

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
1 W. Wilson St.
Madison WI 53703

To: ACCESS Users

From: Jori Mundy, Bureau Director
Bureau of Eligibility and Enrollment Policy

Re: **ACCESS Release 22-01**

Release Date: 02/26/2022

Effective Date: 02/26/2022

EFFECTIVE DATE	The following policy additions or changes are effective 02/26/2022 unless otherwise noted. Underlined text denotes new text. Text with a strike through it denotes deleted text.
POLICY UPDATES	
1.2 Create an Account	Rewritten for new AMP processes and W-2 additions.
3.2 Start an Application	Added link to section 1.2
15.1 Introduction	Updated the term for an available option for members.
15.3 Check My Benefits: Member	Updated images and term.

1.2 Create An Account

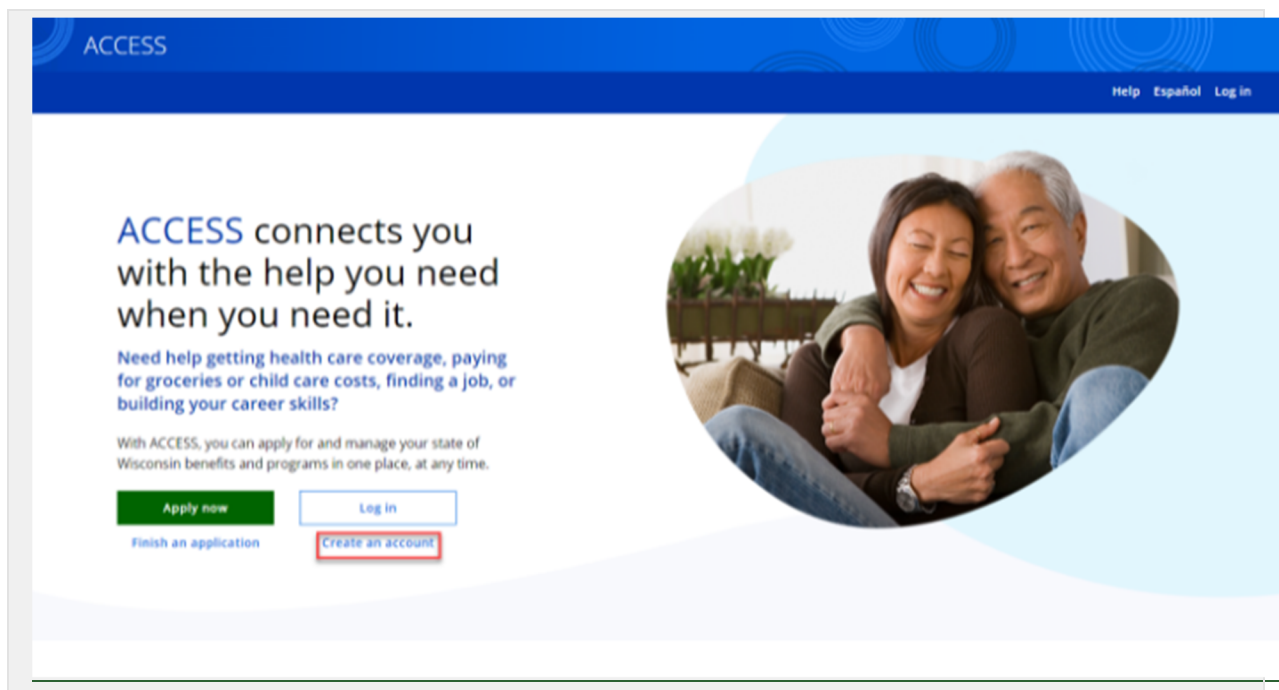
Applicants and members must create an account before applying for benefits in ACCESS or managing their benefits after applying by mail or in person.

Use these instructions to help people set up their User ID and password, choose secret questions, and link to an existing case if one exists.

Step 1: Start account creation

To begin, go to access.wisconsin.gov and select **Create an account**.

Show/Hide an example of the page



The “Welcome to ACCESS” page introduces the information needed to create an account. Applicants will be brought to this page as part of the application process if they start an application in ACCESS before creating an account.

Select **Create an account**.

Show/Hide an example of the page

[← Back](#)

Welcome to ACCESS!

If you're already enrolled in a program but don't yet have an ACCESS account, now's the time to create one.

Having an ACCESS account will make it easy for you to view and manage all your program information in one place.

You'll be asked to provide your name, create a user ID and password, and choose secret questions. Once you've created your account, you'll be asked to provide some information about your identity, such as your date of birth, so we can find your case.

Ready to get started?

[Create an account](#)

 **Already have an account?**

[Log in](#) instead.

Step 2: Provide user information

The "Your name" page asks for the user's name. The name entered here will be used to search for existing applications and cases.

If the user has already applied for or is receiving benefits, it's important that they enter their name the same way on this page as they did when they applied for those programs.

Show/Hide an example of the page

← Back

Cancel X

Step 1 of 3

Your name

First name *

Middle initial (optional)

Last name *

Suffix (optional)

suffix options

Next

Questions	How to Answer
<u>First Name</u>	<u>Enter the user's first name.</u>
<u>Middle Initial (optional)</u>	<u>Enter the user's middle initial.</u>
<u>Last name</u>	<u>Enter the user's Last name.</u>
<u>Suffix (optional)</u>	<u>Enter the user's suffix, such as "Jr" or "Sr."</u>

The “Your user ID and password” page asks the user to choose a user ID and password. The page lists the requirements for the user ID and password next to the fields. The user must meet all requirements in order to create a user ID.

Show/Hide an example of the page

[← Back](#)

[Cancel X](#)

Step 2 of 3

Your user ID and password

Your user ID might include your name, email, or something unique to you.

Your password should be easy for you to remember and hard for others to guess.

User ID *

- ☒ 5 to 20 characters
- ☒ Letters and numbers only
- ☒ No spaces

Password *

- ☒ 8 to 20 characters
- ☒ At least one letter
- ☒ At least one number
- ☒ At least one special character (don't use @ * & < > \ |)
- ☒ No spaces
- ☒ Doesn't use your name or user ID

Re-enter password *

- ☒ Passwords match

Email address (optional)

Next

<u>Questions</u>	<u>How to Answer</u>
<u>User ID</u>	<u>Enter a user ID that hasn't already been registered and that the user can remember.</u>
<u>Password</u>	<u>Enter a password that meets the listed requirements and that the user can remember.</u>
<u>Re-enter Password</u>	<u>Enter a password that meets the listed requirements and that the user can remember.</u>
<u>Email Address (optional)</u>	<u>Enter the user's email address. Encourage the user to enter their email if they have one. It will make it easier for them to recover their user ID or password if they forget either.</u>

The "Your secret questions" page asks the user to choose two secret questions. These questions and the user's answers are used to recover their user ID and password if they forget either.

Show/Hide an example of the page

[← Back](#)[Cancel X](#)

Step 3 of 3

Your secret questions

Choose two secret questions to answer if you ever forget your user ID or password.

Be sure to remember your answers. You'll need to enter them exactly as you did here if you ever forget your user ID or password.

Secret question 1

Question *

Select first question ▼

Answer *

Secret question 2

Question *

Select second question ▼

Answer *

Terms of use *

Before we create your account, please read and agree to our [terms of use](#).

The terms of use explain how we use the information you provide.

☐ I agree to the terms of use.

Next

The available questions in each drop-down will vary. The user can answer any way that they want. The user should select questions and answers that they will remember but others can't easily guess.

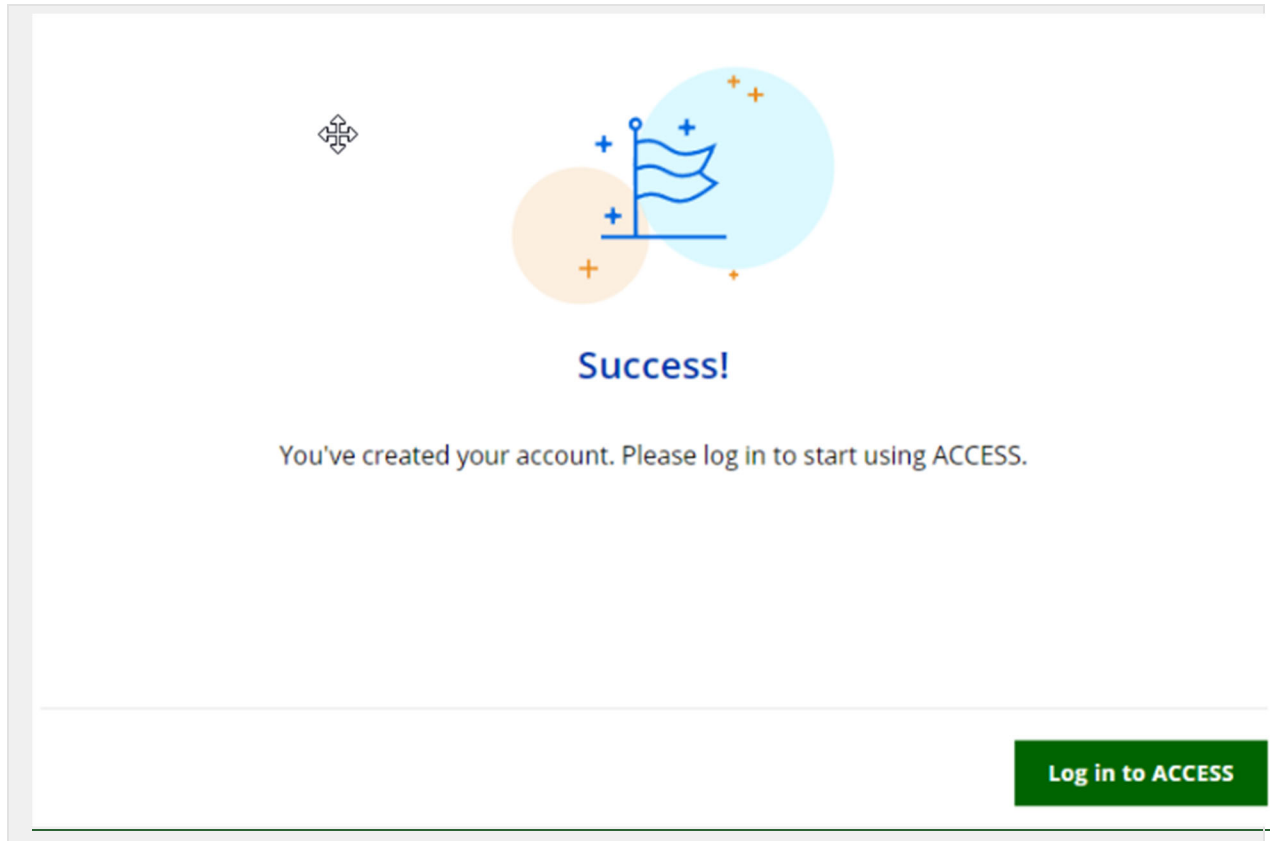
The user must also agree to the terms of use on this page in order to complete their registration.

Step 3: Link to a case or start an application

The user will see a success page confirming that their user ID was created. If they provided an email, they'll receive a confirmation email as well.

Select **Log in to ACCESS** and login using their user ID and password.

Show/Hide an example of the page



The "Your identity" page asks for information needed to link the new account to an existing case.

Show/Hide an example of the page

← Back

Cancel X

Your identity

We need information about your identity to find your case.

 Don't have a case?

If you haven't applied yet,
you can start your
application instead.

[Start my application](#)

Date of birth *

MM/DD/YYYY



What personal information do you want to provide? *

☐ Social Security number

☐ PIN

If you don't have a Social Security number, you can use the personal identification number (PIN) we assigned to you when you were enrolled in a program. If you don't know your PIN, please call your [agency](#) for help.

