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**State of Wisconsin
Governor Scott Walker**

**TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators**

FROM: Shawn Smith, Bureau Director
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability

Katherine McGurk, Director
Bureau of Early Learning and Policy
Division of Early Care and Education
Department of Children and Families

Janice Peters, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

JOINT OPERATIONS MEMO					
No: 14-J7					
DATE: 11/20/2014					
FS <input checked="" type="checkbox"/>	MA <input checked="" type="checkbox"/>	BC+ <input checked="" type="checkbox"/>	SC <input checked="" type="checkbox"/>	CTS <input type="checkbox"/>	FSET <input checked="" type="checkbox"/>
CC <input checked="" type="checkbox"/>	W-2 <input checked="" type="checkbox"/>	EA <input type="checkbox"/>	CF <input type="checkbox"/>	JAL <input checked="" type="checkbox"/>	JC <input type="checkbox"/>
RAP <input type="checkbox"/>	WIA <input type="checkbox"/>	Other <input type="checkbox"/>	EP		

SUBJECT: IMPLEMENTATION OF ELECTRONIC CUSTOMER CORRESPONDENCE

CROSS REFERENCE: None

EFFECTIVE DATE: December 20, 2014

PURPOSE:

The purpose of this memo is to announce two new processes to allow individuals to receive correspondence about their case. The first new process allows individuals with a MyACCESS account to view PDF versions of correspondence related to their case (such as Notices of Decision, letters, and forms) online. The second new process allows individuals to choose to receive email notification when a correspondence is posted online, instead of receiving a copy through postal mail.

BACKGROUND:

The federal Patient Protection and Affordable Care Act (ACA) requires state Medicaid agencies to provide individuals with the option of receiving their health care notices in electronic format no later than January 1, 2015. To comply with Centers for Medicare & Medicaid Services (CMS) requirements, as well as modernize benefit delivery and improve customer service, the Department of Health Services (DHS) and the Department of Children and Families (DCF) will offer this option starting December 20, 2014, for most health care, FoodShare, Wisconsin Shares Child Care, and Wisconsin Works (W-2) correspondence.

POLICY:

Starting December 20, 2014, individuals who have a MyACCESS account for an open case or a case closed for less than 30 days will be able to view their health care, FoodShare, Wisconsin Shares, and W-2 correspondence online. Correspondence will be posted to individuals' MyACCESS pages in the early evening on the day the notice has been generated and will be stored in the Electronic Case File (ECF).

Note: Correspondence that was generated before December 20, 2014, will not be viewable in MyACCESS.

In addition, individuals will have the option to receive notification of most of their correspondence online rather than through postal mail. The option to change the delivery method to online will be available in ACCESS Apply for Benefits (AFB), Renew My Benefits (RMB), and Check My Benefits (CMB). Workers will also be able to update the option on the "General Case Information" page in CARES Worker Web (CWW). These same options to change the delivery method will also be available if the individual later chooses to change his or her delivery method from online back to paper.

Individuals must actively change their delivery method to online if they would like to receive notification by email instead of receiving paper copies of notices in the mail. This option will not be automatically updated at implementation, but an individual can choose to make this change at any time after December 20, 2014. Once an individual has changed the delivery method to online, he or she will receive an email on any day in which a new correspondence is available to view.

Individuals who do not change their delivery method will continue to receive all of their correspondence through postal mail and will not receive any email notifications. They will still be able to view PDF versions of their correspondence in ACCESS as long as they have a MyACCESS account.

While most correspondence, including the DHS Enrollment & Benefits Handbook (P-0079), are included in this initiative, some correspondence will continue to be mailed to the individual even if the delivery method is online. DHS and DCF will continue to use postal mail for correspondence that includes forms, such as the Verification Checklist (VCL) and Six-Month Report Form (SMRF), which may need to be filled out and returned by the individual. Additionally, DCF will mail correspondence that includes information on fact finding or fair hearing rights. Also, all letters related to Benefit Recovery and Intentional Program Violations (IPVs) will be sent via postal mail. The list of documents that will continue to always be mailed includes:

Correspondence Related to Multiple Programs

CRD1	DENIED RFA
CRD2	WITHDRAWN RFA
CRD3	DENIED (WEB) RFA
CRL1	RFA EXTENSION GRANTED
CSRS	CASE RENEWAL SUMMARY
CVCL	VERIFICATION REQUEST
ELIG/DFS	DFS ELIGIBILITY CORRESPONDENCE
IPVI	IPV INITIAL
PCCL	PAPERLESS CORRESPONDENCE CONFIRMATION LETTER
PCFE	PAPERLESS CORRESPONDENCE FAILED EMAIL LETTER
CML	FS/CC SMRF Form
CMLR	FS /CC SMRF RMNDR LTR

Correspondence Related Only to FoodShare

AELJ	FS DISQUALIFICATION 1, 2 MONTH
CSLV	FSET ENROLLMENT FINAL
CSLW	FSET ENROLLMENT INITIAL
CSLX	FSET EMPLOYABILITY PLAN REVIEW
CSLY	FSET JOB CLUB
CSLZ	FSET EMPLOYMENT WORKSHOP
FSDL	FSET DISENROLLMENT
FSRL	FSET REFERRAL
BIL2	EBT 60 DAY WARNING LETTER
BIL3	EBT 300 DAY WARNING LETTER

Correspondence Related Only to Health Care

CTID	MA CITIZENSHIP-ID VERIFICATION
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Correspondence Related Only to Wisconsin Shares

IPVC	IPV CHANGE
IPVD	IPV DELETE

Correspondence Related Only to W-2

BVJD	JOB ACCESS LOAN DENIAL
BVLL	JOB ACCESS PAYMENT LETTER
BVLM	JOB ACCESS LOAN DUNING NOTICE
WCL1	24 MONTH ALERT LETTER
WCL2	24 MONTH FINAL ALERT
WCL3	60 MONTH ALERT LETTER
WCL4	60 MONTH FINAL ALERT
WPAR	NOT ELIGIBLE FOR ARP
WXT1	24 MONTH EXTENSION DENIAL
WXT2	24 MONTH EXTENSION APPROVAL
WXT3	60 MONTH EXTENSION DENIAL
WXT4	60 MONTH EXTENSION APPROVAL

Even though the above correspondence will always be mailed, individuals who have chosen the online delivery method will also receive an email notification, and all individuals will be able to view these documents from their MyACCESS page.

