

If you have a question, you can go to dhs.wi.gov/em/customerhelp to see if your question can be answered.



KEY CONTACTS

All Applicants and Members

ACCESS — Online Tool (see ACCESS on page 57) access.wi.gov

- See what health, nutrition and other programs you may be able to get
- Apply for FoodShare, BadgerCare Plus and Medicaid
- Check the status of your benefits (for example: what health care plan you are enrolled, the amount of your FoodShare benefits)
- Report changes (example, new address or job)
- Replace your lost or damaged ForwardHealth card
- Renew your benefits and submit your FoodShare/Child Care Six-Month Report forms

FoodShare, Medicaid and BadgerCare Plus for Families

Member Services — 1-800-362-3002

- Premiums
- Covered Services and Copayments
- Health Insurance Premium Payments
- Find a Provider
- Replace your ForwardHealth Card

Local Agency

- Questions about enrollment rules
- Report changes by phone, fax or online
- Sending proof/verification

BadgerCare Plus Core Plan

Member Services — 1-800-362-3002

- Questions about the Core Plan, including:
 - Enrollment rules
 - Covered Services

Enrollment Services Center — 1-800-291-2002

- Apply for benefits
- Report changes by phone, fax or online
- Sending proof/verification

FoodShare Members

QUEST Customer Services — 1-877-415-5164

- General information about your card
- To report a lost, stolen or damaged card
- Replace your QUEST card

Members Enrolled in an HMO

- HMO Enrollment Specialist — 1-800-291-2002
- HMO Ombudsman — 1-800-760-0001

To get the address or phone number of your agency, go to dhs.wi.gov/em/CustomHelp or call 1-800-362-3002.

SeniorCare

Call 1-800-657-2038 or 711 (TTY)* if you:

- Want to apply for SeniorCare,
- Have questions about your application,
- Need to report a change, or
- Have questions about your SeniorCare card.

*Translation services are available.