 10:37 AM [Login](#)

[Portal Access Choose Request Type](#) » [Portal Access Request Information](#)

Portal Access Request Information

Required fields are indicated with an asterisk (*).

- Requested User ID must be Alphanumeric.
- Requested User ID can not begin with a number.
- Requested User ID must be at least 6 characters in length.
- Requested User ID can not be greater than 20 characters.

User Information

First Name* ADRC
Last Name* WORKER
E-Mail Address* adrc.worker@wisconsin.gov
Confirm E-Mail* adrc.worker@wisconsin.gov
Requested User ID* ADRC123E
Work Phone Number* (608)266-1234 Ext.
Role* Resource Center Enrollment
Date Requested 01/24/2014

Security Agreement

The User understands that the Portal Access User Account Agreement (hereinafter "Agreement"), effective today, is made by and between the State of Wisconsin Department of Health Services ("DHS") and users who sign up for an account on this website (hereinafter "User").

WHEREAS, User renders certain professional health care services ("Services") to ForwardHealth members, and submits documentation of those Services to ForwardHealth;

WHEREAS, DHS, in its implementation of the ForwardHealth program in Wisconsin, provides a System of operational and informational support to respond to User inquiries to exchange certain data, claims, and billing information through electronic communications and through the Internet (hereinafter the "System");

WHEREAS, while performing its services User may be given access to, or may be exposed to, certain confidential or Protected Health Information ("PHI") as defined under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. pts. 160-164, and applicable

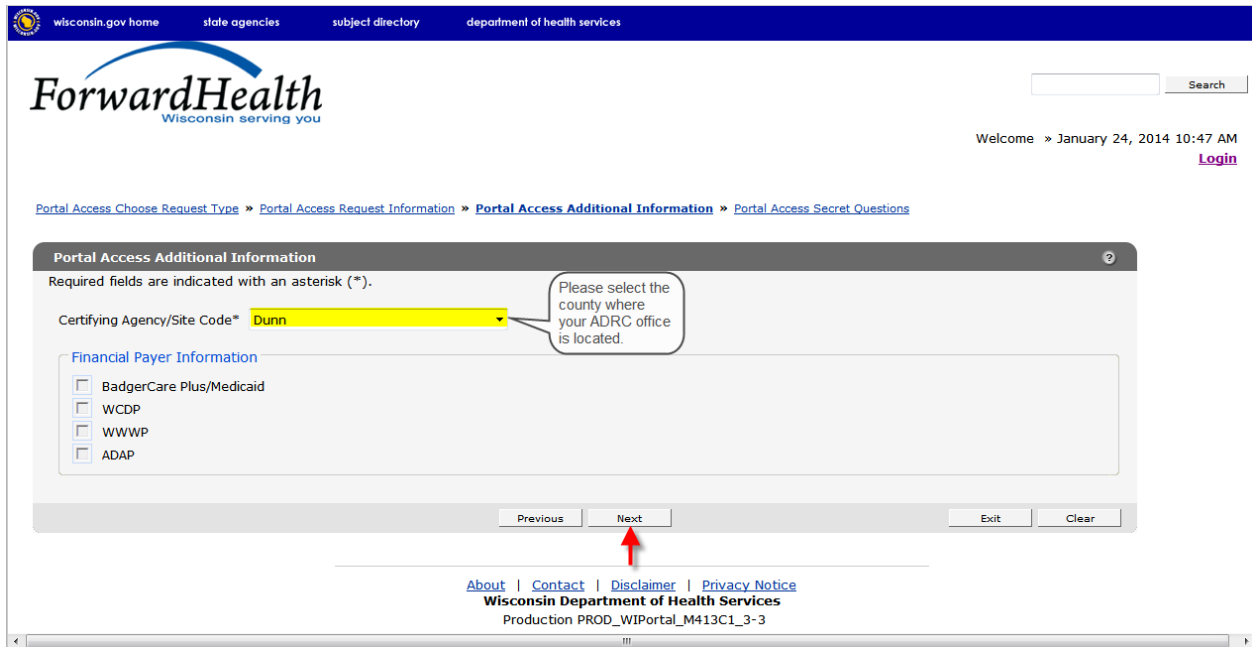
Please check the box if you have read and agreed to Wisconsin's User Security Agreement.

Previous Next Exit Clear

Enter the required information. Note that all fields are required. The Date Requested field defaults to the current date.

Read the Security Agreement and check the security agreement checkbox.

Click **Next**. The Portal Access Additional Information panel will be displayed.



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[Portal Access Choose Request Type](#) » [Portal Access Request Information](#) » [Portal Access Additional Information](#) » [Portal Access Secret Questions](#)

Portal Access Additional Information

Required fields are indicated with an asterisk (*).

Certifying Agency/Site Code* **Dunn**

Please select the county where your ADRC office is located.