Note: W-2 work program correspondence that is generated through CARES mainframe will be sent by postal mail and will not be included in MyACCESS to view.

All correspondence related to benefit recovery will only be sent to the individual through postal mail due to confidentiality requirements. These documents, which will never be viewable in MyACCESS, include:

BRCO	CC OVERPAYMENT NOTICE
BRFO	FS OVERPAYMENT NOTICE
BRMO	MA OVERPAYMENT NOTICE
BRSO	SC OVERPAYMENT NOTICE
BRWO	W2 OVERPAYMENT NOTICE
FSEP	FSET EMPLOYMENT PLAN SUMMARY

In addition, the following Child Care provider notices will not be included in MyACCESS:

CCAN	CC ADJUSTMENT NOTICE
CCAP	PROVIDER AUTH NOTICE
CCAR	CC ATTEND RPT FORM
CCMD	CC ATTENDANCE MODE
CCYR	YS RENEWAL FORM
CCY4	YS PART REMINDER
BVLR	PROVIDER PAST DUE
BVLP	PROVIDER REPAYMENT AGREEMENT
BVLQ	PROVIDER PAYMENT SUMMARY
CCWR	WISCCRS REMINDER
CCWC	WISCCRS CONTINUATION
CCIV	CHILD CARE INVOICE
CCBF	CHILD CARE BID FORM
CCFP	FINGERPRINT-BASED BACKGROUND CHECK

Correspondence that is generated through CARES mainframe will be sent by postal mail and will not be included in MyACCESS. As noted above, this includes W-2 work program correspondence that is generated through CARES mainframe.

Note: The agency must mail a paper copy of a correspondence to individuals at their request, even if they have opted for the online delivery method.

WHO CAN VIEW NOTICES:

Based on existing security rules for MyACCESS accounts, the primary person and the primary person's spouse can view their case correspondence in ACCESS. "Target view" individuals – meaning adults who are living in the household but are not the primary person or primary person's spouse – will not be able to view case correspondence online, unless they are a "Full view" individual – meaning a primary person or primary person's spouse – on their own case. Children, outside tax dependents and tax filers, are not able to set up MyACCESS accounts, so they will not be able to view correspondence online. Authorized representatives are not able to establish MyACCESS accounts using their own credentials, so they will not be able to view correspondence online. Authorized representatives will not receive email notifications regarding

new correspondence available to view online. If the authorized representative is set up in CWW to receive copies of correspondence, they will continue to receive them through postal mail.

Individuals who have a MyACCESS account but whose cases have been closed for more than a calendar month will not be able to change their delivery method or their email address.

Because W-2 individuals who are not receiving health care, FoodShare, and/or Wisconsin Shares benefits cannot create a MyACCESS account, they will continue to receive all correspondence by postal mail and will not have an online correspondence option.

MyACCESS requires a case number for authentication, so individuals will not be able to set up a MyACCESS account until a case has been created in CWW. Correspondence for an individual who has only submitted a Request for Assistance (RFA) but does not yet have a case cannot be viewed online.

EMAIL NOTIFICATIONS:

When an individual has chosen the online delivery method, the individual will receive a letter via postal mail indicating that he or she has requested to receive correspondence online and confirming his or her correct email address (see attachment). Instructions will be provided on the notice explaining how to log in to or set up a MyACCESS account. Once an individual has chosen online delivery, he or she will stop receiving paper versions by postal mail, with the exception of the correspondence listed previously. Individuals will be informed that they must report changes in their email address to ensure they continue to receive notifications about new correspondence.

An individual who has chosen online delivery will receive an email on any day in which at least one new correspondence has been generated. If and when an email comes back as undeliverable, CWW will automatically update the online option to "No" and generate a copy of the correspondence to be sent via postal mail.

CWW will send the individual a letter via postal mail stating that an attempt was made to send an email to the provided email address but the email was undeliverable (see attachment). The notice will inform the individual that his or her delivery method has been switched back to postal mail and outline the steps the individual needs to take to reenroll in online delivery. An automatic case comment will be entered on the case letting the worker know that an email delivery failed, a letter was sent via postal mail, and the delivery method was changed back to postal mail.

Note: Even if the email notification fails, all of the dates and deadlines in the original correspondence will continue to apply, including deadlines related to verification and fair hearings.

In rare situations, an email may be returned as undeliverable and will be missing the identifying information needed to identify the specific correspondence for which the email notification was sent. These case numbers will be sent to the DHS CARES Call Center. CARES Call Center staff will forward the information to the local agency for follow-up with the individual to determine if the email address is correct and if the individual did receive the notification. If the email address is correct and the individual did receive the notification, no further action is necessary. If the email address is incorrect, the correct address should be updated in CWW and any correspondence the individual was not notified of must be re-sent to the individual via postal mail.

