

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

To: ACCESS User Guide Users

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

Re: **ACCESS User Guide Release 22-03**

Release Date: 10/29/2022

Effective Date: 10/29/2022

| | |
|--|--|
| EFFECTIVE DATE | The following policy additions or changes are effective 10/29/2022 unless otherwise noted. Underlined text denotes new text. Text with a strike through it denotes deleted text. |
| POLICY UPDATES | |
| 1.1 ACCESS Overview | Updated the list of programs applicants and users can apply for through ACCESS. |
| 3.1 Apply for Benefits Introduction | Updated the list of programs applicants and users can apply for through ACCESS. |
| 3.12 Apply for Benefits Account Home Page | Updated Informational alerts information and the list of information displayed on Your application(s) cards. |
| 4.4 My To Do List | Updated My To Do List introduction and added a list of tasks the applicant can perform after submitting an application. |
| 4.15 My Documents | Added links for more information. |
| 9.1 MyACCESS Mobile App | Updated the list of features available in MyACCESS. |
| 15.1 Introduction | Added a link to HMO information. |

1.1 ACCESS Overview

ACCESS connects the people in Wisconsin with the help they need when they need it.

People can use the ACCESS website to apply for:

- Health care programs like [Wisconsin Medicaid](#) and [BadgerCare Plus](#)
- [FoodShare](#)
- [Wisconsin Shares Child Care Subsidy Program](#)
- ~~[Wisconsin Works](#)~~
- [Family Planning Only Services](#)
- [Wisconsin Works \(W-2\)](#)
- [Job Access Loans](#)
- [Emergency Assistance](#)
- [Women, Infants, and Children \(WIC\)](#)

Once enrolled in a program, people can use the ACCESS website for many things, including, but not limited to, the following:

- Check benefits.
- Report changes.
- Submit documents.
- View letters.
- Apply for more programs.
- Submit renewals and more.

ACCESS connects you with the help you need when you need it.

Need help getting health care coverage, paying for groceries or child care costs, finding a job, or building your career skills?

With ACCESS, you can apply for and manage your state of Wisconsin benefits and programs in one place, at any time.

[Apply now](#)

Finish an application

[Log in](#)

Create an account




See if you qualify >
Before applying, answer a few optional questions to find out which programs may be right for you.


Apply for benefits >
Apply for just one program or multiple programs at the same time. To get started, you'll need to create an ACCESS account.


Manage your benefits >
Log into your ACCESS account to view letters, get reminders, report changes, submit documents, and more.


Renew or apply for more >
Submit renewals or apply for other programs right from your ACCESS account.

3.1 Apply for Benefits Introduction

Wisconsin has many different programs that can help people with health care coverage, long-term care, food assistance, child care assistance, employment, utility costs, and more. A single ACCESS application allows applicants to apply for multiple programs at once. This chapter explains how to assist an applicant with the ACCESS application.

ACCESS can be used to apply for:

- ~~[Emergency Assistance](#)~~
- ~~[Family Planning Only Services](#)~~

- ~~FoodShare~~
- ~~Health care coverage (including BadgerCare Plus and Medicaid)~~
- ~~Job Access Loans (JAL)~~
- ~~Wisconsin Shares Child Care Subsidy~~
- ~~Wisconsin Works (W-2)~~

~~The user can also complete their WIC Pre-Application. This takes them outside of the Apply for Benefits Module.~~

- [Emergency Assistance](#)
- [FoodShare](#)
- [Job Access Loans](#)
- [Wisconsin Shares Child Care](#)
- [Wisconsin Works \(W-2\)](#)
- [BadgerCare Plus](#)
- [Medicaid for the Elderly, Blind and Disabled](#)
- [Medicaid Purchase Plan](#)
- [Medicare Saving Program](#)
- [Institutional Medicaid](#)
- [Family Planning Only Services](#)

Applicants do not need to provide any documents when answering the questions; however, they may want to have financial documents, such as pay stubs, bank account statements, and utility bills, available to help them answer the questions as accurately as possible.