What case information do you want to provide? *

☐ Case number

☐ QUEST card number

☐ ForwardHealth ID

Next

If the user is a first-time applicant or does not have an existing case, select Start my application. SEE 3.2 START AN APPLICATION.

<u>Questions</u>	<u>How to Answer</u>
<u>Date of Birth</u>	<u>Enter the user's date of birth.</u>
<u>What personal information do you want to provide?</u>	Select either the Social Security number or PIN radio button. <u>The next question that displays changes based on their selection.</u>
<u>Enter your Social Security Number</u>	<u>Enter the user's social security number (SSN).</u>
<u>Enter your PIN</u>	<u>Enter the personal identification number (PIN) the user was given when they enrolled in a program.</u>
<u>What case information do you want to provide?</u>	<u>Choose one of the following radio buttons:</u> <u>. Case number</u> <u>. Question card number</u> <u>. ForwardHealth ID</u> <u>. Participants who receive services from one or more of the following programs: Emergency Assistance, Children First/Elevate, Transitional Jobs</u> <u>The next question displays changes based on their selection.</u>
<u>Enter your case number</u>	<u>Enter the user's FoodShare, BadgerCare Plus or Wisconsin Medicaid case numbers</u>
<u>Enter your QUEST card number</u>	<u>Enter the user's QUEST card number found on their card.</u>
<u>Enter your ForwardHealth ID number</u>	<u>Enter the user's ForwardHealth ID number found on their card.</u>
<u>Enter you PIN number</u>	<u>Enter the personal identification number (PIN) the user was given when they enrolled in a program.</u>

1.2 Create An Account

1.2.1 Set Up Initial Account: Apply For Benefits

People can set up a new ACCESS account by clicking Apply now on the ACCESS home page. The Apply For Benefits Overview page will be displayed.

1.2.1.1 No Account and/or No Active Case

People who do not have an account and/or do not have an active case and want to apply for benefits should indicate on the Apply For Benefits Overview page that they want to start a new application and are not receiving benefits and then click Next.

Apply For Benefits Overview

Welcome! Please tell us what you would like to do.

- ☒ Start a new application for FoodShare, Health Care, Family Planning Only Services and/or Child Care.
- ☐ Keep working on an application that you have started online.

* Are you already enrolled in any benefits right now?

By benefits we mean: FoodShare, BadgerCare Plus, Wisconsin Medicaid, Family Planning Only Services, Wisconsin Shares Child Care, or Caretaker Supplement.

- ☐ Yes
- ☒ No

ACCESS will work best with Chrome, Firefox and Internet Explorer version 11. You may experience problems if you use other browsers such as Safari.

If you have questions or need help with your application, please call Member Services at 1-800-362-3002.



On the next page, applicants can enter their name, create a user ID and password for their ACCESS account, and set up questions and answers for account recovery.

Note:	Applicants are not required to provide an email address; however, providing an email address will also help with account recovery.
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Setting Up An Account

To apply online, you will need to create a Wisconsin User ID and password. If you already have an account, [click here](#) to log in.

This account will help to keep your information private and secure. It also lets you save your application and come back to work on it later. You can also log back in to check the status of your application after you submit it. Keep in mind that you can use this secure Wisconsin User ID with other State of Wisconsin websites.

If you have trouble setting up your account, [click here](#). If you still need help, call Member Services at 1-800-362-3002.

Step 1: Your Name and Email Address

Please fill in your name below.

* First Name :	
Middle Initial :	
* Last Name :	
Email (optional) :	

Step 2: User ID and Password

To log in to your account, you will need to create a User ID and password. For rules on creating your password and User ID, [click here](#).

You will need these to log in on the next page. It's a good idea to write these down and keep them in a safe place.

* User ID :		• Must be 5-20 letters and/or numbers
* Password :		• Cannot be your name • Cannot be the same as your User ID • Must be 7-20 characters long • Must use letters and at least one number
* Please re-type your Password :		

Step 3: Secret Question

We're also asking two "secret questions" that you can use if you ever need to recover your password. Click on each box to choose a question that only you know the answer to. Then fill in your answer. It's a good idea to write down the answer you give, since you will need to type it in exactly the same way if you lose your password.

* Secret Question 1 :	< click here to choose >
* Answer :	
* Secret Question 2 :	< click here to choose >
* Answer :	

Step 4: User Acceptance Agreement

☐ As the last step in creating your account, please check the box to let us know that you have read and agreed to Wisconsin's User Acceptance Agreement. [Click here](#) to read the Agreement, which tells you more about how we will keep your personal information private and secure.

Create Account

~~After completing all steps, click Create Account. The ACCESS login page will be displayed. Applicants must log in with their newly created user ID and password within four days of creating their account; otherwise, the account will be deleted, and applicants will need to complete the account creation process again.~~

Please Log In

You have created a secure account. Please log in using the Wisconsin User ID and password that you just created.



User ID:

Password:

Login

Keep in mind that it's a good idea to log in now, even if you aren't going to use your account right away. For security reasons, you will have to create a new User ID and password if you don't log in at least once in the next 4 days.

If you have questions about logging in, please call Member Services at 1-800-362-3002.

~~After clicking Login, the Apply For Benefits Overview page will be displayed (see SECTION 3.1.1.3.1 APPLY FOR BENEFITS OVERVIEW).~~

~~1.2.1.2 No Account But on Active Case~~

~~People who do not have an account, are receiving benefits, and want to apply for additional benefits should indicate on the Apply For Benefits Overview page that they want to start a new application and are receiving benefits. When they indicate that they are receiving currently receiving benefits, a third question will display about an ACCESS account. People should indicate they want to create an ACCESS account and then click Next.~~

Apply For Benefits Overview

Welcome! Please tell us what you would like to do.

- ☒ Start a new application or request assistance for FoodShare, Health Care, Family Planning Only Services, Child Care, Wisconsin Works (W-2), Job Access Loan (JAL), Emergency Assistance (EA), and/or Women, Infants, and Children Program (WIC).
- ☐ Keep working on an application that you have started online.

* Are you already enrolled in any programs or benefits right now?

By programs and benefits we mean: FoodShare, BadgerCare Plus, Wisconsin Medicaid, Family Planning Only Services, Wisconsin Shares Child Care, Caretaker Supplement, or Wisconsin Works (W-2).

- ☒ Yes
- ☐ No

* You may be able to apply without having to give us information we already have on file for you. To do this, you will need to log in to your ACCESS account. Do you already have an ACCESS account?

- ☐ Yes, I want to log in to my existing account.
- ☒ No, I want to create a new account.



~~The Setting Up An Account page will be displayed. Applicants must have their case number, ForwardHealth ID number, or QUEST card number in order to set up an account. After entering information, click Continue.~~

Setting Up An Account

This page should be used by individuals who already have an existing case. If you would like to start a new application or continue an application that was started over the phone, please [click here](#).

There are six steps to setting up an ACCESS account. Keep in mind that ACCESS is a secure website run by the Wisconsin Department of Health Services. By law, we must keep your information private and secure.

If you have questions or are encountering problems with setting up your account, please call Member Services at 1-800-362-3002 [📞](#).

Some items have a star (*) next to them. You must fill these items in before you can go on to the next page.

Step 1: Personal Information

First, please fill in your Social Security Number and birth date below. If you don't have a Social Security Number, you can give us your Personal Identification Number (PIN) from your case instead. You will need to ask your worker for your PIN. **(You only need to give us your PIN if you don't have a SSN.)**

* Social Security Number (no spaces or dashes) :
If your SSN is 123-45-6789, type 123456789.

or

* PIN :
Only type your PIN if you do not have a SSN. You can get your PIN from your worker or by calling Member Services at 1-800-362-3002 [📞](#).

* Date of Birth (MM/DD/YYYY) :
If your birthday is March 31, 1960, type 03/31/1960.

Step 2: Case Information

To see information about your benefits (or report changes online), you will also need to fill in either your Case Number OR your 16-digit Wisconsin QUEST Card Number, OR your 10-digit Wisconsin Forward Card ID Number. If you are under 18 or have a PIN instead of an SSN, you will need to use your Case Number or your QUEST Card number.

Keep in mind that if you have applied for benefits but are not getting them, you do not need to provide this information to see the status of your application.

Case Number :

or

Wisconsin QUEST Card Number :

or

Wisconsin Forward Card ID Number :

You can find your Case number by looking at the top of any letter you have gotten from your worker. If you have SeniorCare, your Case number is at the top of each letter you get from SeniorCare. To find your Wisconsin QUEST Card number, look for a 16-digit number on the front of your Wisconsin QUEST Card. To find your Wisconsin Forward Card ID number, look for the 10-digit ID number on the front of your Wisconsin Forward Card.



Continue

~~The following page will be displayed, and applicants can enter their name, create a user ID and password for their ACCESS account, and set up questions and answers for account recovery.~~

Setting Up An Account

To apply online, you will need to create a Wisconsin User ID and password. If you already have an account, [click here](#) to log in.

This account will help to keep your information private and secure. It also lets you save your application and come back to work on it later. You can also log back in to check the status of your application after you submit it. Keep in mind that you can use this secure Wisconsin User ID with other State of Wisconsin websites.

If you have trouble setting up your account, [click here](#). If you still need help, call Member Services at 1-800-362-3002.

Step 1: Your Name and Email Address

Please fill in your name below.

* First Name :
Middle Initial :
* Last Name :
Email (optional) :

Step 2: User ID and Password

To log in to your account, you will need to create a User ID and password. For rules on creating your password and User ID, [click here](#).

You will need these to log in on the next page. It's a good idea to write these down and keep them in a safe place.

* User ID : • Must be 5-20 letters and/or numbers
* Password :
• Cannot be your name
• Cannot be the same as your User ID
• Must be 7-20 characters long
• Must use letters and at least one number
* Please re-type your Password :

Step 3: Secret Question

We're also asking two "secret questions" that you can use if you ever need to recover your password. Click on each box to choose a question that only you know the answer to. Then fill in your answer. It's a good idea to write down the answer you give, since you will need to type it in exactly the same way if you lose your password.

* Secret Question 1 : < click here to choose >
* Answer :
* Secret Question 2 : < click here to choose >
* Answer :

Step 4: User Acceptance Agreement

☐ As the last step in creating your account, please check the box to let us know that you have read and agreed to Wisconsin's User Acceptance Agreement. [Click here](#) to read the Agreement, which tells you more about how we will keep your personal information private and secure.

Create Account

After completing all steps, click Create Account. The ACCESS login page will be displayed. Applicants must log in with their newly created user ID and password within four days of creating their account; otherwise, the account will be deleted, and applicants will need to complete the account creation process again.

1.2.3 Set Up Full Account: Did Not Use ACCESS to Apply But Have Existing Case

If people did not use ACCESS to apply, are on a case, and want to set up an ACCESS account, they should click Create an account on the ACCESS home page.

Note:	Applicants for whom a case has been set up will receive a letter from an agency. Applicants will get a mailed letter unless they choose to get their letters electronically. A mailed letter is called "About Your Benefits," and an electronic letter is called "Paperless Correspondence Confirmation." This letter contains information about their eligibility determination, as well as their case number, which will be listed toward the top of the letter. Applicants should keep this letter and make note of their case number.
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1.2.3.1 Setting Up an Account: Personal and Case Information

After clicking on the Create an account button, applicants will be taken to the first page of the Setting Up an Account process. This page contains the first two of six steps that must be completed by people who have an existing case. This page asks for information about applicants and their case so that applicants can be linked correctly and securely to their case information.

Fill out these first two steps and click Continue.