CARES CHANGES:**GENERAL CASE INFORMATION PAGE:**

The "General Case Information" page has been enhanced with an additional question in the "Contact Information" section. This question asks whether the individual wants to receive an email notification to view his or her correspondence online instead of receiving correspondence by postal mail. The field is updatable to allow the worker to change the option at the individual's request. If the individual selects online delivery when submitting an ACCESS application or renewal, a conflict panel will display for the worker processing the ACCESS submission, and the worker should update CWW to match what the individual reported in ACCESS.

CARES Worker Web SYSTEMS User ID: XCTX29 User Name: J KOCH Quick Select: CASE/RFA Help Logout 3,5 06/30/2014

Primary Person: [REDACTED] Case: [REDACTED] Status: Open Mode: Ongoing
Action Items (0) Documents (0) Discrepancies (0) Work Items (0)

Navigation Menu

- Search
- CARES Home
- Search
- Inbox Search
- Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Expected Changes
 - Application Entry (1)
 - Case Information
 - Summary
 - Select Others
 - Household Members
 - Health Care Request
 - MPA Request
 - BadgerCare Request
 - FPW Request
 - CTS Request
 - FoodShare Request
 - Priority Service
 - CC Request
 - W-2 Request
 - Application / Review
 - Interview Details
 - FoodShare Hardship Reasons
 - HH Relationships
 - Relevance Results
 - General Case Info

General Case Information

The following events have occurred:
AE281: Existing case information is displayed on this page.

The following conflicts have occurred.

Field	CARES Information	Client Reported Information
1 E-Mail Address	[REDACTED]	[REDACTED]
2 Get letters online with email notifications instead of by regular mail?	YES	NO

Update

Case Information

Effective Period
Last Updated: 06/02/2014

Case File Location
File Location: IN - INTAKE File Location Date: 10/10/2013

Information Provider
First Name: [REDACTED] MI: [REDACTED] Last Name: [REDACTED] Suffix: [REDACTED] IP In Household: Yes

Signature Details
Health Care Signature: [REDACTED] CTS Signature: [REDACTED]
FoodShare Signature: Y - Yes Child Care Signature: [REDACTED]
BC+ Core Plan Signature: [REDACTED]

Household Address
County of Residence: 40 - MILWAUKEE COUNTY
Number: [REDACTED] Unit: [REDACTED] Direction: [REDACTED] St/Rural Rt/Box Number: [REDACTED] Suffix: [REDACTED] Quadrant: [REDACTED] Apt: [REDACTED]

Additional Address Info
City: MADISON State: WI - WISCONSIN ZIP: 53703 Phone: [REDACTED]

W-2 Geographical Area: [REDACTED] Override W-2 Geographical Area: [REDACTED]

Not Found: MILWAUKEE NORTHERN
Address Verification: [REDACTED] Post Office Suggested Address Verification: 0

Contact Information

Work Phone: [REDACTED] x [REDACTED] Message Phone: [REDACTED] x [REDACTED]
Cell Phone: [REDACTED] E-Mail Address: [REDACTED]

Get letters online with email notifications instead of by regular mail?
Preferred Contact Method: [REDACTED] Preferred Contact Time: [REDACTED]
Preferred Contact Method if Deaf or Hard of Hearing: [REDACTED]

Household Information

Language: E - ENGLISH Loss Of Contact: N - No
Household Composition Verification: NQ - NOT QUESTIONABLE

WI Residency Information

Have you resided in WI all your life? [REDACTED]
Are you a previous WI resident? [REDACTED]
Date Moved From WI: [REDACTED]
Date Moved To WI: [REDACTED]
State Moved From: [REDACTED]

CORRESPONDENCE HISTORY SEARCH RESULTS PAGE:

The “Correspondence History Search Results” page will be enhanced to display notices that were provided to the individual via online delivery. If an email has been returned as undeliverable, the page will display the date the undeliverable email was returned, with “Mail (Failed Email)” in the “Distributed By” section. This will indicate that the email failed and that a copy of the correspondence was sent through postal mail. The duplicate button is disabled for these entries because the same document was listed as “online.”

The screenshot shows the CARES Worker Web interface. At the top, the user is identified as J KOCH with User ID XCTX29. The search criteria are set to 'CASE/RFA' and 'Last 60 Days'. The correspondence programs are set to 'All programs'. The table below lists the search results:

Mailing Date	Description	Distributed By	Duplicate	Language	Suppressed By	Send Duplicate	View
06/14/2014	PCFE - FAILED EMAIL	Mail		English			
06/14/2014	FSRL - FSET REFERRAL	Mail (Failed Email)		English			
06/12/2014	FSRL - FSET REFERRAL	Online		English			
06/09/2014	07/2014: FS - FOODSHARE - OPEN 06/2014: FS - FOODSHARE - OPEN 05/2014: FS - FOODSHARE - OPEN	Mail		English			

A red box highlights the 'Distributed By' column for the three entries: 'Mail', 'Mail (Failed Email)', and 'Online'. A 'Previous' button is visible at the bottom right of the table.

ACCESS CHANGES:

MYACCESS CHANGES:

A new “My Letters” section has been added to the Navigation Menu. This will allow the individual to access his or her correspondence online and manage the delivery method. A new information message will be displayed when an individual has unread correspondence from the last 30 days. The message will include a link to the “View My Letters” page.

! ** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING **



ACCESS

Your Connection to Programs for Health, Nutrition and Child Care

Hello, [User] [Logout](#) | [Español](#) | [Home](#)

[Print](#) [Help](#)

For your information:

You have one or more new letters about your benefits. [Click here](#) to view your letter(s).