Financial Payer Information

BadgerCare Plus/Medicaid

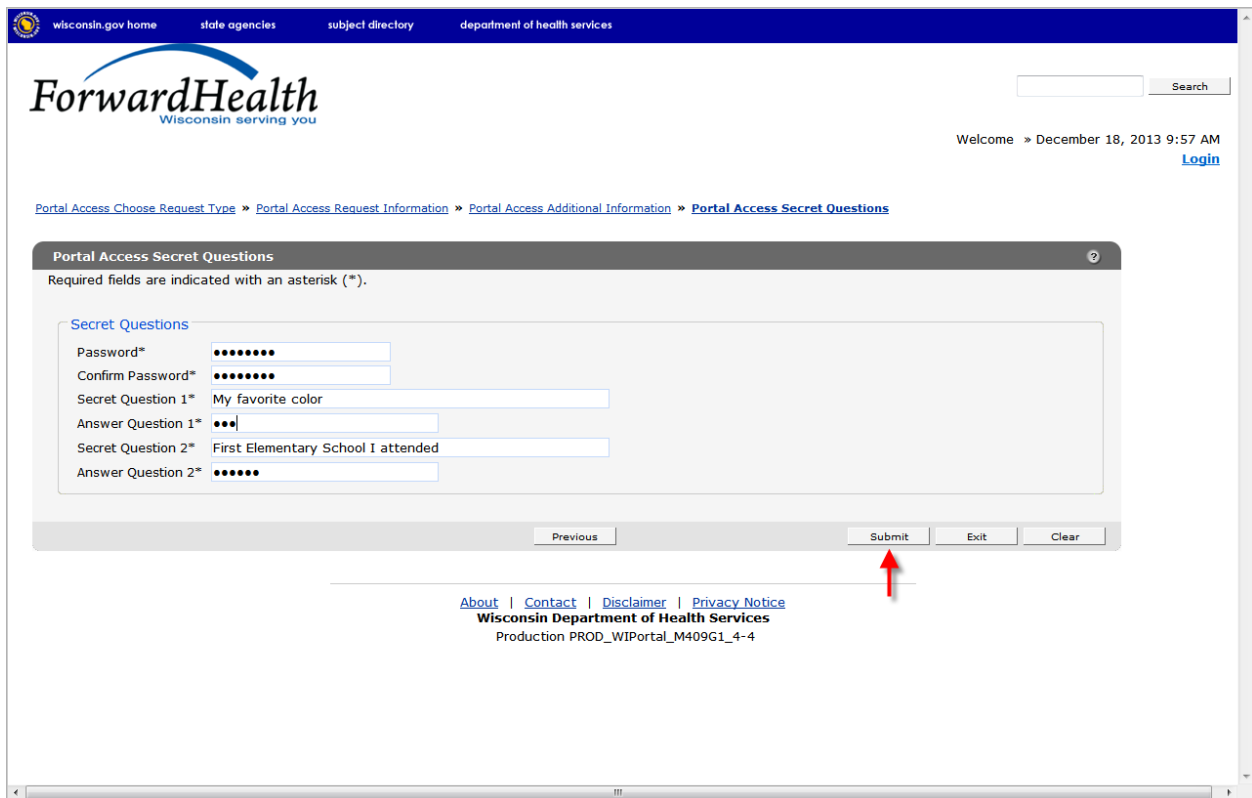
WCDP

WWWP

ADAP

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Select your certifying agency code using the drop-down menu at the top of the panel. Click **Next**. The Portal Access Secret Questions page will be displayed.



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Wisconsin serving you

Welcome » December 18, 2013 9:57 AM [Login](#)

[Portal Access Choose Request Type](#) » [Portal Access Request Information](#) » [Portal Access Additional Information](#) » [Portal Access Secret Questions](#)

Portal Access Secret Questions

Required fields are indicated with an asterisk (*).

Secret Questions

Password* ●●●●●●

Confirm Password* ●●●●●●

Secret Question 1* My favorite color

Answer Question 1* ●●●

Secret Question 2* First Elementary School I attended

Answer Question 2* ●●●●●●

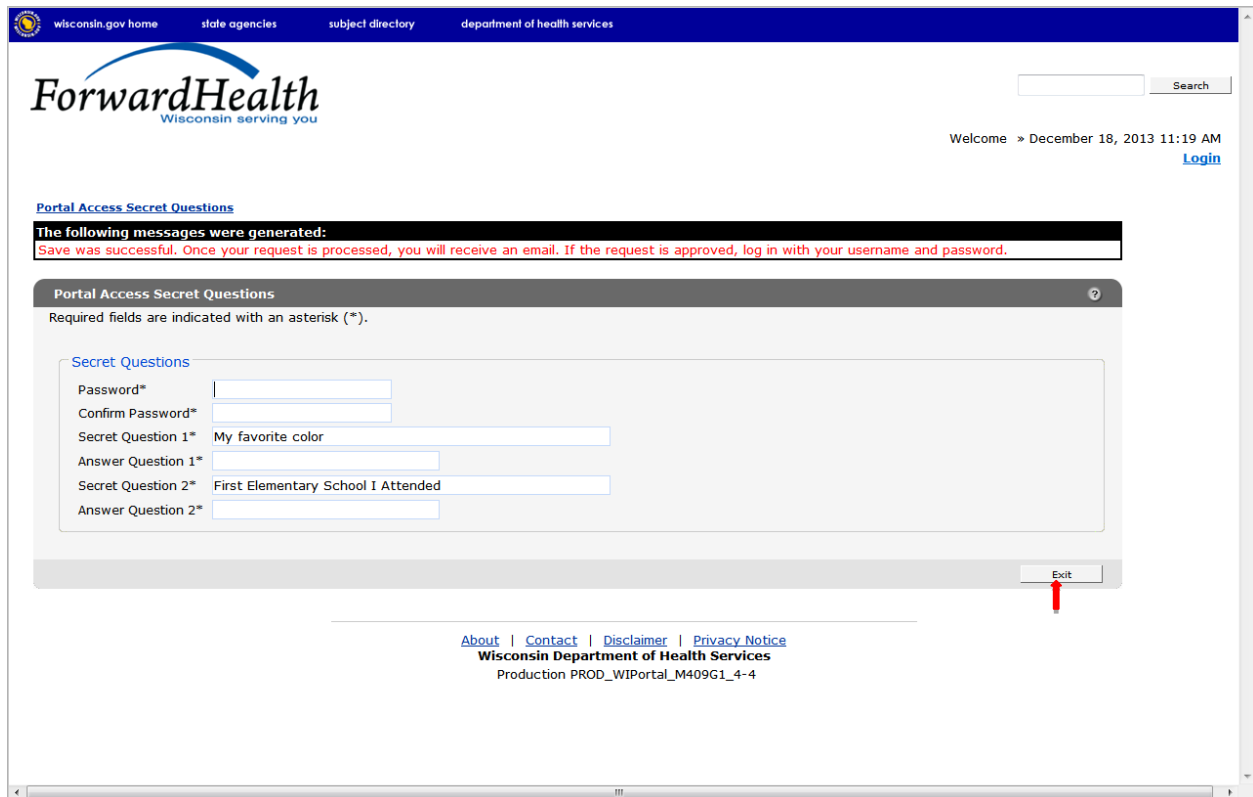
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Create a password that you will use to log on to the Portal according to the following general password guidelines:

- Passwords *must* have at least eight characters
- Passwords *must* contain at least one uppercase letter, one lowercase letter, and one number.
- Passwords should not contain a real name or the user's name.

Select four security questions and provide answers that you can use to reset a lost password. Click **Submit**.

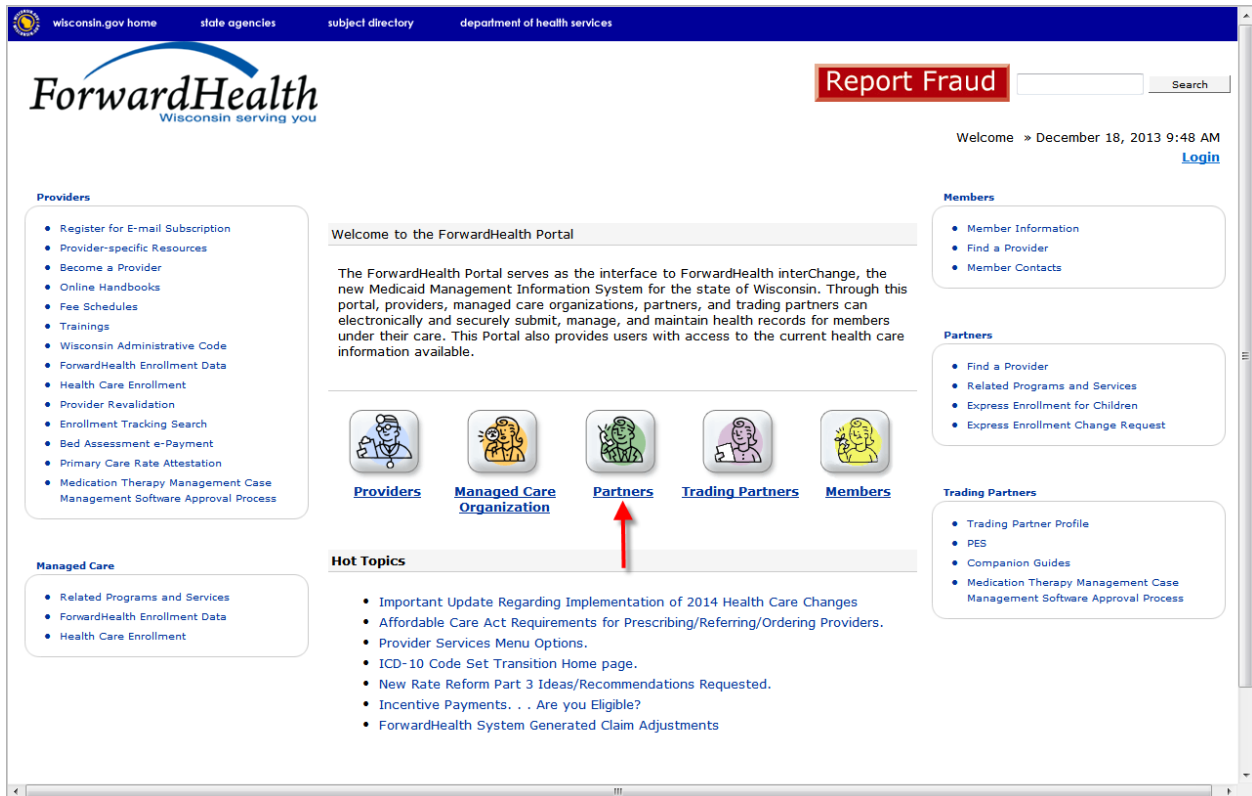
If the submission is successful, the following message will be displayed.