Setting Up An Account

This page should be used by individuals who already have an existing case. If you would like to start a new application or continue an application that was started over the phone, please [click here](#).

There are six steps to setting up an ACCESS account. Keep in mind that ACCESS is a secure website run by the Wisconsin Department of Health Services. By law, we must keep your information private and secure.

If you have questions or are encountering problems with setting up your account, please call Member Services at 1-800-362-3002 [📞](#).

Some items have a star (*) next to them. You must fill these items in before you can go on to the next page.

Step 1: Personal Information

First, please fill in your Social Security Number and birth date below. If you don't have a Social Security Number, you can give us your Personal Identification Number (PIN) from your case instead. You will need to ask your worker for your PIN. **(You only need to give us your PIN if you don't have a SSN.)**

* Social Security Number (no spaces or dashes) :

If your SSN is 123-45-6789, type 123456789.

or

* PIN :

Only type your PIN if you do not have a SSN. You can get your PIN from your worker or by calling Member Services at 1-800-362-3002 [📞](#).

* Date of Birth (MM/DD/YYYY) :

If your birthday is March 31, 1960, type 03/31/1960.

Step 2: Case Information

To see information about your benefits (or report changes online), you will also need to fill in either your Case Number OR your 16-digit Wisconsin QUEST Card Number, OR your 10-digit Wisconsin Forward Card ID Number. If you are under 18 or have a PIN instead of an SSN, you will need to use your Case Number or your QUEST Card number.

Keep in mind that if you have applied for benefits but are not getting them, you do not need to provide this information to see the status of your application.

Case Number :

or

Wisconsin QUEST Card Number :

or

Wisconsin Forward Card ID Number :

You can find your Case number by looking at the top of any letter you have gotten from your worker. If you have SeniorCare, your Case number is at the top of each letter you get from SeniorCare. To find your Wisconsin QUEST Card number, look for a 16-digit number on the front of your Wisconsin QUEST Card. To find your Wisconsin Forward Card ID number, look for the 10-digit ID number on the front of your Wisconsin Forward Card.



Back

Continue

1.2.3.2 Setting Up an Account: Create Wisconsin User ID and Password

After clicking Continue, applicants will be taken to a page to create a Wisconsin user ID and password. This process contains the four other steps in the six step process. Applicants should complete these four steps and press the Create Account button.

Note: Applicants are not required to provide an email address; however, providing an email address will also help with account recovery.

Setting Up An Account

To apply online, you will need to create a Wisconsin User ID and password. If you already have an account, [click here](#) to log in.

This account will help to keep your information private and secure. It also lets you save your application and come back to work on it later. You can also log back in to check the status of your application after you submit it. Keep in mind that you can use this secure Wisconsin User ID with other State of Wisconsin websites.

If you have trouble setting up your account, [click here](#). If you still need help, call Member Services at 1-800-362-3002 .

Step 1: Your Name and Email Address

Please fill in your name below.

* First Name :
Middle Initial :
* Last Name :
Email (optional) :

Step 2: User ID and Password

To log in to your account, you will need to create a User ID and password. For rules on creating your password and User ID, [click here](#).

You will need these to log in on the next page. It's a good idea to write these down and keep them in a safe place.

* User ID : • Must be 5-20 letters and/or numbers

* Password : • Cannot be your name
• Cannot be the same as your User ID
• Must be 7-20 characters long
• Must use letters and at least one number

* Please re-type your Password :

1.2.3.3 Congratulations

~~After Create Account is clicked, the following page will confirm the account has been created. Click on the Click here link to log in to ACCESS.~~

Congratulations! You have created your secure ACCESS account.

To check the status of your benefits, report changes, or do a renewal online you will need to log in using your new user ID and password. [Click here](#) to log in to ACCESS.

1.2.3.4 Logging In

~~The ACCESS login page will be displayed when the Click here link is clicked. Applicants should enter their user ID and password to log in.~~

Please Log in

Please log in using your Wisconsin User ID and password.



User ID:

Password:

Login

If you have forgotten your User ID or password, [click here](#). If you have questions about logging in, please call Member Services at 1-800-362-3002.

1.2.3.5 Account Home Page

~~Applicants will be taken to their Account Home page (see CHAPTER 4 ACCESS ACCOUNT for more information). Applicants can log out at any time by clicking on the Logout link at the top of the page.~~

Account Home

My Letters

View My Letters

Manage My Email

My Health Care

Premium Information

Treatment Needs Question

BadgerCare Plus Health Survey

Request Explanation of Medical Benefits (EOMB)

Get a New Card

ForwardHealth Card

My Account

Manage My Account

My Benefits

Report My Changes

Apply For Benefits

Renew My Benefits

My Documents

Submitted Documents

Needed Documents

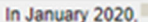
Learn More

Other Programs

IRS 1095-B Tax Information

My Benefits

This information is current as of Tuesday January 21, 2020.

Benefits	Status	Details
FoodShare 	 are not getting FoodShare benefits in January 2020.	
BadgerCare Plus 	In January 2020,  are getting BadgerCare Plus benefits.	
W-2 	 are not eligible for W-2 in January 2020.	

1.2.4 Set Up Full Account: Used ACCESS to Apply And Now Have Existing Case

People who use ACCESS to apply have already set up a Wisconsin user ID and password (see SECTION 1.2.3.2 SETTING UP AN ACCOUNT: CREATE WISCONSIN USER ID AND PASSWORD). This basic account will allow people to see their application status on their Account Home page. Once their application is processed and they have a case, they will get a message to update their account when they log into ACCESS. Once their account is updated, additional options will be displayed on the Account Home page (for example, check benefits, view letters, and report changes).

Note: People for whom a case has been set up will receive a letter from an agency. People will get a mailed letter unless they choose to get their letters electronically.

A mailed letter is called "About Your Benefits," and an electronic letter is called "Paperless Correspondence Confirmation." This letter contains eligibility determination information, as well as their case number, which will be listed toward the top of the letter. People should keep this letter and make note of their case number.

In order to create an updated or authenticated (full) account, people need to enter personal and case information so that they can be linked correctly and securely to their case information.

To set up a full account, they should click the Log in button on the ACCESS home page. The login page (see SECTION 1.2.3.4 LOGGING IN) will be displayed, and they should log in.

1.2.4.1 Account Home

After logging in, people will be taken to their Account Home page where they will be able to see their application information. If the status of their application is marked complete, they will also see a yellow message indicating that additional information is available.

You may be able to use ACCESS to get more information about the status of your benefits. For security reasons, we'll need to get some more information from you before we can show you the status of your benefits. To give us this information, please [click here](#).

Account Home

My Account

Manage My Account

My Benefits

Apply For Benefits

Learn More

Other Programs

IRS 1095-B Tax Information

My Applications

Who	Benefits	Status	Details
	Health Care	Processed	 View

If people click the Click here link, the Manage Your Account page will be displayed (see SECTION 4.11.1 MANAGE YOUR ACCOUNT for more information).

Manage Your Account

This page will help you manage your ACCESS account.

If you would like to change your password, [click here](#) to go to the New Password page. To create a new password, you will need to provide your user ID, Social Security Number and date of birth. You will also need the answer to the secret question you answered when you first created your account.

If you have questions about managing your account, please call Member Services at 1-800-362-3002 [📞](#).

Account Holders

We've listed all of the people who have created ACCESS accounts using your personal information. In most cases, you are the only person who should be listed below. If you have created more than one account, or if you told someone they could create an account to help you manage your benefits, you will see those account holders listed.

notareal person - notarealperson

Lock ACCESS Account

Before you lock your ACCESS account, please read the following.

You should only lock your ACCESS account if you think someone can use your Social Security number, date of birth, and case information to log into your ACCESS account **without your permission**.

If you lock your ACCESS account, you will not be able to view your benefit information, report changes online or complete online renewals or Six-Month Report forms. All User IDs will be blocked from accessing your account. Locking your account will not affect your benefits. To unlock your ACCESS account, you must go to your agency in person.

If you have shared your User ID and password with someone and you no longer want them to be able to see your information, just change your password by [clicking here](#).

Attention:

You should only lock your ACCESS account if you think someone is able to use your private information to log into ACCESS without your permission. Click the Lock My Account button to lock the account.

To go back, click the Go to Account Home button.

Lock My Account

Get Detailed Benefit Information and Report Changes

To see if your benefits have been approved or denied, as well as to report changes online, you will need to give us either your 10-digit Wisconsin Forward Card ID number OR your 16-digit Wisconsin QUEST Card number OR your Case number. We ask for one of these numbers to help keep your benefit information private and secure. Please type just one of the numbers below.

Wisconsin Forward Card
Number

or

Wisconsin QUEST Card
Number

or

Case Number

To find your Wisconsin Forward Card number, look at the front of your Wisconsin Forward Card. To find your Wisconsin QUEST Card number, look for a 16-digit number on the front of your Wisconsin QUEST Card. You can find your Case number by looking at the top of any letter you have gotten from your worker. If you have SeniorCare, your Case number is at the top of each letter you get from SeniorCare.

Update Account

After people enter information and click Update Account, a full account is created. Updated details regarding a person's eligibility will be available. Additional functionality, such as the ability to report changes and view letters, may also be available depending on a person's access.

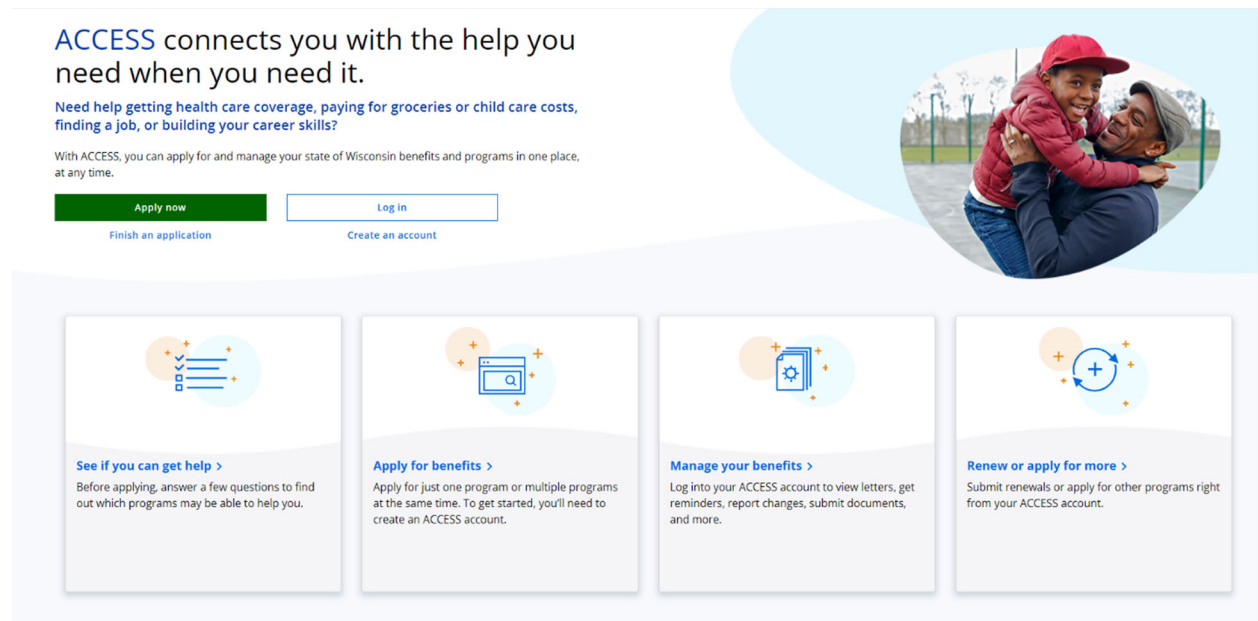
3.2 Start an Application

Use these instructions to help people start their benefits application.