MyACCESS

My Letters

[View My Letters](#)

[Manage My Letters](#)

My Health Care

[Request Explanation of Medical Benefits \(EOMB\)](#)

My Account

[Manage My Account](#)

My Benefits

[Report My Changes](#)

[Apply For Benefits](#)

[Renew My Benefits](#)

Learn More

[Other Programs](#)

My Benefits

This information is current as of Tuesday June 10, 2014.

Benefits	Status	Details
 FoodShare	In July 2014, JACK is getting a total benefit of \$ 189.00 per month.	
 Family Medicaid	JACK is not getting Family Medicaid benefits in July 2014.	

ACCESS does not have any information about W-2 benefits at this time.

My Applications

Who	Benefits	Status	Details
[User]	FoodShare	Not Submitted	Continue 
[User]	FoodShare	Processing Complete	 View

My Renewals/Six Month Report Forms

Who	Type	Benefits	Status	Details
[User]	Renewal	FoodShare	Processing	Next Steps 

My Change Reports

Who	Status	Details
[User]	Sent on Wednesday June 11, 2014	 View
[User]	Sent on Tuesday July 1, 2014	 View

The CMB “View My Letters” page is a new page that allows individuals to view their correspondence online. The page will default to display correspondence from the past 90 days but does have the option to view more letters by selecting a specific year from the dropdown.

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 Hello, [redacted] | [Logout](#) | [Español](#) | [Home](#)

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  **Print** **Help**

For your information:

 Only correspondence generated since 12/22/2014 will be available for viewing at this time.

(Case Number [redacted] Household Head: [redacted])

[MyACCESS](#) | [View My Letters](#) | [Manage My Letters](#)

Letters About My Benefits

Letters about your benefits are listed below. Click on the View button next to any letter to read it.

To view your letters, [Adobe Acrobat Reader](#) is required.

Which letters would you like to view?

Read?	Date	Type of Letter	View Letter
Unread	06/19/2014	Paperless Failed Email Letter	 View
Unread	06/19/2014	FSET Disenrollment	 View
Unread	06/04/2014	Paperless Confirmation Letter	 View
Read	06/04/2014	FSET Referral	 View
Read	06/04/2014	Elig Correspondence	 View

[Go to MyACCESS](#) 

The CMB “Manage My Letters” page is a new page in ACCESS that allows individuals to update their email address, as well as change their delivery method. Changes made on this page will result in automated updates to the “General Case Information” page in CWW.

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ACCESS

Your Connection to Programs for Health, Nutrition and Child Care

Hello, [REDACTED] | [Logout](#) | [Español](#) | [Home](#)

 [Print](#)  [Help](#)

(Case Number: 9002661690, Household Head: JACK WHITE)

MyACCESSView My LettersManage My Letters

Manage My Letters

You can choose whether to get letters about your benefits online or by regular mail.

If you choose to get your letters online, we will send you an email whenever you have a new letter with information about your benefits.

If you choose to get your letters online, you will not get copies of your letters in the mail. However, there are some letters we must always send by mail, including any forms that you must fill out and send back to us.

If you choose to get your letters by regular mail, you can still view them online, but you will not get an email when you have a new letter.

If you make any changes on this page, be sure to click the Submit button.

Do you want to get letters about your benefits online instead of by regular mail? Yes No

What is your email address?

Re-type email address:

[Submit](#)

[Go to MyACCESS](#) 

APPLY FOR BENEFITS (AFB) CHANGES:

A new section has been added to the "People" section of AFB to allow the individual to choose the online delivery option.

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Your Connection to Programs for Health, Nutrition and Child Care

Hello, [redacted] | [Español](#)

Print Help

Your tracking number [redacted]

3% Complete

-  **Start**
-  **People**
-  **Other Benefits**
-  **Liquid Assets**
-  **Other Assets**
-  **Job Income**
-  **Other Income**
-  **Housing Bills**
-  **Other Bills**
-  **Health Insurance**
-  **Submit**

Getting Started

Let's get started on the application! First, please give us some basic information about you.

Keep in mind that you have the right to submit your application any time after you have given your name and address (including the county where you live) to set your filing date and start the application process. For FoodShare, your filing date is the date your benefits will start if you meet the rules to enroll. **However, if you submit your application before you answer all of the questions, you must finish the application in person or over the phone.** You may be able to get a decision faster if you provide as much information as you can right now.

To sign and submit your application at any time, click the Save and Exit button at the bottom of any page. On the next screen, you can choose to "set your filing date." If you choose this option, your basic information will be sent to the agency after you sign and submit your application.

Information About You

* First Name : Middle Initial : * Last Name :

What is the primary language spoken in your home?

* What county do you live in?

People who live on tribal land may be able to apply through a tribal agency, if one is available. If you would rather apply with your tribal agency than with your county, click the box to see if the tribe is on the list. We've only listed the tribes with agencies that accept applications for these kinds of benefits. If the tribe where you live isn't on the list, or you would rather apply through the county, leave this question blank.

[< click here to choose >](#)

Where You Live

If you're staying in a shelter or living with a friend or family member, you can give us that agency or person's address. Be sure to put the name of the person or agency on the second line, and write c/o in front of the name.

Enter apartment number on Address Line 2.

If you are homeless, you can leave this section blank. Your benefit information will be mailed to your agency. If you want to use the address of a friend, family member or shelter put c/o and then the name of the friend/family/shelter in Address Line 2.

* Address Line 1:

Address Line 2:

* City:

* State:

* ZIP code:

Your Mailing Address

If your mailing address is the same as the address above, you can leave this section blank.

If you are homeless, you can leave this section blank. Your benefit information will be mailed to your agency.

If you want to use the address of a friend, family member or shelter put c/o and then the name of the friend, family member or shelter in Address Line 2.