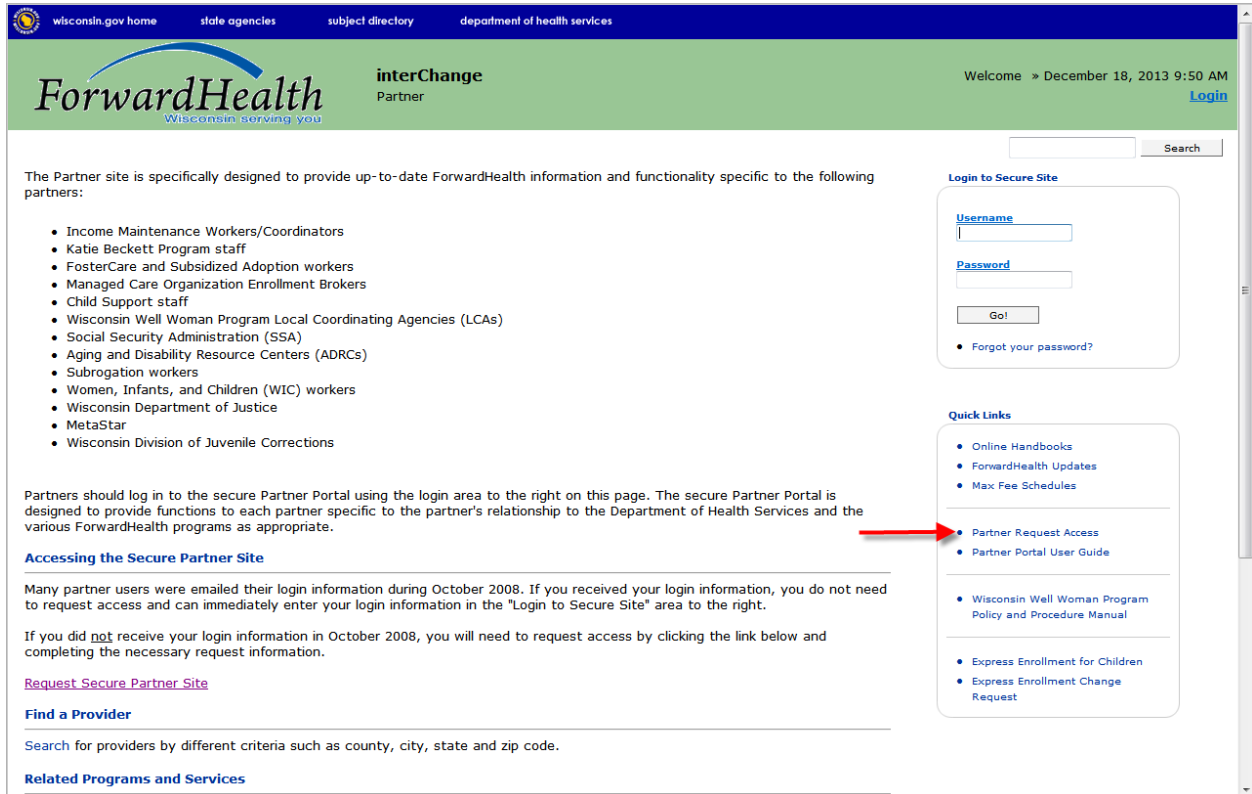
The screenshot shows the ForwardHealth portal interface. At the top, there is a navigation bar with links for 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. The 'ForwardHealth' logo is prominently displayed on the left, with the tagline 'Wisconsin serving you'. A search bar is located on the right. Below the navigation, a message box states: 'The following messages were generated: Save was successful. Once your request is processed, you will receive an email. If the request is approved, log in with your username and password.' Below this, a form titled 'Portal Access Secret Questions' is shown. It includes a note: 'Required fields are indicated with an asterisk (*).' The form contains the following fields: 'Password*', 'Confirm Password*', 'Secret Question 1*' (with the example 'My favorite color'), 'Answer Question 1*', 'Secret Question 2*' (with the example 'First Elementary School I Attended'), and 'Answer Question 2*'. An 'Exit' button is located at the bottom right of the form, with a red arrow pointing to it. At the bottom of the page, there are links for 'About', 'Contact', 'Disclaimer', and 'Privacy Notice', followed by the text 'Wisconsin Department of Health Services' and 'Production PROD_WIPortal_M409G1_4-4'.

Appendix B: Instructions to Request ForwardHealth Partner Portal Access - Resource Center Role

From Internet Explorer, access the ForwardHealth Portal at <https://www.forwardhealth.wi.gov>. The public Portal home page will be displayed.



Click **Partners**. The public Partner home page will be displayed.



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ForwardHealth
Wisconsin serving you

interChange
Partner

Welcome » December 18, 2013 9:50 AM [Login](#)

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Related Programs and Services

