

**WISCONSIN DEPARTMENT OF HEALTH SERVICES**  
**Division of Health Care Access and Accountability**  
**1 W. Wilson St.**  
**Madison WI 53703**

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To: ACCESS Handbook Users

From: Angela Dombrowicki, Director  
Bureau of Enrollment Management

Re: **ACCESS Handbook Release 09-01**

Release Date: June 9, 2009

Effective Date: June 15, 2009

**EFFECTIVE DATE**  
**Changes**

**All**

The ACCESS website has gone through a redesign. The changes are numerous, but the list below will highlight some of them without going into too much detail. We encourage you to take the time to review the handbook to familiarize yourself with the new and improved ACCESS web site since this is not an all inclusive list.

Changes include but are not limited to:

- A new home page is available with less wording and quick navigation to all the tools.
- Each person applying online will now be asked to set up their secured account as part of and at the beginning of the application process.
- Each time a users log in, they will be taken to their personal landing page which will include their account information (Check My Benefits).
- Before an application is completely processed and benefits confirmed, users with logons will be able to view account information associated with their tracking number. Once the case is confirmed, they will be asked to re-authenticate to set up the CMB view of their landing page.
- We have simplified the account recovery process so that users no longer are required to remember which question they answered. They only need to remember their answers.
- All pages in all the tools will be available in English and Spanish.
- Community Partners will be asked to set up a secured account when registering as for a Community Access Point number. By doing this, we will be able to provide the Community Partners with reports showing the number of customers they have assisted over time and very limited information tied to the tracking number.