If you don't want us to send any mail about your benefits to the address you gave above, please give us a mailing address.

Enter apartment number on Address Line 2.

Address Line 1:

Address Line 2:

City:

State:

ZIP code:

Homeless Information

Are you homeless right now? Yes No

By homeless, we mean you are staying at a shelter or don't have a place to stay at night. To read more about what we mean by homeless, click the Help button.

Your Phone Numbers

Please tell us how we can get in touch with you. For the phone numbers, please be sure to include area codes. If you don't have one of the items we ask for, just leave it blank.

Home Phone :

Work Phone : Ext :

Cell Phone :

Message Phone : Ext :

What is the best way to get in touch with you during the weekday?

If you're deaf or hard of hearing and you've asked us to get in touch by phone, what method do you use?

What is the best time to call you during the weekday?

Your Email Address

Email Address :

Re-type Email Address :

You can choose to get letters about your benefits online instead of by regular mail. If you choose this option, we will send you an email whenever you have a new letter with information about your benefits. You can then log in to your MyACCESS account to view your letter.

If you choose this option, you will not get copies of your letters in the mail. However, there are some letters we must always send by mail, including any forms that you must fill out and send back to us.

Do you want to get letters about your benefits online instead of by regular mail? Yes No

The AFB “Summary” page has been enhanced to include a new section, “Getting Letters Online.” This section will display the individual’s email address, whether he or she has chosen the online delivery option and a link back to the “People” page if he or she decides to change his or her choice. If the applicant does not answer the question about online delivery, the answer will be defaulted to “No.”

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ACCESS Hello, [REDACTED] | [Español](#)
Your Connection to Programs for Health, Nutrition and Child Care

Your tracking number: [REDACTED]

4% Complete

- Start**
- People
- Other Benefits
- Liquid Assets
- Other Assets
- Job Income
- Other Income
- Housing Bills
- Other Bills
- Health Insurance
- Submit

Basic Information Summary
Here is a summary of what you've told us, please review your answers.
If a section below has a check mark, you have given all of the information we have asked for. If you want to change your answers or finish a section that doesn't have a check mark, click on "Change".

Review Your Answers: Basic Information Summary

Who	Address	County / Tribal Lands	Language	Contact Method	Complete?	Change
Test		Dane	English		✓	Change

Review Your Answers: Getting Letters Online

Email Address	Get letters online?	Complete?	Change
[REDACTED]@GMAIL.COM	YES	✓	Change

Review Your Answers: Help From Others

Representative	Type	Completed	Change or Erase
You've told us that you do not have an Authorized Representative, Legal Guardian, or Power of Attorney.			
Add a Representative			
To add a representative, please choose the type of representative and click the Add button.			
<input type="text" value=" < click here to choose >"/>			<input type="button" value="Add"/>

Renew My Benefits (RMB) Changes:

A new section has been added to the “Household Members” page in RMB to allow the individual to review his or her current delivery method and make a change if needed.

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YOU ON! SYSTEMS

Hello, [Redacted] [Español](#)

[Print](#) [Help](#)

[Comments](#)

People Other Benefits Job Income Other Income Bills Submit

Household Members
Please answer all the questions below. If we already have information about your household on file, you can see it by clicking on the "Show Information" link.

Basic Information
This is the mailing address we have on file for you:
[Redacted]
KESHENA, Wisconsin 541350411
Preferred contact method: None

* Has there been a change in your home address, your mailing address, how to contact you, or the information about who helps you with your benefits/programs? Yes No
[Show Information](#)

Your Email Address
This is the email address we have on file for you:
Email Address: [Redacted]@GMAIL.COM
Do you want to get letters about your benefits online instead of by regular mail?: YES

* Has there been a change in your email address or your choice about how to get letters about your benefits? Yes No

Note: This change will not take effect until your renewal is submitted and processed. If you want to change your email or your choice right away, you can do so by clicking "Manage My Letters" in your MyACCESS account after you complete and submit your renewal.

If the individual chooses to update the delivery method, he or she will be taken to the “Report Household Changes” page, and a new section will display that will allow him or her to change to a different delivery method. The individual will have the option to choose “Change” or “No Change.”

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ACCESS
Your Connection to Programs for Health, Nutrition and Child Care

Hello, [Redacted] [Español](#)

[Print](#) [Help](#)

[Comments](#)

[People](#) [Other Benefits](#) [Job Income](#) [Other Income](#) [Bills](#) [Submit](#)

Reporting Household Changes

You've told us that you want to report changes to your household.

- To tell us more about a change, click Change.
- If there is no change for the item or person, click No Change.

Basic Information

Type	Details	What would you like to report?
Basic Information	Household Address: [Redacted] KESHENA, WI 541350411	
	County of Residence: Menominee	
	Mailing Address:	
	Homeless: Yes	
	Language: English	<input checked="" type="radio"/> Change <input type="radio"/> No Change
Contact Information	Home Phone:	
	Work Phone:	
	Cell Phone:	
	Message Phone:	
	Preferred contact method:	
	Best Time to Contact:	

Your Email Address

Email Address	Get letters online instead of by regular mail?	What would you like to report?
[Redacted]@GMAIL.COM	Yes	<input type="radio"/> Change <input type="radio"/> No Change

[Go to MyACCESS](#)

[Back](#) [Next](#)

If the individual chooses to change the delivery method, he or she will be taken to the “Household Members” page to change the delivery method and/or email information.

⚠️ THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING ****


Hello, [REDACTED] [Español](#)

Your Connection to Programs for Health, Nutrition and Child Care




 **Comments**


People


Other Benefits


Job Income


Other Income


Bills


Submit

Your Address or Phone Number Change

You've told us that your address or phone number has changed. On the right side of the page, we're showing you the information we have on file. On the left side of the page, you'll see boxes where you can change, add or remove information about how to get in touch with you. When you're done, click the Next button.