Step 1: Open the application

To begin the application, go to access.wisconsin.gov and select **"Apply Now."** The applicant will be asked to create an account or log into their existing account.

Show/Hide an example of the page



The applicant ~~has to create~~must have an account that links their application. ~~To do this~~
Show/Hide an example of the page

[← Back](#)

Welcome to ACCESS!

Through ACCESS, you can apply for programs that can help you with health care coverage, food and child care costs, job support, and more.

Programs you can apply for through ACCESS

- BadgerCare Plus
- Emergency Assistance Program
- Family Planning Only Services
- FoodShare
- Job Access Loans
- Medicaid
- Wisconsin Shares Child Care Subsidy Program
- Wisconsin Works

You can also submit a pre-application for the Women, Infants, and Children (WIC) Program.

Resources to help you

You can learn more about these programs and other programs that can help you at these websites:

- [Wisconsin Department of Health Services](#)
- [Wisconsin Department of Children and Families](#)

If you're looking for housing, utility, food, employment, and other help in your area, you can contact 211 Wisconsin:

- [Call 211.](#)
- Text your zip code to 898211.
- Go to the [211 Wisconsin website.](#)

Creating an ACCESS account

Before you apply, you'll need to create an ACCESS account. If you already have an ACCESS account, please [log in](#).

Helping someone apply?

For most programs, you can help someone apply or even apply on someone else's behalf. You'll still need to create an account in these situations. [Learn more about authorized representatives.](#)

[Create an account](#)

If the applicant doesn't have an account, select "**Create an account.**" ~~Once the applicant creates their account, they can return to their application at any time by logging in.~~ *Show/Hide an example of the page* **Account.** SEE 1.2 CREATE AN ACCOUNT.

If the applicant already has an account, log in and continue with their application. ~~See 1.3 LOG IN TO ACCESS ACCOUNT~~SEE 1.3 LOG IN TO ACCESS ACCOUNT.

The next step ~~varies based~~displayed depends on who is completing the application.

If the user is...	Continue to...
Applying for themselves	<u>STEP 3: SELECT THE PROGRAMS ON THE APPLICATION</u>
Applying for someone else	<u>STEP 2: PROVIDE USER INFORMATION</u>

Step 2: Provide user information

The “Applying for someone else” page asks the user how they are related to the primary applicant. Anyone can assist the applicant ~~in~~with applying but cannot act on the applicant’s behalf unless they have legal permission. ~~Authorized representatives~~An authorized representative, legal ~~guardians, and guardian, or~~ power of ~~attorneys~~attorney can apply on behalf of the applicant for all programs except Wisconsin Shares Child Care Subsidy.

Show/Hide an example of the page

Applying for someone else

Authorized representatives, legal guardians, and powers of attorney have legal permission to apply for someone else. They can act on the applicant's behalf and get letters about the applicant's benefits.

Friends, family, staff, and volunteers can help someone apply. They can't act on the applicant's behalf unless the applicant gives permission. They also can't get letters about the applicant's benefits.

How are you related to the person you're applying for? *

- ☐ Friend or family member
- ☒ Staff or volunteer at an organization that helps people use ACCESS
- ☐ Authorized representative (person)
- ☐ Authorized representative (organization)
- ☐ Legal guardian
- ☐ Power of attorney

If you are applying for the Wisconsin Shares Child Care Subsidy Program, you need to apply for yourself. An authorized representative, legal guardian, or power of attorney can't apply for you.

Community ACCESS Point (CAP) agency number (optional)

Aren't related in any of these ways? [Apply for yourself.](#)

Save and next

Questions	How to Answer
How are you related to the person you're applying for?	Select one of the relationship options: • Friend or family member • Staff or volunteer at an organization that helps people use ACCESS • Authorized representative (person) • Authorized representative (organization) • Legal guardian • Power of attorney If they select Staff or Volunteer at an organization that helps people use ACCESS the next question displays.
<i>Community ACCESS Point (CAP) agency number (Optional)</i>	Enter the CAP number. SEE 12.6 COMMUNITY ACCESS POINT APPLICATION SEARCH RESULTS PAGE.

If they are an authorized representative, legal guardian, or power of attorney an additional screen displays to gather their information.

Legal Guardian Information (Click to show)

The "Legal guardian information" page asks the applicant questions about the legal guardian.

[*Show/Hide an example of the page*](#)

Legal guardian information

Only certain types of legal guardians can act on the applicant's behalf, including:

- A legal guardian of the estate.
- A legal guardian of the person and the estate.
- A legal guardian in general.

A legal guardian of the person can't act on the applicant's behalf unless appointed as an authorized representative.

A legal guardian can't act on the applicant's behalf for the Wisconsin Shares Child Care Subsidy Program. The applicant has to apply for themselves.

Legal guardian name

First name *

Middle initial (optional)

Last name *

Suffix (optional)

Address

Street address *

The applicant's letters will be sent to this address.

Apartment, unit, or room number (optional)

City *

State *

Zip code *

Contact information

Phone number (optional)

Email (optional)

Save and next

Questions	How to Answer
Legal guardian name	Enter the full legal name of the guardian. They can choose to enter a middle initial or suffix.
Address	Enter the full address of the legal guardian.
Phone number (Optional)	Enter the phone number of the legal guardian.
Email (Optional)	Enter the email address of the legal guardian.

Power of attorney information (Click to show)

The "Power of attorney information" page asks the applicant questions about the power of attorney.

Show/Hide an example of the page

Power of attorney information

Only a durable power of attorney can act on an applicant's behalf, including signing this application. Other powers of attorney need to be appointed as an authorized representative to act on the applicant's behalf.

A power of attorney can't act on the applicant's behalf for the Wisconsin Shares Child Care Subsidy Program. The applicant has to apply for themselves.

Power of Attorney name

First name *

Middle initial (optional)

Last name *

Suffix (optional)

Address

Street address *

The applicant's letters will be sent to this address.

Apartment, unit, or room number (optional)

City *

State *

Zip code *

Contact information

Phone number (optional)

Email (optional)

Save and next

Questions	How to Answer
Power of attorney name	Enter the full legal name of the power of attorney. They can choose to enter a middle initial or suffix.
Address	Enter the full address of the power of attorney.
Phone number (Optional)	Enter the phone number of the power of attorney.
Email (Optional)	Enter the email address of the power of attorney.

Authorized representative information (Click to show)

The “Appointing an authorized representative” page explains what an authorized representative is and why an applicant would want to appoint one. After the explaining the page asks the applicant if they would like to appoint an authorized representative now or at a later time.

Show/Hide an example of the page

Appointing an authorized representative

What is an authorized representative?

An authorized representative is a person or organization that can act on the applicant's behalf. The applicant needs to give permission for the authorized representative to make decisions for them.

What can an authorized representative do?

An authorized representative can:

- Apply for or renew the applicant's benefits.
- Report changes to the applicant's information.
- Work with the applicant's agency on any benefit-related matters.
- File grievances and appeals about the applicant's eligibility.

What programs can an authorized representative help with?

Once appointed, an authorized representative can act on the applicant's behalf for these programs:

- BadgerCare Plus
- Caretaker Supplement (accepts **paper applications only**)
- Emergency Assistance Program
- Family Planning Only Services
- FoodShare
- Job Access Loans
- Medicaid
- Wisconsin Works

An authorized representative can't act on the applicant's behalf for the Wisconsin Shares Child Care Subsidy Program. The applicant has to apply for themselves.

How is an authorized representative appointed?

To appoint an authorized representative, the applicant, the authorized representative, and a witness must read and agree to the statements of understanding on the next pages and provide signatures.

An authorized representative can only act on the applicant's behalf if all three signatures are provided. If you can't get all the signatures now, you can leave the signatures blank and come back to them later.

If you don't want to appoint an authorized representative online, you can fill out and submit the **paper form** instead.

Do you want to appoint an authorized representative now? *

- ☐ Yes
- ☐ No, I'll do this later

Save and next

Questions	How to Answer
Do you want to appoint an authorized representative now?	Select Yes , No , or I'll do this later

If the applicant decides to appoint an authorized representative now, the next pages displays.

The “Authorized representative information” page asks for general information about the authorized representative. The questions vary slightly if the representative is an individual or an organization. The authorized representative must enter their information and confirm they understand their right and responsibilities as an authorized representative.

[Show/Hide an example of the page](#)

Authorized representative information

Authorized representative name

First name *

Middle initial (optional)

Last name *

Suffix (optional)

Address

Street address *

Apartment, unit, or room number (optional)

City *

State *

Zip code *

Contact information

Phone number (optional)

Email (optional)

Statements of understanding

- ☐ I am limited to doing any or all of the following on the applicant's behalf:
 - ☐ Applying for or renewing benefits
 - ☐ Reporting changes
 - ☐ Working with the applicant's agency on any benefit-related matters
 - ☐ Filing eligibility-related grievances and appeals
- ☐ I am expected to be familiar with the applicant's circumstances.
- ☐ The applicant can remove me from being their authorized representative at any time.
- ☐ The applicant does not need to notify me that I have been removed from serving as their authorized representative.
- ☐ I am the applicant's authorized representative until he or she requests a different authorized representative or chooses not to have an authorized representative.
- ☐ I must provide truthful and accurate information.
- ☐ If I provide inaccurate or false information, the applicant or member may need to repay any health care benefits received in error.
- ☐ If I intentionally violate program rules, I must repay any FoodShare benefits that were misused or received in error.
- ☐ I must comply with applicable state and federal laws concerning conflicts of interest and confidentiality of information.

☐ I understand and agree to the statements of understanding above. I agree to serve as the authorized representative for the applicant.

Save and next

Questions	How to Answer
Authorized representative name	This question displays if the authorized representative is an individual. Enter the full name of the authorized representative. They can choose to enter a middle initial or suffix.
Organization name	This question displays if the authorized representative is an organization. Enter the business name of the organization.
Address	Enter the full mailing address of either the individual or organization.
Phone number (Optional)	Enter the phone number of the individual or organization.
Contact person's name	This question displays if the authorized representative is an organization. Enter the name of the contact person at the organization.
Email (Optional)	Enter the email address of the individual or contact person.
I understand and agree to the statements of understanding above. I agree to serve as the authorized representative for the applicant.	Select the checkbox to confirm. The confirmation wording is different if the authorized representative is an organization.

The “Applicant’s statements of understanding” page displays next. The applicant must confirm they understand their rights in appointing an authorized representative and can choose if they should get copies of their program letters and notices.

[Show/Hide an example of the page](#)

Applicant's statements of understanding

The applicant should complete this page.

Do you want your authorized representative to get copies of letters about your benefits?

- ☐ Yes
- ☐ No

Statements of understanding

- I am appointing **Auth Rep** to be my authorized representative.
- I have the right to choose any person or organization I want to be my authorized representative.
- I can change or remove my authorized representative at any time.
- I must let my agency know in writing that I want to change or remove my authorized representative.
- I do not have to tell a person or organization that I am removing them as my authorized representative.
- The authorized representative listed on this page will stay my authorized representative until I change or remove them.
- My authorized representative will have access to my personal information, such as my Social Security number, financial statements, and medical information, to help me manage my eligibility.
- I must provide my authorized representative with true and accurate information.
- I am responsible for any errors and incorrect information that my authorized representative reports. I understand that if either my authorized representative or I give false information or withhold information, I may:
 - Have to pay back benefits I should not have gotten.
 - Be fined.
 - Be banned from a program.
 - Be prosecuted for fraud.