Applicants are asked for personally identifiable information, such as name, contact information, and more for each member of the household. In some cases, questions may be optional for applicants to answer depending on the programs they're applying for. Answering all the required and optional questions helps them get a decision as soon as possible. After completing the application, the next steps and the application status are tracked on an account home page and can be accessed anytime.

Applicants have to finish all the sections and provide their signature to submit the application. The application starts with basic information about the applicant and asks which programs they are applying for. The applicant is then taken to the application overview page.

From there, the applicant can choose which section of the application to start first. Each section is a group of pages and questions that relate to the applicant's household (Income, Bills, Health Insurance, etc). The applicant can complete the sections in the order they choose; however, some sections can only be started after others are completed. Those sections will not be available until the other sections are completed. The applicant is only asked questions related to the programs they selected. Answering all the required and optional questions they can helps them get a decision as soon as possible. Once the application is started, the applicant has 30 days to complete the application before it expires.

Each section starts with an introduction page and ends with a summary page. ~~one~~Once a section is finished, the applicant can go back and edit their answers any time before they submit the application.

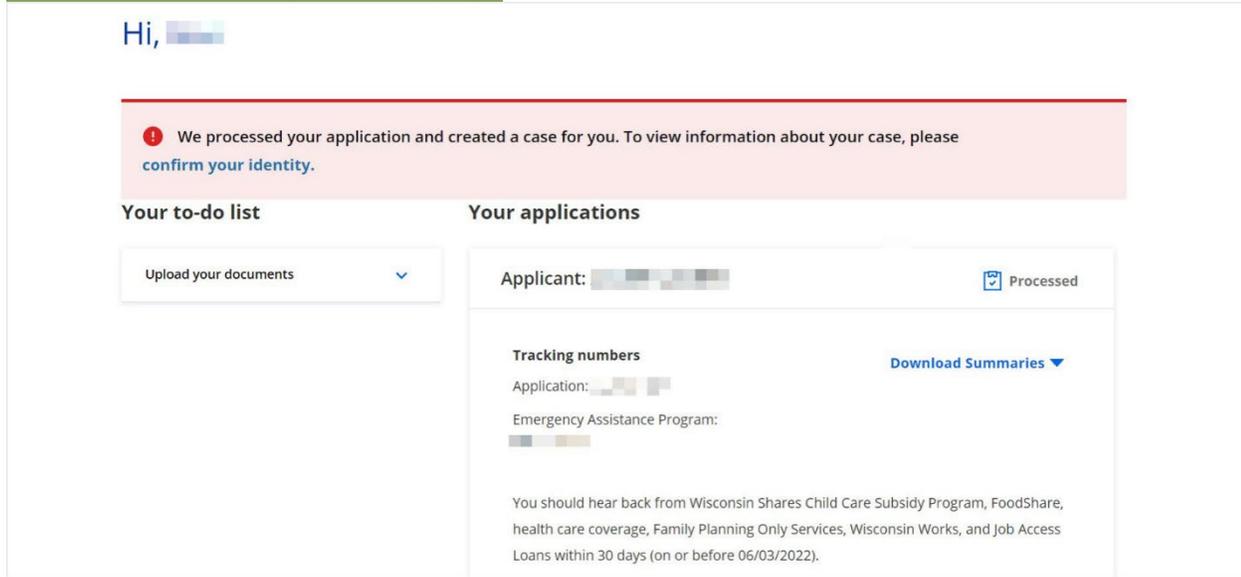
The applicant may also submit their application at any time if they cannot answer some of the questions now. This will set their filing date. To do this, a submission screen displays asking them basic questions about their household. An IM worker will follow up with the applicant to complete the full application. See 3.13 Using ACCESS to Set a Filing Date.

3.12 Apply for Benefits Account Home Page

Informational alerts

Informational alerts After the application is processed, informational alerts will appear in a banner across the top of the screen to share time sensitive information). ~~The~~ These messages will give the current status of their applications and let them know of any ~~errors~~ actions needed.

Show/Hide an example of the page



Your to-do list

The to-do list shows the next steps or actions required for their submitted applications. [SEE SECTION 4.4 MY TO DO LIST](#). Click on the item to open it and read more. Next steps may include actions like submitting documentation, choosing an HMO, or scheduling a W-2 interview.