Please keep in mind:

- If there has not been a change and the information is correct, you should leave the answer in the box the way it is.
- The right side of the page won't change until a worker gets and processes your changes.

Please Tell Us Your Changes:

Information on File:

Where You Live

If you're staying in a shelter or living with a friend or family member, you can give us that agency or person's address. Be sure to put the name of the person or agency on the second line, and write c/o in front of the name.

* Address Line 1:

Address Line 2:

* City:

* State:

* ZIP code:

* What county do you live in?

I am homeless right now.

By homeless, we mean you are staying at a shelter or don't have a place to stay at night. To read more about what we mean by homeless, click the Help button.

KESHENA
WI
541350411

Menominee

Mailing Address

If your mailing address is the same as the address you gave above, it's okay to leave this blank.

If you're homeless, please give us a mailing address. If you're using the address of a friend, family member or agency, put the name of the person or agency on the second line, and write c/o in front of the name.

If you don't want us to send any mail about your benefits to the address you gave above, please give us a mailing address.

Address Line 1:

Address Line 2:

City:

State:

ZIP code:

Your Phone Numbers

For the phone numbers, please be sure to include area codes. If you don't have one of the items listed below, just leave it blank.

Home Phone :

Work Phone : Ext :

Cell Phone :

Message Phone : Ext :

What is the best way to get in touch with you during the weekday? < click here to choose > ▾

If you're deaf or hard of hearing and you've asked us to get in touch by phone, what method do you use? < click here to choose > ▾

What is the best time to call you during the weekday? < click here to choose > ▾

Your Email Address

You can choose to get letters about your benefits online instead of by regular mail. If you choose this option, we will send you an email whenever you have a new letter with information about your benefits. You can then log in to your MyACCESS account to view your letter.

If you choose this option, you will not get copies of your letters in the mail. However, there are some letters we must always send by mail, including any forms that you must fill out and send back to us.

Email Address:

Re-type Email Address:

Do you want to get letters about your benefits online instead of by regular mail? Yes No

YES

[Go to MyACCESS](#) 

 [Back](#) [Next](#) 

Once the individual comes to the “Summary” page, he or she will see a new section that shows the delivery method selection and email address.

⚠️ THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING ****



ACCESS
Your Connection to Programs for Health, Nutrition and Child Care

Hello, [Redacted] [Español](#)

 [Print](#)  [Help](#)

 [Comments](#)


People


Other Benefits


Job Income


Other Income


Bills


Submit

Review Your Household Changes

Before you click next to move on to other changes, please take a look at this page to make sure everything is correct.

- If you need to make a change, click on "Edit".
- If you need to add information for an individual, choose the person's name from the dropdown box and then click the Add button.
- If you've changed your mind and don't want to report a change or new addition, click on "Erase".

Once you've reviewed this summary and all the information is correct, click the Next button at the bottom of the page.

New Contact Information Summary

Type	New Contact Information	Options
Homeless	Yes	Edit or Erase
Cell Phone	[Redacted]	

Your Email Address Summary

Type	New Information	Options
Email	[Redacted]@gmail.com	Edit
Get Letters Online Instead of by Regular Mail?	Yes	

Note: Changes made to an individual's email address or delivery method in RMB will only take effect once the worker has processed the renewal.

Report My Changes (RMC):

Individuals will not be able to change their delivery method using RMC. They will be directed to change their delivery method through MyACCESS. A statement will be added to the RMC landing page informing the individual of this.

! ** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING **



ACCESS

Your Connection to Programs for Health, Nutrition and Child Care

Hello, [redacted] | [Español](#)

 

Welcome to Report My Changes! As part of getting benefits, you may need to tell your worker if you have changes in your household, your income and/or your bills. This tool will help you report those changes.

For most changes, you'll need to mail, fax or bring proof to your worker within 10 days of when your worker asks for it. Without this proof, your changes cannot be made and your benefits may end. [Click here](#) to read more about the kinds of proof you may need to give to your worker.

To change whether you get letters about your benefits online or by regular mail, click on the "Go To MyACCESS" button at the bottom of the page. On the MyACCESS page, click on "Manage My Letters" to make the change right away.

Reporting Changes Through ACCESS

Based on the benefits you are getting, you must tell your worker if your household's total gross monthly household income goes over \$1245.00. By gross monthly household income, we mean all of the money that the people in your home get each month before taxes or anything else is taken out. If this happens, you must tell your worker by the 10th day of the month after it happens.

Keep in mind that if the number of people in your home has gone up or down, this limit will change. [Click here](#) to read more if you've had a change in the number of people in your home.

If your household's income has gone above the limit shown above, click the boxes below to tell us about your income change. If there are other types of changes you must report, we've listed them below.

Please check the boxes for all of the changes that you want to report through ACCESS.

Here are the changes you **may** report, but you don't have to report:

- | | |
|---|---|
| <input type="checkbox"/> Your address or phone number has changed | <input type="checkbox"/> Someone moved into your home |
| <input type="checkbox"/> Someone moved out of your home | <input type="checkbox"/> Someone became disabled, blind, or unable to work because of illness or injury |
| <input type="checkbox"/> Someone had a change in a job, in-kind job, or self-employment | <input type="checkbox"/> Someone's housing or utility bills changed |
| <input type="checkbox"/> Someone had a change in type of income other than a job or self-employment | <input type="checkbox"/> Someone in your home died |

Keep in mind that you should only report changes that have already happened or are going to happen within the next 30 days. If you have a change that will happen after Friday August 8, 2014, you should wait to report the change.