Login to Secure Site

Username

Password

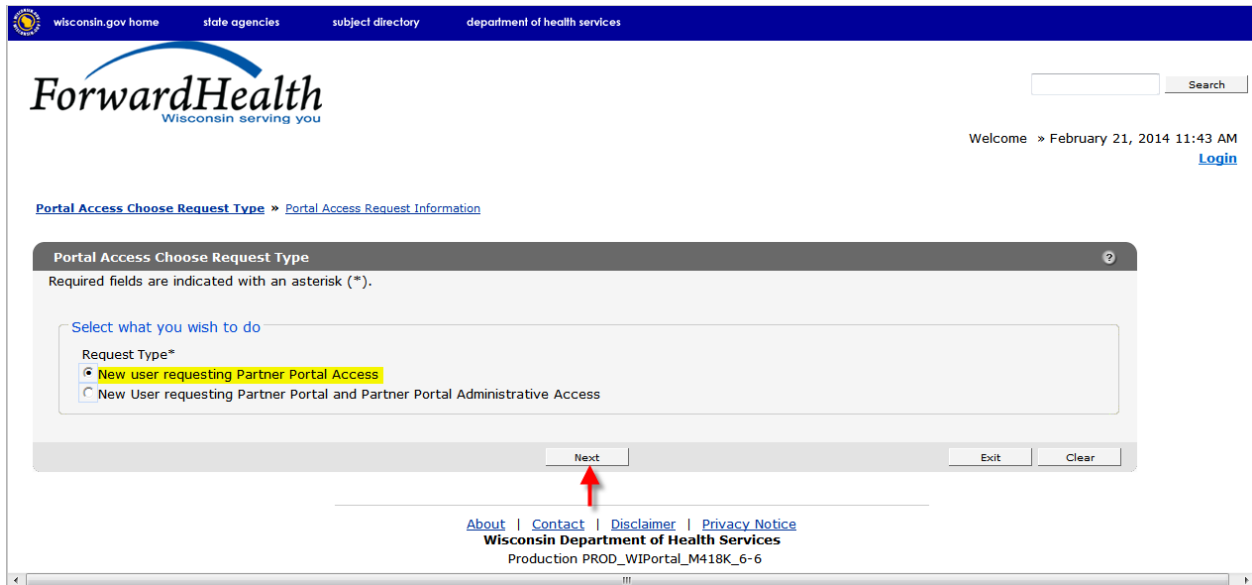
Go!

• [Forgot your password?](#)

Quick Links

- [Online Handbooks](#)
- [ForwardHealth Updates](#)
- [Max Fee Schedules](#)
- [Partner Request Access](#)
- [Partner Portal User Guide](#)
- [Wisconsin Well Woman Program Policy and Procedure Manual](#)
- [Express Enrollment for Children](#)
- [Express Enrollment Change Request](#)

Click the *Partner Request Access* link in the Quick Links menu to request access to the secure site.



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ForwardHealth
Wisconsin serving you

Welcome » February 21, 2014 11:43 AM [Login](#)

[Portal Access Choose Request Type](#) » [Portal Access Request Information](#)

Portal Access Choose Request Type

Required fields are indicated with an asterisk (*).