☒ I understand and agree to the statements of understanding above. *

Save and next

Questions	How to Answer
Do you want your authorized representative to get copies of letters about your benefits?	Select Yes or No .
I understand and agree to the statements of understanding above.-	Select the checkbox to confirm.

The “Finish appointing authorized representative” page is the last page to appoint an authorized representative. It collects the three required electronic signatures: Applicant signature, Authorized Representative signature, and a Witness signature. All three must read the electronic signature acknowledgement and enter their name in the available field.

[Show/Hide an example of the page](#)

Finish appointing authorized representative

The applicant, the authorized representative, and a witness must all sign here to finish appointing the authorized representative.

 If all three signatures aren't provided, the authorized representative can help with the application but can't sign and submit it. Only the applicant can sign and submit the application in that case. If you can't get all the signatures now, you can come back to this page later.

Applicant's signature

☐ I understand that by checking this box and typing my name below, I am providing my electronic signature. I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

First name

Middle initial (optional)

Last name

Authorized representative signature

☐ I understand that by checking this box and typing my name below, I am providing my electronic signature. I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

First name

Middle initial (optional)

Last name

Witness signature

☐ I understand that by checking this box and typing my name below, I am providing my electronic signature. I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

First name

Middle initial (optional)

Last name

Save and next

Step 3: Select the programs on the application

The “Programs you’re applying for” page asks the applicant which programs they would like to apply for along with brief descriptions of each program.

[Show/Hide an example of the page](#)

Programs you're applying for

Choose all the programs you want to apply for.

Child care

Wisconsin Shares Child Care Subsidy Program

☐ Choose Program

The Wisconsin Shares Child Care Subsidy Program helps families with limited income pay for child care so parents or other caretakers can work, go to school, or get training.

Program details ▾

Food

FoodShare

☐ Choose Program

FoodShare helps people with limited money buy the food they need for good health.

If you need help getting food now, we may be able to speed up your FoodShare application. We'll provide more information about this later on.

Program details ▾

Health care coverage

Health care coverage through BadgerCare Plus or Medicaid

☐ Choose Program

BadgerCare Plus provides health care coverage for people who have limited income.

Medicaid has several programs that provide health care coverage and other help for low-income people who are age 65 or older, are blind, or have a disability.

Program details ▾

Family Planning Only Services

☐ Choose Program

Family Planning Only Services provides men and women with certain family planning-related services and supplies to prevent unplanned pregnancies.

Program details ▾

Job skills and cash assistance

Wisconsin Works (W-2)

☐ Choose Program

W-2 provides employment preparation services, case management, and cash assistance to parents and pregnant women with limited income.

[View the amount of monthly income you can have](#)

Program details ▾

Job Access Loans (JAL)

☐ Choose Program

Job Access Loans are short-term, no-interest loans that help parents pay for unexpected expenses so that they can get a job or continue working. The loans can be used for transportation, work uniforms, moving expenses, and other job-related needs.

[View the amount of monthly income you can have](#)

Program details ▾

Housing and utilities

Emergency Assistance Program

☐ Choose Program

The Emergency Assistance Program is a one-time payment that can help parents with limited income pay an emergency housing or utility-related expense.

[View the amount of monthly income you can have](#)

Program details ▾

Women, Infants, and Children Program

The Women, Infants, and Children (WIC) Program is a nutrition program for pregnant women, new mothers, and young children. The first step in applying for WIC is completing a one-page pre-application. The pre-application will be sent to the WIC clinic closest to you, and they will contact you to schedule an appointment.

[Start a WIC pre-application](#)

Save and next

The programs to apply for are:

- Emergency Assistance
- Family Planning Only Services (FPOS)
- FoodShare
- Health care (including BadgerCare Plus and Medicaid)
- Job Access Loans (JAL)
- Wisconsin Shares Child Care Subsidy
- Wisconsin Works (W-2)

The user can also go to the WIC Pre-Application from this page. This takes them outside of the Apply for Benefits Module.

ACCESS creates one application for all programs, so applicants should be encouraged to apply for any they may be eligible for. If they select certain programs and not others, a pop-up asks if they want to select the others. For example, if the applicant applies for only FoodShare, the pop-up will encourage them to also apply for health care.

The next page ~~the applicant sees~~displayed depends on the program or programs they selected.

Applicant is applying for health care or Family Planning Only Services: Backdated Coverage (Click to show)

The title of the page depends on which programs the applicant is applying for. The “Help paying for medical expenses” page or the “Help paying for family planning expenses” page asks about medical or family planning expenses in the past three months that were not paid for by insurance.

Show/Hide an example of the page

Help paying for medical expenses

If insurance has not paid for your medical and family planning expenses from the last three months, you can apply for health care coverage to pay those expenses.

Does anyone applying need help paying for medical expenses from the last three months that weren't paid for by insurance? (optional)

☒ Yes

☐ No

What months do you need help with? *

☐ September - 2021

☐ August - 2021

☐ July - 2021

Does anyone applying need help paying for family planning expenses from the last three months that weren't paid for by insurance? (optional)

☒ Yes

☐ No

What months do you need help with? *

☐ September - 2021

☐ August - 2021

☐ July - 2021

Family planning expenses can include Pap tests, tests for sexually transmitted infections, and more.

Save and next

Questions	How to Answer
Does anyone applying need help paying for medical expenses from the last three months that weren't paid for by insurance? (Optional)	This question displays if the applicant is applying for health care. Select Yes or No. If the applicant selects yes, the next question displays.
<i>What months do you need help with?</i>	Select which month or months the applicant needs help with. The applicant can choose any combination of the past three months.
Does anyone applying need help paying for family planning expenses from the last three months that weren't paid for by insurance? (Optional)	This question displays if the applicant is applying for Family Planning Only Services. Select Yes or No. If the applicant selects yes, the next question displays.
<i>What months do you need help with?</i>	Select which month or months the applicant needs help with. The applicant can choose any combination of the past three months.

Applicant has started their application for health care or Family Planning Only Services and returned to it in a different month (Click to show)

The "Update months" page asks about medical or family planning expenses in the past three months that were not paid for by insurance.

Questions	How to Answer
Does anyone applying need help paying for medical expenses from	This question displays if the applicant is applying for health care.

the last three months that weren't paid for by insurance? (Optional)	Select Yes or No. If the applicant selects yes, the next question displays.
<i>What months do you need help with?</i>	Select which month or months the applicant needs help with. The applicant can choose any combination of the past three months.
Does anyone applying need help paying for family planning expenses from the last three months that weren't paid for by insurance? (Optional)	This question displays if the applicant is applying for Family Planning Only Services. Select Yes or No. If the applicant selects yes, the next question displays.
<i>What months do you need help with?</i>	Select which month or months the applicant needs help with. The applicant can choose any combination of the past three months.

Step 4: Important program information

The "Important program information" page shows the applicant program-specific information about submitting the application and explains options the user has while completing the application.

[Show/Hide an example of the page](#)

Important Program Information

Getting FoodShare benefits faster

You may be able to get help from FoodShare within seven days of applying. We'll ask some questions later to see if you, or any of the people you buy food and eat meals with, meet one of these requirements:

- Have \$100 or less in cash or in the bank.
- Expect to have less than \$150 of income this month.
- Have housing or utility costs this month that will be more than your available cash, money in the bank, or monthly income before taxes and deductions.
- Are a migrant or seasonal farm worker with \$100 or less in cash or in the bank whose income has stopped or who will be paid less than \$25 within the next 10 days.

Cooperating with your child support agency

You may be required by law to cooperate with your child support agency to get any financial or medical support owed to you and any child who is applying for BadgerCare Plus, Medicaid, the Wisconsin Shares Child Care Subsidy Program, Wisconsin Works (W-2), and Job Access Loans. You may have a reason you don't want to cooperate with your child support agency. In that case, you can ask to not cooperate.

Completing an interview

If you apply for FoodShare or the Wisconsin Shares Child Care Subsidy Program, you'll need to complete an interview with an income maintenance or tribal agency worker before we make a decision about whether you can get help from these programs. During the interview, a worker will provide information about the programs you're applying for, review your application information, and ask for more information if needed. Your agency will call you to complete the interview.

If you apply for W-2, Job Access Loans, or the Emergency Assistance Program, you'll need to complete an interview with your W-2 agency before we make a decision about whether you can get help from these programs. During the interview, a worker will provide information about the programs you're applying for, review your application information, and ask for more information if needed.

For W-2 and Job Access Loans, you'll be able to schedule an interview at the end of this application. If you don't schedule an interview at that time, it is your responsibility to schedule and complete an interview within 30 days of submitting your application. If you don't, you'll need to reapply.

For the Emergency Assistance Program, your agency will call you to complete the interview.

Getting help from the federal health insurance marketplace

If you do not meet the rules to get health care coverage through BadgerCare Plus or Medicaid, your application information may be sent to the [federal health insurance marketplace](#). The federal health insurance marketplace will use your application information to check if you can get help paying for private health insurance.

Next

Read through the disclaimers and select **Next** to continue.

Step 5: Things to know about your application

This page shows information the applicant should be aware of before submitting the application, instructions to submit the application right now, and agency decision deadlines.

Show/Hide an example of the page

Things to know about your application

Before you get started, there are a few things you should know about your application.

Submitting your application

When you're ready to submit your application, choose the Finish and submit option on the next page. You'll need to read about your rights and responsibilities and provide a signature.

You have the right to submit your application at any time.

You just need to give us your name and address to apply. However, it's a good idea to give us as much information as you can in this application because it will help us make a faster decision about whether you can get help. If you don't give us the information we need now, you'll have to give it to us at a later time.

Date we get your application

The date we get your application is called your application filing date. Your application filing date is the date from which you can start getting help if your application is approved.

For BadgerCare Plus, Medicaid, and Family Planning Only Services, this date will be the day you submit your application.

For FoodShare, the Wisconsin Shares Child Care Subsidy Program, Wisconsin Works, Job Access Loans, and the Emergency Assistance Program, this date is usually the day you submit your application. However, if you submit after 4:30 PM or on a weekend or holiday, then it's the next business day.

Decision about whether you can get help

We are required by law to give you a decision about whether you can get help from the programs you're applying for within 30 days of your application filing date.

For the Emergency Assistance Program, we are required by law to give you a decision about whether you can get help within five working days of your application filing date.

Next

Read through the page and select **Next** to continue.

The applicant is taken to the “Application overview” page to begin.

15.1 Introduction

Most people enrolled in BadgerCare Plus or SSI related Medicaid get their health care through health maintenance organizations (commonly called HMOs).

An HMO is a group of doctors, clinics, and hospitals that work together to help members manage their health care. Some HMOs provide all health care in one location. Applicants and members can search for and choose an HMO in ACCESS.

Different options are available based on whether the person is a health care applicant or member.

User definition	Available options
Applicant – Someone signed into ACCESS and has applied for health care, but the application has not yet been processed.	• Compare HMOs • Search for doctors and clinics • Choose an HMO • Review/change HMO choice(s)
Member – Someone signed into ACCESS, receiving health care benefits through BadgerCare Plus or SSI related Medicaid, and enrolled in an HMO.	• Compare HMOs • Search for doctors and clinics • Review HMO enrollment • Change HMO enrollment • Manage-View and update household details

15.3 Check My Benefits: Member

[15.3.1 Manage your HMO](#)

[15.3.1.1 Change HMO](#)

[15.3.1.2 Compare HMOs](#)

[15.3.1.3 Provider Search](#)

[15.3.1.4 Your Household Information](#)

The member can click Manage My HMO from the ACCESS Home screen to get to the Manage your HMO screen.