Reporting Other Changes

There are a few types of changes that you can't report through ACCESS at this time. To report one of the changes listed below, call your worker or your county's Change Center at . Keep in mind that if someone who moved into your home has something listed below, you'll need to let your local agency know.

You **may** tell us (but you don't have to tell us) if:

- Someone's dependent care bills changed
- Someone had a change in the child support payments that he or she makes
- Someone who is 60 or older, blind or disabled had a change in medical bills or health insurance payments.

[Go to MyACCESS](#) 

[Next](#) 

Individuals will continue to have the ability to change their email address using RMC. When the individual changes his or her email address, a yellow information message will display letting the individual know that a change in email address will result in a change to where his or her online notification will be sent. However, this change will not take effect until the worker processes the change.

⚠️** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING **



Your Connection to Programs for Health, Nutrition and Child Care

Hello, [Redacted] | [Español](#)

Print Help

Attention:

⚠️ You have given us a new email address. We will use this new email address to send you emails about your benefits.

 **Start**
 **People**
 **Submit**

Your Address or Phone Number Change

You've told us that your address or phone number has changed. On the right side of the page, we're showing you the information we have on file. On the left side of the page, you'll see boxes where you can change, add or remove information about how to get in touch with you. When you're done, click the Next button.

Please keep in mind:

- If there has not been a change and the information is correct, you should leave the answer in the box the way it is.
- The right side of the page won't change until a worker gets and processes your changes.

Please Tell Us Your Changes:

Information on File:

Where You Live

If you're staying in a shelter or living with a friend or family member, you can give us that agency or person's address. Be sure to put the name of the person or agency on the second line, and write c/o in front of the name.

* Address Line 1:

Address Line 2:

* City:

* State:

* ZIP code:

* What county do you live in?

I am homeless right now.

By homeless, we mean you are staying at a shelter or don't have a place to stay at night. To read more about what we mean by homeless, click the Help button.

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541350411

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CONTACTS:

BEPS CARES Information & Problem Resolution Center

For Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at

http://dcf.wisconsin.gov/regional_operations/pdf/contact_list.pdf

For Child Care CARES/CWW, CSAW and CCPI IT systems processing questions statewide and policy questions in Milwaukee County: Child Care Help Desk at childcare@wisconsin.gov or (608) 264-1657

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – SeniorCare, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/JS
DCF/DFES/BWF/JK
DCF/DECE/BELP/PZ

NEW LETTERS AND EMAILS FOR ELECTRONIC CORRESPONDENCE

CONFIRMATION LETTER – INITIAL

CDPU
CENTRALIZED DOCUMENT PROCESSING UNIT PO
BOX 5234
JANESVILLE WI 53547 5234

Mailing Date: 06/26/2014

000003

BOX 411
KESHENA WI 54137



State of Wisconsin

Case #: [REDACTED]

WKRP Consortium
[CONTACT INFO TBD]

Initial Confirmation Letter
Mockup



The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-800-362-3002, press option #7 and state your language. Or, e-mail us at: memberservices@wisconsin.gov. These services are free.

You have asked to get letters and information about your benefits online instead of by regular mail. Whenever you have a new letter to view, we will let you know by sending an email to:

[REDACTED]@GMAIL.COM

To see your letter(s), you must log in to your MyACCESS account at access.wi.gov.

If you do not already have a MyACCESS account, you must create one. The steps for creating an account are listed on the next page.

If your email address changes, you must tell us right away. If you decide later that you want to get your letters and information about your benefits by regular mail instead of online, you can change your delivery choice. To change your email address or your delivery choice:

- Log in to your MyACCESS account at access.wi.gov and click on "Manage My Letters", OR
- Contact your agency.

There are some letters we must always send by regular mail, including forms that you may need to fill out and send back to us.

If we try to send you an email and it cannot be delivered, we will send your letters by regular mail until you give us a new email address.

**VIEW YOUR LETTERS AND INFORMATION ABOUT YOUR BENEFITS ONLINE AT
ACCESS.WI.GOV**

Log in to your MyACCESS account (if you already have a user name and password):

If you **already** have a MyACCESS account, go to access.wi.gov and click on the "Login to Account" button. You will be asked to enter your user name and password.

If you **don't** have a MyACCESS account, but you do have a user name and password from when you applied for benefits online, go to access.wi.gov and click on the "Login to Account" button.

You will be asked to enter your user name and password. For security reasons, you will then be asked to provide the information listed in steps 2 and 3 below.

Create a MyACCESS account (if you do not already have one):

1. Go to access.wi.gov and click on the "Create Account" button on the bottom right hand side of the page.
2. Enter your personal information. You will need to provide your Social Security Number (SSN) and your date of birth.

Note: If you do not have a SSN, you will need to provide your Personal Identification Number (PIN) instead: XXXXXXXXX.
3. Enter your case number: XXXXXXXXX.
4. Click the "Continue" button and follow the instructions on the page to create a user name and password.
5. Click the "Create Account" button. On the next page, log in to your new account by using your new user name and password.

If you have questions about setting up your account or logging in to access.wi.gov, please call Member Services at 1-800-362-3002.

CONFIRMATION LETTER – EMAIL CHANGE

CDPU
CENTRALIZED DOCUMENT PROCESSING UNIT PO
BOX 5234
JANESVILLE WI 53547 5234

Mailing Date: 06/26/2014

000003
[REDACTED]

KESHENA WI 54137



State of Wisconsin
Case #: [REDACTED]
WKRP Consortium
[CONTACT INFO TBD]
Email Change Letter Mockup

 The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-800-362-3002, press option #7 and state your language. Or, e-mail us at: memberservices@wisconsin.gov. These services are free.