Select what you wish to do

Request Type*

New user requesting Partner Portal Access

New User requesting Partner Portal and Partner Portal Administrative Access

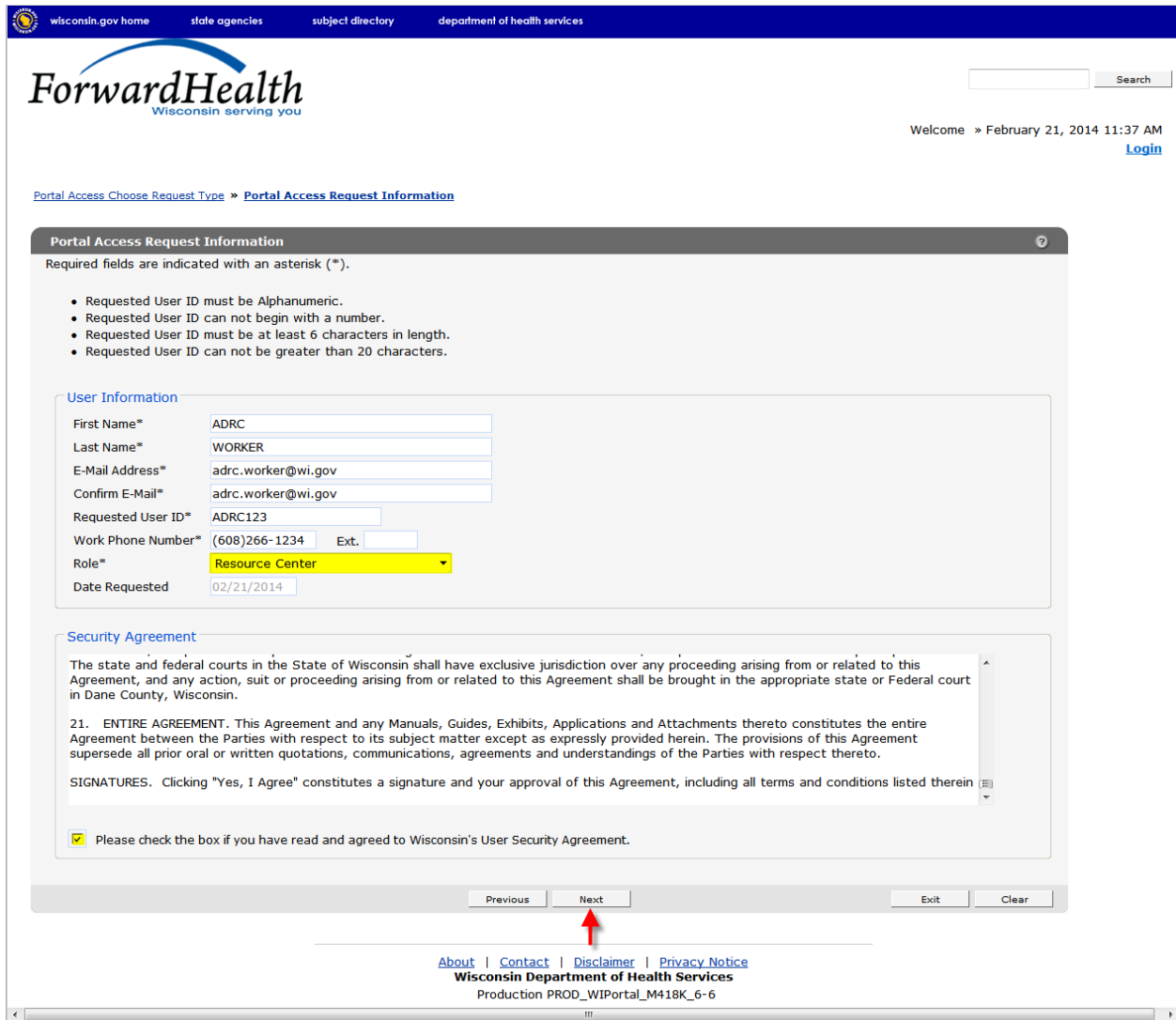
Next Exit Clear

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Wisconsin Department of Health Services

Production PROD_WIPortal_M418K_6-6

Select the New user requesting Partner Portal Access radio button and click **Next**.



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Portal Access Request Information

Required fields are indicated with an asterisk (*).

- Requested User ID must be Alphanumeric.
- Requested User ID can not begin with a number.
- Requested User ID must be at least 6 characters in length.
- Requested User ID can not be greater than 20 characters.

User Information

First Name*	ADRC
Last Name*	WORKER
E-Mail Address*	adrc.worker@wi.gov
Confirm E-Mail*	adrc.worker@wi.gov
Requested User ID*	ADRC123
Work Phone Number*	(608)266-1234 Ext. <input type="text"/>
Role*	Resource Center
Date Requested	02/21/2014

Security Agreement

The state and federal courts in the State of Wisconsin shall have exclusive jurisdiction over any proceeding arising from or related to this Agreement, and any action, suit or proceeding arising from or related to this Agreement shall be brought in the appropriate state or Federal court in Dane County, Wisconsin.

21. ENTIRE AGREEMENT. This Agreement and any Manuals, Guides, Exhibits, Applications and Attachments thereto constitutes the entire Agreement between the Parties with respect to its subject matter except as expressly provided herein. The provisions of this Agreement supersede all prior oral or written quotations, communications, agreements and understandings of the Parties with respect thereto.

SIGNATURES. Clicking "Yes, I Agree" constitutes a signature and your approval of this Agreement, including all terms and conditions listed therein

Please check the box if you have read and agreed to Wisconsin's User Security Agreement.

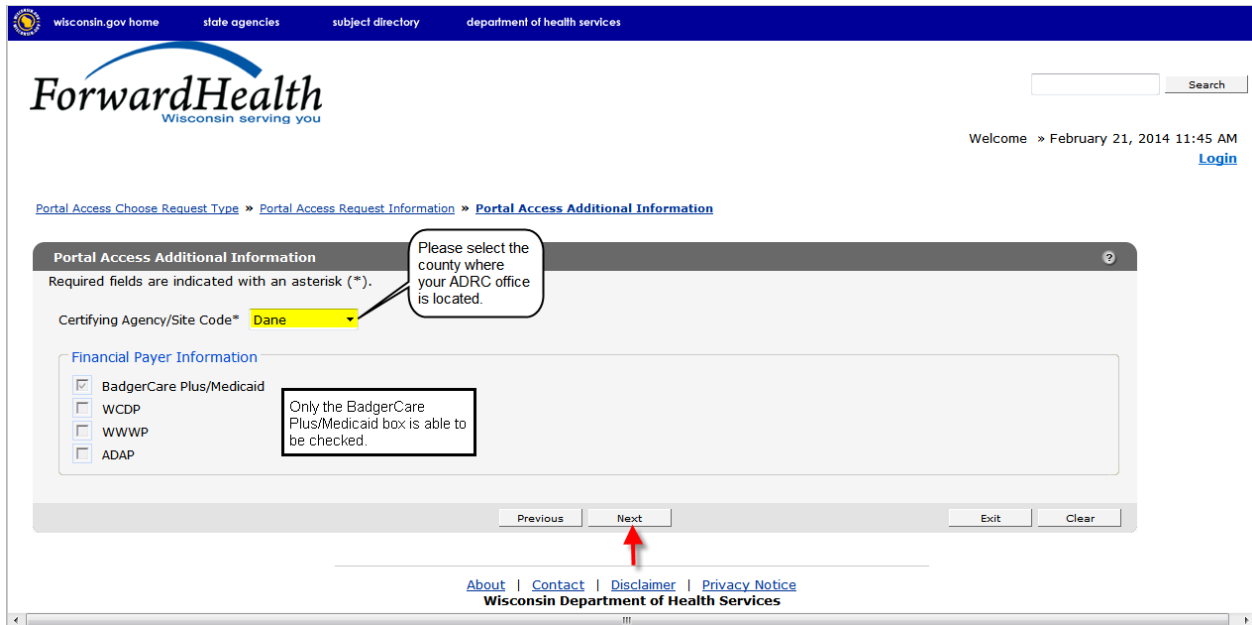
[Previous](#) [Next](#) [Exit](#) [Clear](#)

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Enter the required information. Note that all fields are required. The Date Requested field defaults to the current date.