If no further action is required, the to-do list will say so.

Your application(s)

A card will appear in this section for each program application with:

- Applicant full name
- Application status (in progress; submitted; processed; expired)
- Tracking number
- The date by which the applicant should get a decision

Once the application is started, the applicant has 30 days to complete the application before it expires. If an application is incomplete, the applicant can continue or withdraw. Select **Continue** to return to the "Application Overview" page. Select **Withdraw** to withdraw and delete the application. If the application is complete, the applicant will see when they should expect get a decision. Select **Download summary/Download summaries** to download a PDF summary of the applicant. Select **View agency contact information** to see the address and phone number of the local agency that is processing the application.

4.4 My To Do List

You will see this panel if ~~After you need to send in proof to~~ have submitted your ~~agency. It will tell~~ application, you can use the "Your To-Do List" feature to see what ~~proof~~ else you might need to do to send, and the date it must be received. If you do not send in proof by this date, make sure that your benefits ~~may be late~~ get processed.

Tasks you can perform right after your application has been submitted are:

- [Choose an HMO \(for either Medicaid or ~~may end~~ BadgerCare Plus\)](#)

My To-Do-List

| Benefits | Details |
|--|--|
|  FoodShare | Your worker is reviewing the facts you have given about your family, your money and your bills. This review should be completed by October 2009. |
|  BadgerCare Plus | Your worker is reviewing the facts you have given about your family, your money and your bills. This review should be completed by September 2009. |

- [Take the BadgerCare Plus Health Survey \(optional\)](#)
- [See and update documents for needed proof](#)
- [Schedule your W-2 interview or see a reminder to attend it if already scheduled](#)

To view the to do list, log into your ACCESS account at ACCESS.wisconsin.gov. To log in, click **Log in** on the ACCESS home page.

ACCESS connects you with the help you need when you need it.

Need help getting health care coverage, paying for groceries or child care costs, finding a job, or building your career skills?

With ACCESS, you can apply for and manage your state of Wisconsin benefits and programs in one place, at any time.

[Apply now](#)

Finish an application

[Log in](#)

Create an account



Cancel X

Log in to ACCESS

User ID

Password

Log in

Forgot [user ID](#) or [password](#)?

Don't have an ACCESS account? [Create an account](#)

After logging in, you will immediately be taken to the Account Home page where you can see the To-Do list. You can click to expand each task to see more information about it. Then you can click to do that task.

Your to-do list

Choose an HMO ^

An HMO is a network of doctors, clinics, and hospitals you can get health care services from. You can compare HMOs to see which one is best for you.

[Start task](#)

Take the BadgerCare Plus health survey ^

This is an optional survey that helps us get to know your health care needs better. If you have a premium, you may be able to lower it by taking the survey and showing you have healthy habits.

[Start task](#)

Upload your documents ^

You will need to submit documents to prove you that you meet the program rules to get benefits. Select an application below to submit and review suggested proof documents.

Health care coverage through BadgerCare Plus or Medicaid

Application: 6601156762

[Submit and review](#)

Your application

Applicant: Sally Mae Submitted

Tracking number [Download Summary](#)

