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


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:
Technical Assistance
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- 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.


7) **ADRC Learning Management System (LMS)**

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

- Start on the LMS link: [http://www.eri-wi.org/enroll](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). 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.
Click the **Partner Request Access** link in the Quick Links menu to request access to the secure site.

Select the New user requesting Partner Portal Access radio button and click **Next**.
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.
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.
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.
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.
Click the **Partner Request Access** link in the Quick Links menu to request access to the secure site.

Select the New user requesting Partner Portal Access radio button and click **Next**.
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.
Select your certifying agency code using the drop-down menu at the top of the panel. Click **Next**.

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- 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.