Read the Security Agreement and check the security agreement checkbox.

Click **Next**. The Portal Access Additional Information panel will be displayed.



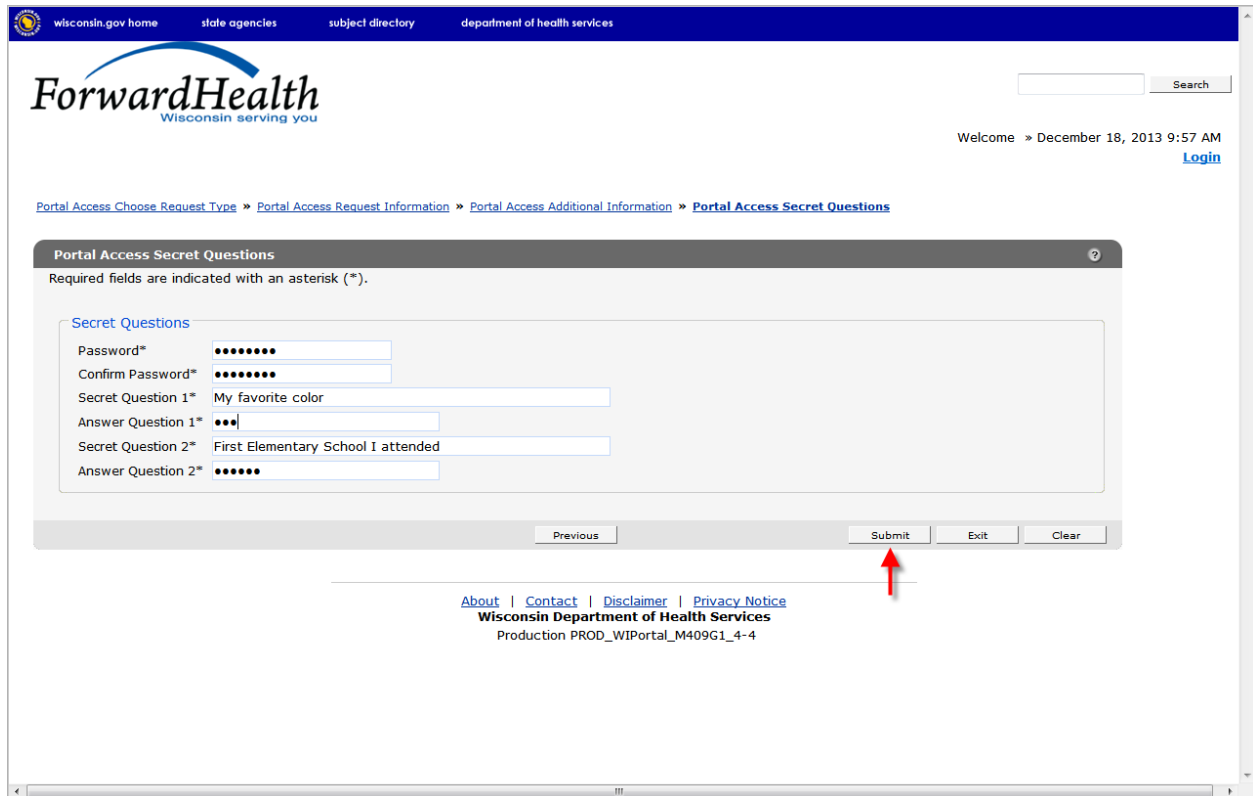
The screenshot shows the 'Portal Access Additional Information' form. At the top, there are navigation links: 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. The ForwardHealth logo is on the left, and a search bar is on the right. The user is logged in as 'Welcome' on 'February 21, 2014 11:45 AM'. The breadcrumb trail is: 'Portal Access Choose Request Type > Portal Access Request Information > Portal Access Additional Information'. The form title is 'Portal Access Additional Information'. A note says 'Required fields are indicated with an asterisk (*)'. The 'Certifying Agency/Site Code*' dropdown menu is set to 'Dane'. A callout box points to this dropdown with the text: 'Please select the county where your ADRC office is located.' Below this is the 'Financial Payer Information' section with checkboxes for 'BadgerCare Plus/Medicaid', 'WCDP', 'WWWP', and 'ADAP'. A note states: 'Only the BadgerCare Plus/Medicaid box is able to be checked.' At the bottom of the form are buttons for 'Previous', 'Next', 'Exit', and 'Clear'. A red arrow points to the 'Next' button. Below the form are links for 'About', 'Contact', 'Disclaimer', and 'Privacy Notice', and the text 'Wisconsin Department of Health Services'.

Select your certifying agency code using the drop-down menu at the top of the panel. Click **Next**.



The screenshot shows the 'Portal Access DSS Universe Request' form. At the top, there are navigation links: 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. The ForwardHealth logo is on the left, and a search bar is on the right. The user is logged in as 'Welcome' on 'February 21, 2014 11:53 AM'. The breadcrumb trail is: 'Portal Access Choose Request Type > Portal Access Request Information > Portal Access Additional Information > Portal Access DSS Universe Request'. The form title is 'Portal Access DSS Universe Request'. A note says 'Required fields are indicated with an asterisk (*)'. There is a table with columns 'Universe Requested' and 'Status'. Below the table, a note says 'Select row above to update -or- click Add button below.' The 'Universe*' dropdown menu is empty. A red box highlights a note: 'Please **DO NOT** select anything in the dropdown if you are only requesting access to the ForwardHealth Partner Portal. Click the "Next" button below.' Below this is a section for 'Please select one or more of the Universe Control Items below*' with a 'Save' and 'Cancel' button. At the bottom of the form are buttons for 'Previous', 'Next', 'Exit', and 'Clear'. A red arrow points to the 'Next' button. Below the form are links for 'About', 'Contact', 'Disclaimer', and 'Privacy Notice', and the text 'Wisconsin Department of Health Services' and 'Production PROD_WIPortal_M418K_6-6'.