The screenshot shows the 'Account Home' page with a blue header bar containing 'Account Home', 'Help', 'Español', 'Print', and a user profile icon. A left sidebar lists navigation options: 'My Letters' (View My Letters, Manage My Email), 'My Health Care' (Manage My HMO, Request Explanation of Medical Benefits (EOMB)), 'Get a New Card' (ForwardHealth Card), 'My Account' (Manage My Account), and 'My Benefits' (Report My Changes, Apply For Benefits). The main content area features a 'My Benefits' section with a timestamp 'This information is current as of Tuesday August 31, 2021.' Below this is a table with three columns: 'Benefits', 'Status', and 'Details'.

Benefits	Status	Details
FoodShare	not getting FoodShare benefits in September 2021.	
BadgerCare Plus	In September 2021, are getting BadgerCare Plus benefits.	
W-2	are not eligible for W-2 in September 2021.	

15.3.1 Manage your HMO

The Manage your HMO screen is where members can view their household's HMO enrollment details, change their HMO during the open enrollment period, and view household members with an exemption, or household members who are enrolled in a non- BadgerCare Plus or SSI Medicaid plan.

[← Back](#)

Manage your HMO

Below you can find information about your household's HMO choices. Your HMO covers most health care services. You may also be able to get services that are not covered by your HMO. [Learn more about covered services.](#)

BadgerCare Plus HMO enrollment

Anthem Blue Cross Blue Shield

Anthem 

Coverage start date

Varies by individual

[View household enrollment history](#)

Lock-in Date

October 1, 2021

[Learn more about lock-in](#)

Change HMO

BadgerCare Plus Members

[View HMO details](#) 

 **Need help choosing an HMO?**

Call an HMO Enrollment Specialist at 800-291-2002. HMO enrollment specialists can:

- Help find you an HMO in your area that is right for you.
- Answer questions about your health care options.
- Help you with an HMO question or concern.

Member HMO enrollment details are displayed on the HMO card. Multiple HMO cards display on the screen if household members are enrolled in different HMO plans.

Each HMO card displays the following:

- HMO Name
- Coverage start date
- Lock-in date

The Lock-in period is the time during which members cannot change their HMO enrollment. If the open enrollment has passed, the member is in the Lock-in period and this will display as "Lock-in end date." Members can click [Learn more about lock-in](#) for more information about the lock-in period.

- Enrolled members

BadgerCare Plus HMO enrollment

Anthem Blue Cross Blue Shield



Coverage start date
Varies by individual
[View household enrollment history](#)

Lock-in Date
October 1, 2021
[Learn more about lock-in](#)

Change HMO

BadgerCare Plus Members



[View HMO details](#) 

Click **View HMO details** for more information:

- Saved doctors and clinics
- HMO ratings

These ratings are maintained by DHS and evaluate the quality of care that Wisconsin Medicaid members receive from BadgerCare Plus and SSI Medicaid HMOs. Members can click [Learn more about HMO ratings](#) for more information.

- HMO contact information (member services)

Members can also view household members not enrolled in an HMO plan. They either have an exemption and do not need to enroll in an HMO, or they are enrolled in a different health care program (not BadgerCare Plus or SSI Medicaid).

Note An exemption means the member does not need to be enrolled in an HMO at this time and are receiving fee-for-service coverage. However, exemptions are often temporary. To learn more about the exemptions for your household, contact an enrollment specialist at 1-800-291-2002.

15.3.1.1 Change HMO

On the member card, the Change HMO button can be selected for the first three months after enrollment when the member is not in the lock-in period.

Note Once the lock-in period begins (see the Lock-in Date), the Change HMO button does not work, and members would need to call an HMO enrollment specialist at 800-291-2002 to ask about changing their HMO.

BadgerCare Plus HMO enrollment

UnitedHealthCare Community Plan



Coverage start date

April 1, 2021

[View household enrollment history](#)

Lock-in Date

July 1, 2021

[Learn more about lock-in](#)

[Change HMO](#)

Badger Care Plus Members



[View Plan Details](#) ▾

Click **Change HMO** to get to the Change your HMO screen and choose a new HMO.

[← Back](#)

For more information or for help choosing an HMO, call an HMO enrollment specialist at 800-384-2308.

Change your BadgerCare Plus HMO

Choose the HMO you would like to enroll in. You can compare your current HMO to others, to help you choose. Pick two or three HMOs to compare.

BadgerCare Plus HMO enrollment

UnitedHealthCare Community Plan



Coverage start date

July 1, 2021

[View household enrollment history](#)

Lock-in Date

October 1, 2021

[Learn more about lock-in](#)

Badger Care Plus Members



Compare HMOs

View Plan Details

Other BadgerCare Plus plans

Anthem Blue Cross Blue Shield



 This HMO doesn't cover any of the doctors or clinics you saved

☐ Compare this HMO

Change HMO

View Plan Details

The member can view their current HMO, as well as other HMOs in their service area. For each plan, members can view the following information:

- HMO Name
- Saved doctors and clinics
- HMO ratings
- HMO contact information (Member Services)

Click **Change HMO**, and the confirmation screen displays:

[← Back](#)

Confirm your HMO choice

Anthem Blue Cross Blue Shield



Enrollment Start Date:

July 1, 2021

Lock-in Starts on:

October 1, 2021

[Learn more about lock-in](#)

Medicaid Member



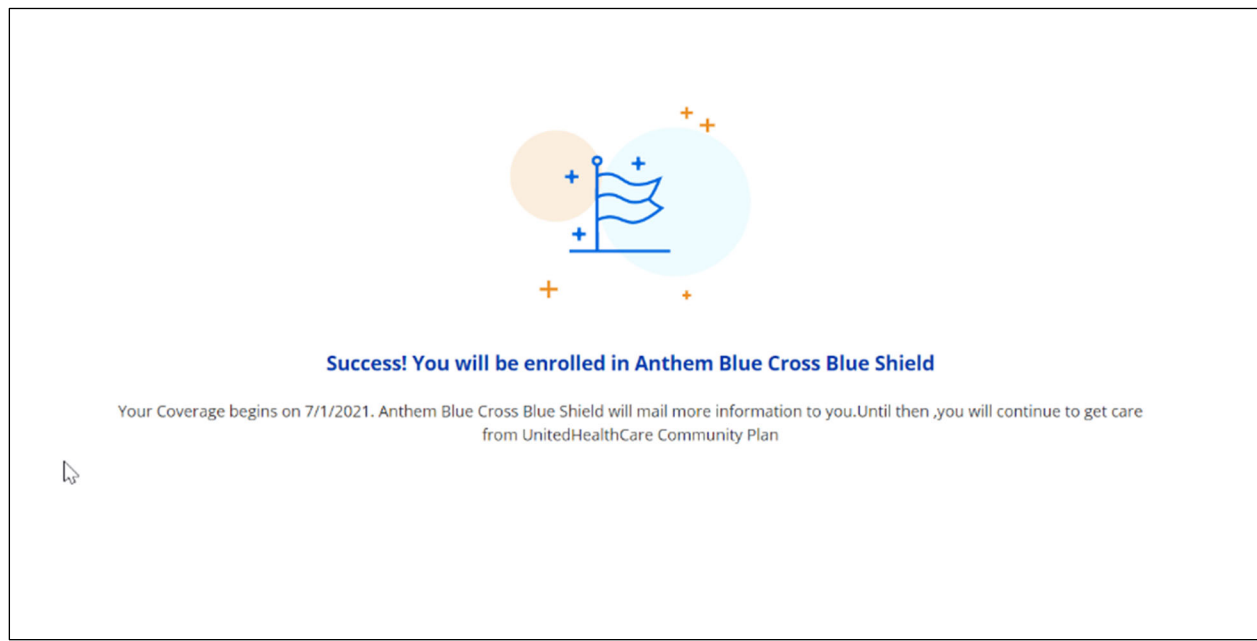
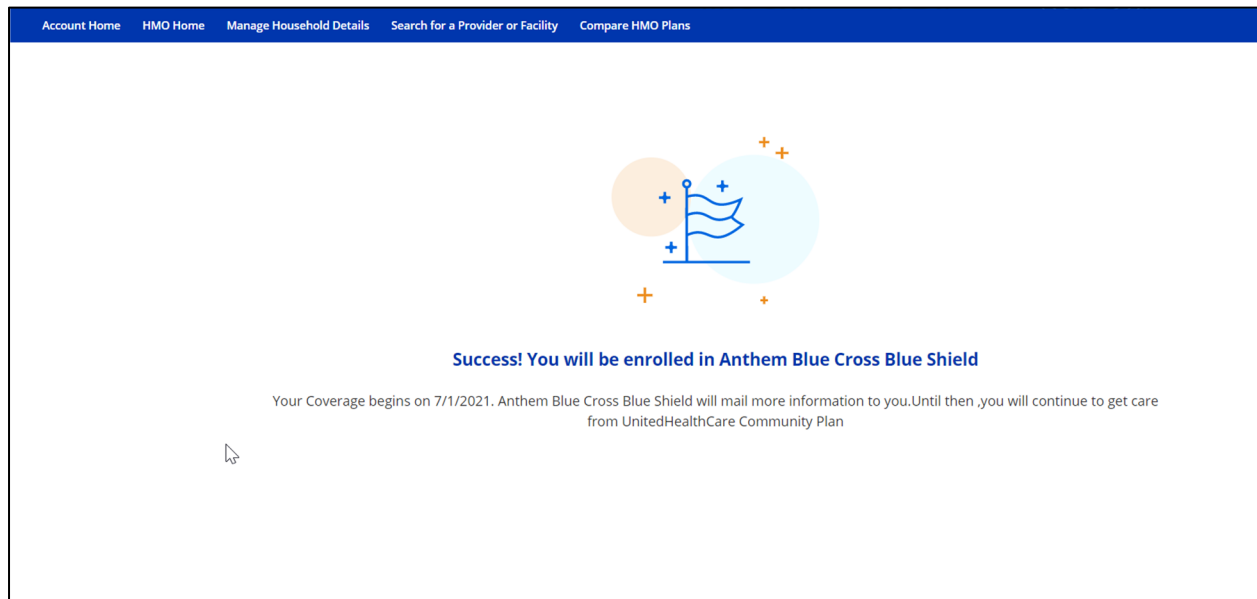




Cancel

Confirm HMO

Click **Confirm HMO** to submit the change. The Success screen displays:



Click **Return to Manage my HMO**. A notification displays on the member's current HMO card that indicates the change was made.

BadgerCare Plus HMO enrollment



You changed your HMO to Anthem Blue Cross Blue Shield. Your coverage will begin on 7/1/2021. Until then, you will continue to be covered by UnitedHealthCare Community Plan

UnitedHealthCare Community Plan



Coverage start date

Varies by individual

[View household enrollment history](#)

Lock-in Date

July 1, 2021

[Learn more about lock-in](#)

[Change HMO](#)

Badger Care Plus Members

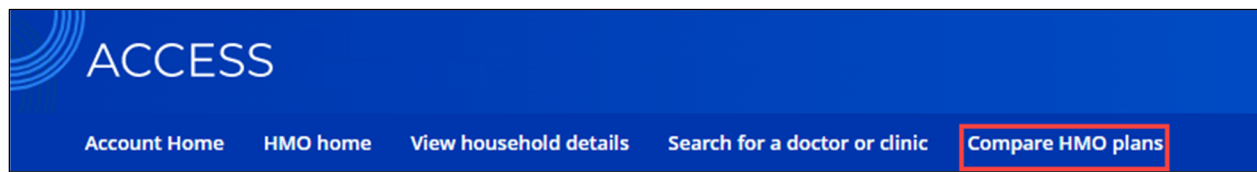
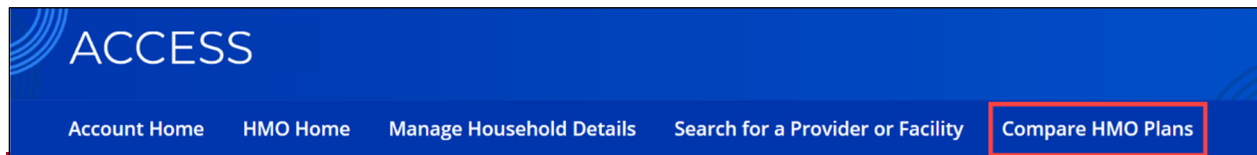


[View Plan Details](#)

15.3.1.2 Compare HMOs

On the Compare HMOs screen, review a side-by-side HMO plan comparison before choosing an HMO. Up to three plans can be compared at one time. To get to the Compare HMOs screen:

- **Applicants** can click Try our Compare HMOs tool from the Choose a BadgerCare Plus HMO screen (or Choose an SSI Medicaid HMO screen).
- **Members** can click Compare HMOs at the top of the screen to access the Compare HMOs screen from any screen within the HMO module.



