State of Wisconsin

 Department of Health Services

LTCare Data Warehouse - User Access and Support Information

### **How do I request access to the Long Term Care Data Warehouse?**

**External partners** can request access to their organization’s data through the ForwardHealth Partner Portal 🡪 Partners button. See user instructions handout for more detail. Quick Links on the Partners page are:

* **Partner Request Access**: The form you will complete. (<https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Partner/PartnerRequest.aspx>)
* **Partner Portal User Guide**: Instructions for the filling out the form.

(<https://www.forwardhealth.wi.gov/WIPortal/content/provider/userguides/partner_portal_user_guide.pdf.spage>)

**External Managed Care Organization** users can obtain access to their organization’s data by contacting their local security administrator.

**Department of Health Services** employees can obtain access by completing a Security Access Request form (F-13644) (<https://dhsworkweb.wisconsin.gov/forms/f1/f13644.doc>)

### **Who do I contact if I need help?**

First, start with a member of your organization. Each organization has at least one person who has received training in the use of BusinessObjects Web Intelligence and the Long Term Care (LTCare) Data Warehouse. Also, check the training modules and guides found on the ‘Training Materials’ web page (<https://www.dhs.wisconsin.gov/datawarehouse/training.htm>).

#### LTCare Universes

For information specific to LTCare Universes, contact the DHS LTCare Data Warehouse helpdesk at: DHSLTCareDataWarehouseHelp@wisconsin.gov.

#### BusinessObjects

For BusinessObjects assistance with creating or modifying queries, working with reports, errors, and connectivity, or if you do not see a universe you expect to see, contact the DXC DSS (Decision Support System) Help Desk at:

* Phone: 608-224-6866
* Email: VEDSDSSHelp@wisconsin.gov

#### Password Reset

If you don't remember your password, reset it using the "Forgot your password?" link. If you continue to need help with your username or password:

Non-state staff, contact the DXC Portal Help Desk at 866-908-1363.

State staff, contact:

* Phone: 608-224-6021
* Email: VEDSTechSupport@wisconsin.gov