Application: 6601156762

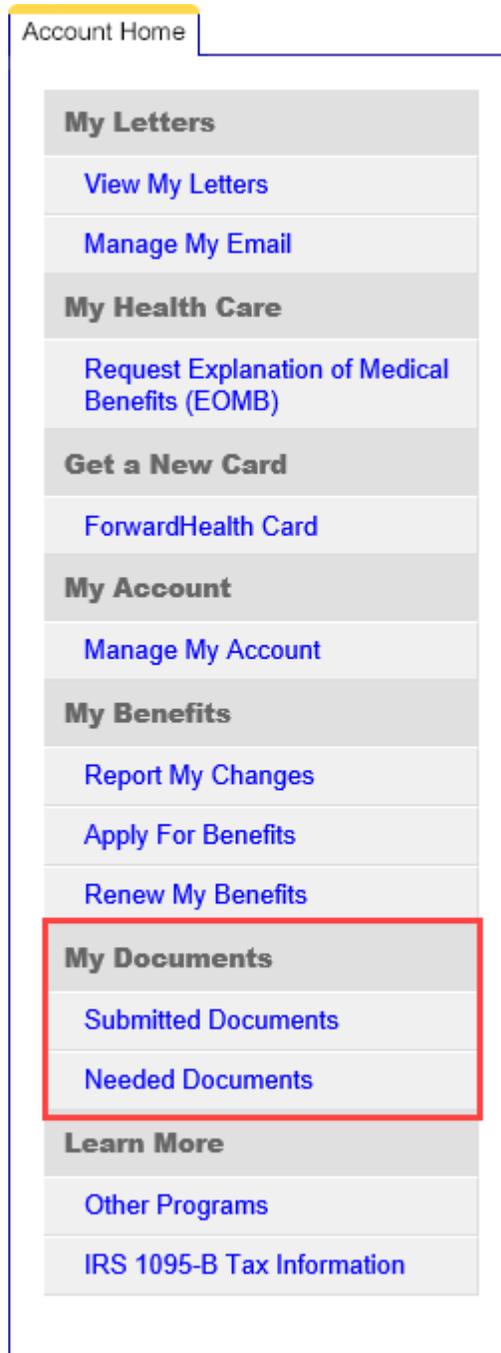
You should get a decision about your application **by May 18, 2022.**

[View agency contact information](#)

[Programs and applicants](#) v

4.15 My Documents

The My Documents section of the Account Home menu displays two options: Submitted Documents and Needed Documents.



4.15.2 Needed Documents

Click Needed Documents to be taken to the Submit Your Documents page, where the member can review options for submitting proof documents. For more information, see 14.1 Submit [PROOF Documents Introduction](#), [and pages 10-13 of Guide to Applying](#).

9.1 MyACCESS Mobile App

[MyACCESS](#) is a mobile app that complements the ACCESS website. With MyACCESS, users can:

- ~~View basic information about~~ Check their benefits. They can see the programs they have applied for or are enrolled in, including. This includes health care programs (like BadgerCare Plus and Medicaid), FoodShare, health care, the Wisconsin Shares Child Care Subsidy Program, and/or Wisconsin Works (W-2).
- ~~Receive reminders of actions they need to take.~~
- Be reminded of actions they need to take. Reminders display in the MyACCESS app when action is needed or a document needs to be submitted. Users can also sign up to get notifications on their phone when they need to take an action or submit a document.
- Submit documents needed for their case. They can either take photos of a document with the MyACCESS app or choose photos or PDFs of documents, then check their from their phone's files. After they submit a document, they can track its status in real time with the app.
- View their digital ForwardHealth card. They can show this at their doctor or health care provider visits instead of the physical card.
- Update their contact information. They can update your household's home address, mailing address, and phone numbers within the app.
- Check their FoodShare balance. View the current balance on their QUEST card and their transaction history.
- View their HMO contact information. Members who join an HMO can view their HMO's phone number, logo, and website link.

MyACCESS is available for free in the App Store for iOS devices and the Google Play Store for Android devices.



For more information about MyACCESS, including FAQs, instructions, and how-to videos, refer to the [MyACCESS Mobile App Support page](#) [MyACCESS Mobile App Support page](#) and the [MyACCESS Mobile App instructions](#).

15.1 Introduction

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

Most BadgerCare Plus Members need to join an HMO. For more details and some exceptions, see pages 4-5 of the Wisconsin BadgerCare Plus HMO Guide.

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 |
|--|---|
| <p>Applicant – Someone signed into ACCESS and has applied for health care, but the application has not yet been processed.</p> | <ul style="list-style-type: none"> • Compare HMOs • Search for doctors and clinics • Choose an HMO • Review/change HMO choice(s) |
| <p>Member – Someone signed into ACCESS, receiving health care benefits through BadgerCare Plus or SSI related Medicaid, and enrolled in an HMO.</p> | <ul style="list-style-type: none"> • Compare HMOs • Search for doctors and clinics • Review HMO enrollment • Change HMO enrollment • View and update household details |