Click **Next**. The Portal Access Secret Questions page will be displayed.

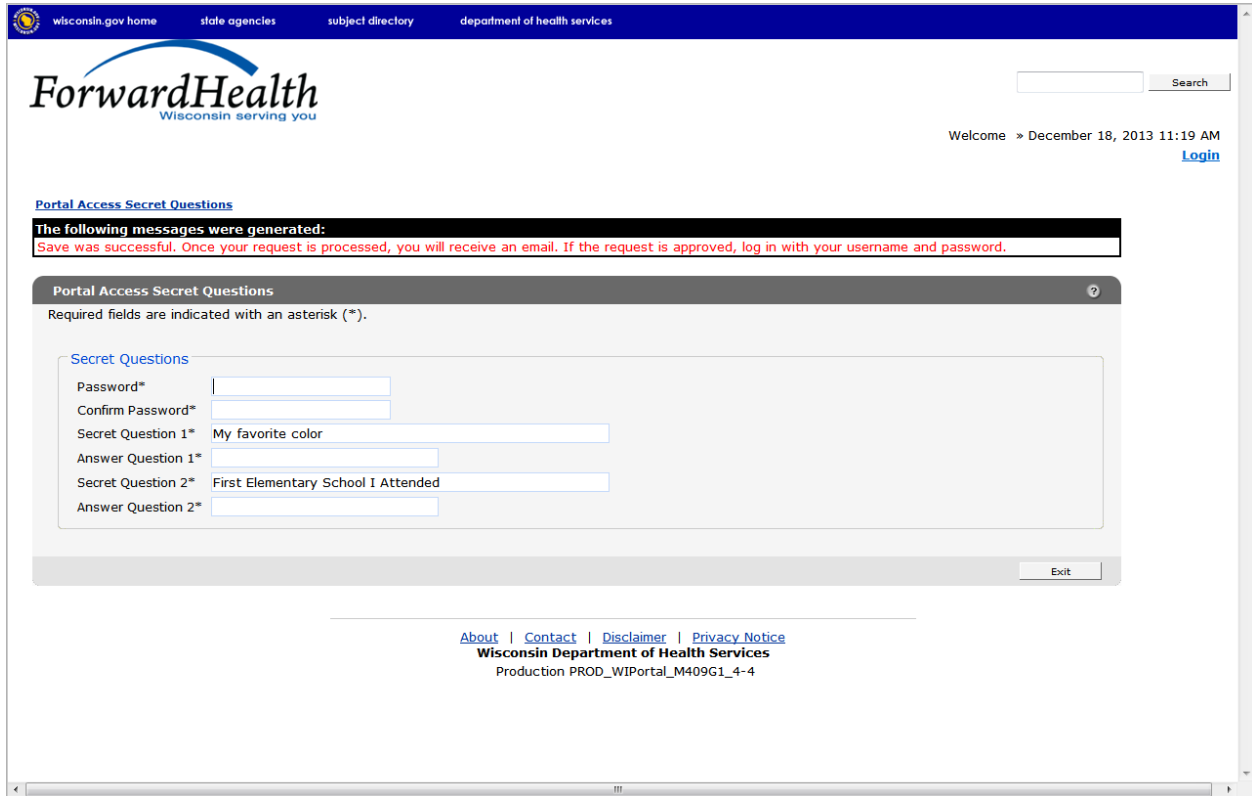


Create a password that you will use to log on to the Portal according to the following general password guidelines:

- Passwords *must* have at least eight characters
- Passwords *must* contain at least one uppercase letter, one lowercase letter, and one number.
- Passwords should not contain a real name or the user's name.

Select four security questions and provide answers that you can use to reset a lost password. Click **Submit**.

If the submission is successful, the following message will be displayed.



The screenshot shows a web browser window displaying the ForwardHealth portal. At the top, there is a navigation bar with links for 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. The ForwardHealth logo is prominently displayed on the left, with the tagline 'Wisconsin serving you'. A search bar is located on the right. Below the navigation, a message box states: 'The following messages were generated: Save was successful. Once your request is processed, you will receive an email. If the request is approved, log in with your username and password.' The main content area is titled 'Portal Access Secret Questions' and includes a note: 'Required fields are indicated with an asterisk (*).' The form contains the following fields: 'Password*', 'Confirm Password*', 'Secret Question 1*' (with the value 'My favorite color'), 'Answer Question 1*', 'Secret Question 2*' (with the value 'First Elementary School I Attended'), and 'Answer Question 2*'. An 'Exit' button is located at the bottom right of the form. At the bottom of the page, there are links for 'About', 'Contact', 'Disclaimer', and 'Privacy Notice', followed by the text 'Wisconsin Department of Health Services' and 'Production PROD_WIPortal_M409G1_4-4'.