Note The following screen displays for households that need to compare BadgerCare Plus HMOs for some members and SSI Medicaid HMOs for others.

[← Back](#)

Compare HMOs

Which type of HMO do you want to compare?

BadgerCare Plus

BadgerCare Plus is a health care coverage program for low-income Wisconsin residents. All family members who meet program rules for BadgerCare Plus must choose the same HMO.

Medicaid

SSI Medicaid provides health care coverage for adults age 65 or older or for people who are blind or have a disability, as determined by the Disability Determination Bureau. Family members who meet the program rules for SSI Medicaid can choose different HMOs

[Go Home](#)

[Compare](#)

The member must select a program and click **Compare** to continue.

In this case, the Compare BadgerCare Plus HMOs screen displays. Here is screen without any doctors or clinics added:

[← Back](#)

Compare BadgerCare Plus HMOs

These are the HMOs available in your area. Pick 2 or 3 HMOs to compare.

Available Plans

Anthem Blue Cross Blue Shield



You haven't saved any doctors or clinics

☐ Compare this HMO

[View Plan Details](#) ▼

Children's Community Health Plan



You haven't saved any doctors or clinics

☐ Compare this HMO

[View Plan Details](#) ▼

iCare



You haven't saved any doctors or clinics

☐ Compare this HMO

[View Plan Details](#) ▼

MHS Health Wisconsin



You haven't saved any doctors or clinics

☐ Compare this HMO

[View Plan Details](#) ▼

Applicants and members can check the Compare this HMO box for two or three plans.

Available Plans

Anthem Blue Cross Blue Shield



You haven't saved any doctors or clinics

☒ **Compare this HMO**

[View Plan Details](#) 

Children's Community Health Plan



You haven't saved any doctors or clinics

☒ **Compare this HMO**

[View Plan Details](#) 

Click **Compare HMOs**.

[← Back](#)

3 plan selected **Compare HMOs**

Compare BadgerCare Plus HMOs

These are the HMOs available in your area. Pick 2 or 3 HMOs to compare.

Available Plans

Anthem Blue Cross Blue Shield



You haven't saved any doctors or clinics

☒ **Compare this HMO**

[View Plan Details](#) 

The Compare BadgerCare Plus HMOs screen displays.

[← Back](#)

Compare BadgerCare Plus HMOs

BadgerCare Plus members are currently enrolled in undefined. You can compare this HMO to other available HMOs in your area.

Household Members



Choose HMOs to compare:

Anthem Blue Cross Blue Shield

Children's Community Health Plan

iCare

Anthem Blue Cross Blue Shield

This HMO doesn't cover any of the doctors or clinics you saved

Enroll in this HMO

Children's Community Health Plan

This HMO doesn't cover any of the doctors or clinics you saved

Enroll in this HMO

iCare

This HMO doesn't cover any of the doctors or clinics you saved

Enroll in this HMO

Saved doctors and clinics

Providers	Anthem Blue Cross Blue Shield	Children's Community Health Plan	iCare
You haven't saved any doctors or clinics. Please search for a doctor or clinic to view which HMOs they accept.			

[Search for a doctor or clinic](#)

HMO ratings

Ratings	Anthem Blue Cross Blue Shield	Children's Community Health Plan	iCare
Staying healthy	★★★★★	★★★★☆	★★★★☆
Living with illness	★★★★☆	★★★★☆	★★★★☆
Behavioral health	★★★★☆	★★★★☆	★★★★☆
Pregnancy and birth	★★★★☆	★★★★☆	★★★★☆
Emergency department	★★★★☆	★★★★☆	★★★★☆
Dental care	★★★★☆	★★★★★	★★★★☆
Overall	★★★★☆	★★★★☆	★★★★☆

[Learn more about HMO ratings](#)

Other information

Contact	Anthem Blue Cross Blue Shield	Children's Community Health Plan	iCare
Phone	855-690-7800	800-482-8010	800-777-4376

Click **Search for a doctor or clinic** to add a one or more to a profile on the Provider Search screen (see [Section 15.3.1.3 Provider Search](#)).

Providers	Anthem Blue Cross Blue Shield	Children's Community Health Plan	iCare
You haven't saved any doctors or clinics. Please search for a doctor or clinic to view which HMOs they accept.			

[Search for a doctor or clinic](#)

Note Applicants and members must add doctors and clinics to their profile to include them in a comparison of HMO plan coverage (even if they are not currently under their care). After the comparison, applicants and members can remove those doctors and clinics from their profile.

If the applicant or member tries to compare HMO plans without adding doctors and clinics to their profile, a message displays asking the person to search for a doctor or clinic, and there is a link to the Provider Search screen.

Applicants and members can choose the plans they want to compare from the drop-down menu.

Choose HMOs to compare:

Anthem Blue Cross Blue Shield Children's Community Health Plan iCare

Anthem Blue Cross Blue Shield Children's Community Health Plan iCare

This HMO doesn't cover any of the doctors or clinics you saved This HMO doesn't cover any of the doctors or clinics you saved

Enroll in this HMO Enroll in this HMO

✓ iCare MHS Health Wisconsin Molina Healthcare Network Health Plan Trilogy Health Plan UnitedHealthCare Community Plan

For each dropdown choice, applicants and members can review the card for that HMO. The card contains the following information:

- HMO name
- HMO logo
- Information identifying in-network doctors and clinics

View more detailed information below each card, including:

- Saved doctors and clinics
- HMO Ratings

Members can click [Learn more about HMO ratings](#) for more information. The HMO ratings are maintained by DHS and evaluate the quality of care that Wisconsin Medicaid members receive from BadgerCare Plus and SSI Medicaid HMOs.

- HMO Contact Information (Member Services)

Saved doctors and clinics			
Providers	Anthem Blue Cross Blue Shield	Children's Community Health Plan	iCare
You haven't saved any doctors or clinics. Please search for a doctor or clinic to view which HMOs they accept.			
Search for a doctor or clinic			
HMO ratings			
Ratings	Anthem Blue Cross Blue Shield	Children's Community Health Plan	iCare
Staying healthy	★ ★ ★ ★ ★	★ ★ ★ ★ ☆	★ ★ ★ ★ ☆
Living with illness	★ ★ ★ ☆ ☆	★ ★ ☆ ☆ ☆	★ ★ ☆ ☆ ☆
Behavioral health	★ ★ ★ ★ ☆	★ ★ ★ ★ ☆	★ ★ ★ ★ ☆
Pregnancy and birth	★ ★ ★ ☆ ☆	★ ★ ☆ ☆ ☆	★ ★ ☆ ☆ ☆
Emergency department	★ ★ ☆ ☆ ☆	★ ★ ☆ ☆ ☆	★ ☆ ☆ ☆ ☆
Dental care	★ ★ ☆ ☆ ☆	★ ★ ★ ★ ★	★ ☆ ☆ ☆ ☆
Overall	★ ★ ★ ☆ ☆	★ ★ ★ ☆ ☆	★ ★ ★ ☆ ☆
Learn more about HMO ratings			
Other information			
Contact	Anthem Blue Cross Blue Shield	Children's Community Health Plan	iCare
Phone	855-690-7800	800-482-8010	800-777-4376

Click the hyperlink(s) to get to the HMO Report Card website (if one is available).

Other information			
Contact	United Healthcare Community Plan	Molina Health Plan	Independent Care Health Plan
Phone	1 (800) 218-0219	1 (800) 987-2308	1 (800) 309-9283
HMO Website	AllaboutHMOs.com	AllaboutHMOs.com	AllaboutHMOs.com

If a member decides they want to enroll in a new HMO from the Compare HMOs screen, click **Enroll in this HMO**.

Household Members



Choose HMOs to compare:

Anthem Blue Cross Blue Shield	Children's Community Health Plan	iCare
		
 This HMO doesn't cover any of the doctors or clinics you saved	 This HMO doesn't cover any of the doctors or clinics you saved	 This HMO doesn't cover any of the doctors or clinics you saved
Enroll in this HMO	Enroll in this HMO	Enroll in this HMO

The Confirm your HMO choice screen displays. Click **Confirm HMO** to submit the change.

[← Back](#)

Confirm your HMO choice

Anthem Blue Cross Blue Shield 

Enrollment Start Date: July 1, 2021	Lock-in Starts on: October 1, 2021 Learn more about lock-in
---	--

Medicaid Member



[Cancel](#) [Confirm HMO](#)

The member will receive the following Success screen:

[Account Home](#) [HMO Home](#) [Manage Household Details](#) [Search for a Provider or Facility](#) [Compare HMO Plans](#) Español



Success! You will be enrolled in Anthem Blue Cross Blue Shield

Your Coverage begins on 7/1/2021. Anthem Blue Cross Blue Shield will mail more information to you. Until then, you will continue to get care from UnitedHealthCare Community Plan

 [Share your feedback](#) [Go to account home](#) [Go to HMO home](#)



Success! You will be enrolled in Anthem Blue Cross Blue Shield

Your Coverage begins on 7/1/2021. Anthem Blue Cross Blue Shield will mail more information to you. Until then, you will continue to get care from UnitedHealthCare Community Plan

 [Share your feedback](#) [Go to account home](#) [Go to HMO home](#)

Click **Return to Manage my HMO**. A notification displays on the member's current HMO card that indicates the change was made.

BadgerCare Plus HMO enrollment



You changed your HMO to Anthem Blue Cross Blue Shield. Your coverage will begin on 7/1/2021. Until then, you will continue to be covered by UnitedHealthCare Community Plan

UnitedHealthCare Community Plan



Coverage start date

Varies by individual

[View household enrollment history](#)

Lock-in Date

July 1, 2021

[Learn more about lock-in](#)

[Change HMO](#)

Badger Care Plus Members



[View Plan Details](#)

15.3.1.3 Provider Search

The Provider Search screen is where members can search and add doctors and clinics to their profile. There are three ways to get to the Provider Search screen:

- Click **Search for a doctor or clinic** on the top of any screen.
- Click **Search for a doctor or clinic** on the Compare HMOs screen.
- Members can click Add Provider on the Your household information screen.

Provider search

Enter doctor or clinic name
Search for a doctor or clinic by name

WI Program*
Choose a prog

Enter nearby address*
Enter nearby address or zip code

Search radius*
10 miles

Search

View fewer filters

HMO Category Doctor or clinic

Additional filters

Category
Doctor or clinic
HMO
Specialty
Gender
Languages
Clinic Type

[Clear all filters](#)

Looking for a new provider?

Search for doctors and clinics. You can see which HMOs they work with.

You can save doctors and clinics to your household details. This will help you compare HMOs.

To review and remove doctors and clinics that are saved to your household details, go to [Manage Household Details](#).

Providers might have additional locations on file with HMOs. If you can't find your doctor or clinic, call an HMO enrollment specialist at 800-384-2308 or contact HMO member services.

On the Provider Search screen, applicants or members must enter a nearby address or zip code, the WI Healthcare Program (either BadgerCare Plus or SSI Medicaid), and a search radius. Applicants and members can also enter a doctor or clinic name if they know what they are looking for.

Suggested results appear as characters are entered into the Search fields.

Provider search

Enter doctor or clinic name
Search for a doctor or clinic by name

WI Program*
Choose a prog

Enter nearby address*
Enter nearby address or zip code

Search radius*
10 miles

Search

View more filters

Click **Search** to find results.

Applicants and Members can apply filters to refine their search. Filters are not required, but they can help identify doctors or clinics that meet the specific needs.

Available filters include the following:

- Category (this refers to the type of provider, such as Medical or Dental)
- Facility or Provider
- HMO
- Specialty (this refers to the provider's medical specialty, such as Pediatric)

- Gender
- Language
- Facility Type

Provider search

Enter doctor or clinic name: Search for a doctor or clinic by name

WI Program*: Choose a prog

Enter nearby address*: Enter nearby address or zip code

Search radius*: 10 miles

View fewer filters

HMO Category Doctor or clinic

Additional filters

Category

- ☐ Behavioral health
- ☐ Dental
- ☒ Medical
- ☐ Vision

Doctor or clinic

HMO

Specialty

Gender

Languages

Clinic Type

Looking for a new provider?

Search for doctors and clinics. You can see which HMOs they work with.

You can save doctors and clinics to your household details. This will help you compare HMOs.

To review and remove doctors and clinics that are saved to your household details, go to [Manage Household Details](#).

Providers might have additional locations on file with HMOs. If you can't find your doctor or clinic, call an HMO enrollment specialist at 800-384-2308 or contact HMO member services.

Applicants and members can choose how results are displayed on the screen:

- Click **View Map** to display results within a map.
- Choose Sort: Distance or Sort: Alphabetically to display results in a list.

Provider search

Enter doctor or clinic name: Search for a doctor or clinic by name

WI Program*: BadgerCare Plt

Enter nearby address*: Madison, WI 53716

Search radius*: 10 miles

View more filters

Additional filters

Category

Doctor or clinic

- ☐ Clinic
- ☒ Doctor

HMO

Specialty

Gender

Languages

Clinic Type

Map view Sort: **Distance**

Behavioral health | Psychotherapist

Add to account

Doctor details

- Female
- Speaks English

[View participation in HMOs](#)

Applicants and members can add doctors and clinics to their profile which helps people to see if their own providers are covered when comparing HMOs or choosing a new HMO.

On the doctor or clinic results card, the person can click **Add to account**.

Provider search

Enter doctor or clinic name Search for a doctor or clinic by name

WI Program* BadgerCare Plus

Enter nearby address* Madison, WI 53716

Search radius* 10 miles

Search

View more filters +

Additional filters

Category

Doctor or clinic

☐ Clinic

☒ Doctor

HMO

Specialty

Gender

Languages

Clinic Type

Clear all filters

Map view Sort: **Distance**

Dr. Heather Gentry

Behavioral health | Psychotherapist

Add to account

Doctor details

- Female
- Speaks English

[View participation in HMOs](#)

A pop-up window displays. On the pop-up window, check a box for each household member to match the doctor or clinic to that person. Click **Confirm** to add the doctor or clinic to the corresponding profile(s).

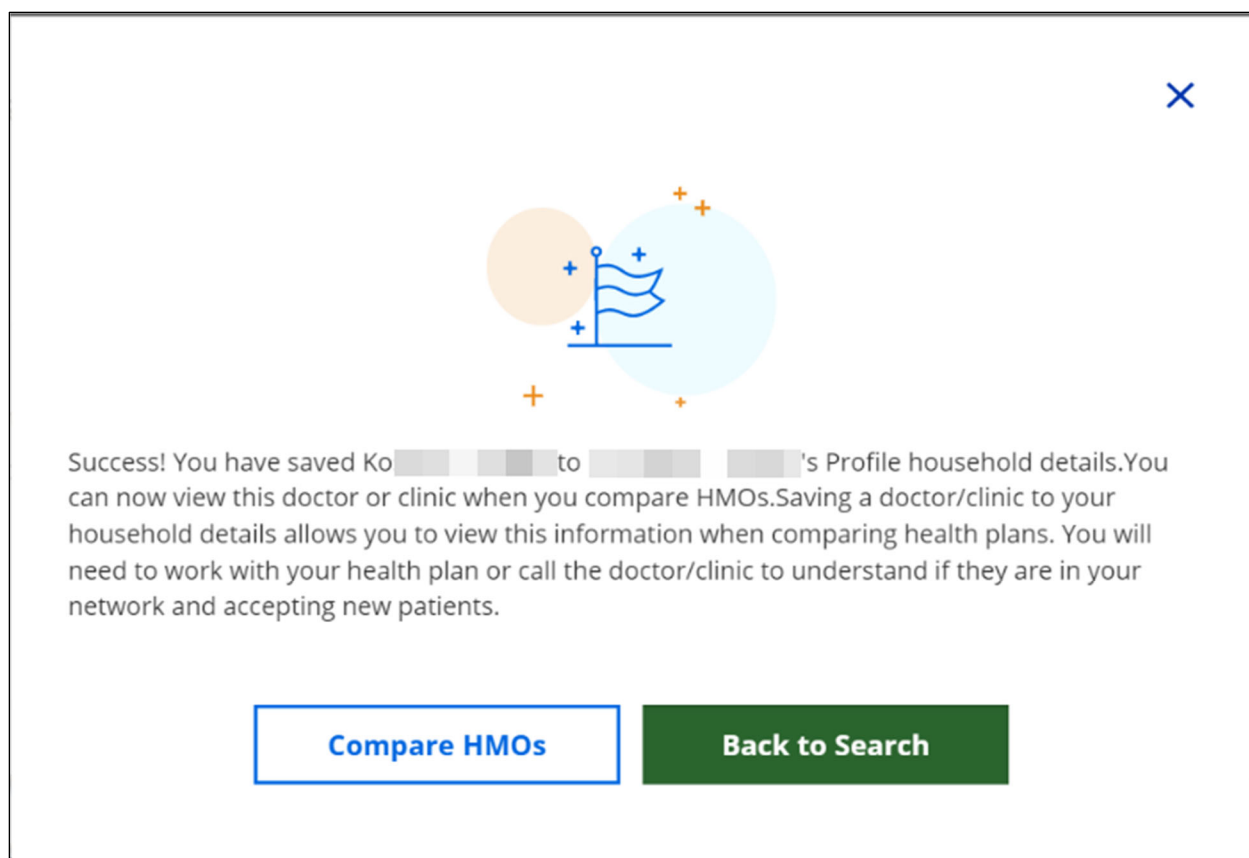
Whose Doctor or Clinic is this?

☒ **Michaela P. Smith**

☐ **Michaela P. Smith**

Cancel **Confirm**

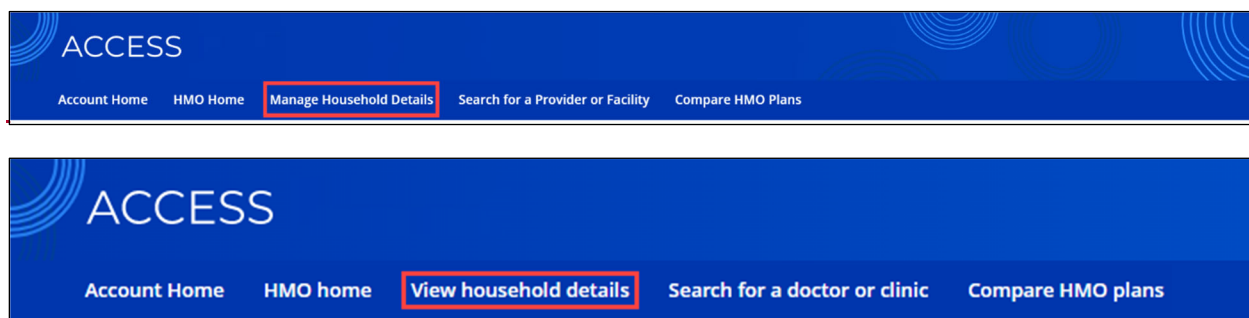
A Success pop-up window displays. The applicant or member can either return to the Provider Search screen or go the Manage your HMO screen.



See [Section 15.3.1.2 Compare HMOs](#) for a note how an applicant or member can add doctors and clinics to their profile to compare HMOs, then remove them.

15.3.1.4 Your Household Information

The Your household information screen is where applicants and members can review household member details, health care service information, and HMO enrollment history.



Click ~~Manage~~ View Household Details at the top of the screen to get to the Your household information screen.

[← Back](#)

Your household information

Review household member details, health care service information, and HMO enrollment history.

Your doctors and clinics are listed here to help you choose an HMO.

When you need to get care from a doctor or clinic, you will need to contact them directly.

Household Members

Add providers

Household Members

- Badger Care Plus Member

Saved Doctors

Search for and add providers to your profile in the Provider Facility Search tool

Saved Clinics

Search for and add providers to your profile in the Provider Facility Search tool

Household Members

- Enrolled in UnitedHealthCare Community Plan
- Dental services paid for by UnitedHealthCare Community Plan
- Chiropractic services for by fee-for-service coverage

[View enrollment history](#)

Add providers

Household Members

- Badger Care Plus Member

Saved Doctors

Search for and add providers to your profile in the Provider Facility Search tool

Saved Clinics

Search for and add providers to your profile in the Provider Facility Search tool

Household Members

- Enrolled in UnitedHealthCare Community Plan
- Dental services paid for by UnitedHealthCare Community Plan
- Chiropractic services for by fee-for-service coverage

On the Your household information screen, members can view a card for each household member. The card displays the following information about each household member:

- Full name
- Age
- Preferred language
- Benefit program (BadgerCare Plus or SSI Medicaid)
- HMO name
- Dental coverage (and whether it is covered by an HMO or Fee-for-Service)
- Chiropractic services (and whether it is covered by an HMO or Fee-for-Service)
- Saved doctors

- Saved clinics

Household Members


[Add providers](#)

Household Members

- 43 years old
- Badger Care Plus Member

Saved Doctors
 Search for and add providers to your profile in the Provider Facility Search tool

- Enrolled in UnitedHealthCare Community Plan
- Dental services paid for by UnitedHealthCare Community Plan
- Chiropractic services for by fee-for-service coverage

Saved Clinics
 Search for and add providers to your profile in the Provider Facility Search tool

View enrollment history ▾

Click **View enrollment history** to expand the member card and view the enrollment history for that person (current and previous HMO enrollment).

Household Members


[Add providers](#)

Household Members

- 43 years old
- Badger Care Plus Member

Saved Doctors
 Search for and add providers to your profile in the Provider Facility Search tool

- Enrolled in UnitedHealthCare Community Plan
- Dental services paid for by UnitedHealthCare Community Plan
- Chiropractic services for by fee-for-service coverage

Saved Clinics
 Search for and add providers to your profile in the Provider Facility Search tool

View enrollment history

HMO	HMO coverage start date	HMO coverage end date	Status
UnitedHealthCare Community Plan	April 1, 2021		Current

Close enrollment history ▲

Note Only HMO enrollment information from January 1, 2018 forward will display.

Click **Add providers** on the Your household information screen (see [Section 15.3.1.3 Provider Search](#)).