You have asked to get letters and information about your benefits online instead of by regular mail. We are sending this letter to confirm the new email address you have given us:

[REDACTED]@GMAIL.COM

If this email address is incorrect or if it changes, you must tell us right away. If you decide later that you want to get your letters and information about your benefits by regular mail instead of online, you can change your delivery choice.

To change your email address or your delivery choice:

- Log in to your MyACCESS account at access.wi.gov and click on "Manage My Letters", OR
- Contact your agency.

When you get an email telling you that you have a new letter to view, you must log in to your MyACCESS account at access.wi.gov to see your letter. To do this, go to access.wi.gov and click the "Login to Account" button.

If you have questions about logging into your account at access.wi.gov, please call Member Services at 1-800-362-3002.

CONFIRMATION EMAIL – INITIAL

MOCKUP

Subject: Paperless Correspondence Confirmation – ###548684231908012014
From: [REDACTED]@wisconsin.gov
To: [REDACTED]@gmail.com



The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-800-362-3002, press option #7 and state your language. Or, e-mail us at: memberservices@wisconsin.gov. These services are free.

You have asked to get letters and information about your benefits online instead of by regular mail. Whenever you have a new letter to view, we will let you know by sending an email to:

[REDACTED]@GMAIL.COM

To see your letter(s), you must log in to your MyACCESS account at access.wi.gov.

If you do not already have a MyACCESS account at access.wi.gov, you must create one. The steps for creating an account are listed below.

If your email address changes, you must tell us right away. If you decide later that you want to get your letters and information about your benefits by regular mail instead of online, you can change your delivery choice. To change your email address or your delivery choice:

- Log in to your MyACCESS account at access.wi.gov and click on "Manage My Letters", OR
- Contact your agency.

There are some letters we must always send by regular mail, including forms that you may need to fill out and send back to us.

If we try to send you an email and it cannot be delivered, we will send your letters by regular mail until you give us a new email address.

NOTE: This is an automated email. Please do not reply to this email. Replies will be sent to an unmonitored inbox and will not be read.

If you have questions about your benefits or about getting information online, contact your agency:

WKRP Consortium
[Contact Information TBD]

MOCKUP

**VIEW YOUR LETTERS AND INFORMATION ABOUT YOUR BENEFITS ONLINE AT
ACCESS.WI.GOV**

Log in to your MyACCESS account (if you already have a user name and password):

If you **already** have a MyACCESS account, go to access.wi.gov and click on the "Login to Account" button. You will be asked to enter your user name and password.

If you **don't** have a MyACCESS account, but you do have a user name and password from when you applied for benefits online, go to access.wi.gov and click on the "Login to Account" button.

You will be asked to enter your user name and password. For security reasons, you will then be asked to provide the information listed in steps 2 and 3 below.

Create a MyACCESS account (if you do not already have one):

1. Go to access.wi.gov and click on the "Create Account" button on the bottom right hand side of the page.
2. Enter your personal information. You will need to provide your Social Security Number (SSN) and your date of birth.

Note: If you do not have a SSN, you will need to provide your Personal Identification Number (PIN) instead. Your PIN will be printed on the letter we are sending you by regular mail to confirm your email address and letter delivery choice. You also can get your PIN by calling your agency.

3. Enter your case number: XXXXXXXXX.
4. Click the "Continue" button and follow the instructions on the page to create a user name and password.
5. Click the "Create Account" button. On the next page, log in to your new account by using your new user name and password.

If you have questions about setting up your account or logging in to access.wi.gov, please call Member Services at 1-800-362-3002.

###548684231908012014

CONFIRMATION EMAIL – EMAIL CHANGE

MOCKUP

Subject: Paperless Email Change Confirmation - ###548684231908012014
From: [REDACTED]@wisconsin.gov
To: [REDACTED]@gmail.com



The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-800-362-3002, press option #7 and state your language. Or, e-mail us at: memberservices@wisconsin.gov. These services are free.

You have asked to get letters and information about your benefits online instead of by regular mail. We are sending this email to confirm the new email address you have given us:

[REDACTED]@GMAIL.COM

If your email address changes, you must tell us right away. If you decide later that you want to get your letters and information about your benefits by regular mail instead of online, you can change your delivery choice.

To change your email address or your delivery choice:

- Log in to your MyACCESS account at access.wi.gov and click on "Manage My Letters", OR
- Contact your agency.

When you get an email telling you that you have a new letter to view, you must log in to your MyACCESS account at access.wi.gov to see your letter. To do this, go to access.wi.gov and click the "Login to Account" button.

If you have questions about logging into your account at access.wi.gov, please call Member Services at 1-800-362-3002.

NOTE: This is an automated email. Please do not reply to this email. Replies will be sent to an unmonitored inbox and will not be read.

If you have questions about your benefits or about getting information online, contact your agency:

WKRP Consortium
[CONTACT INFO TBD]

###548684231908012014

FAILED EMAIL LETTER

CDPU
CENTRALIZED DOCUMENT PROCESSING UNIT PO
BOX 5234
JANESVILLE WI 53547 5234

Mailing Date: 06/26/2014

000003
[REDACTED]

KESHENA WI 54137



State of Wisconsin
Case #: [REDACTED]
WKRP Consortium
[CONTACT INFO TBD]
Failed Email Letter Mockup

 The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-800-362-3002, press option #7 and state your language. Or, e-mail us at: memberservices@wisconsin.gov. These services are free.

We tried to let you know by email that you have a new letter about your benefits, but the email could not be delivered to the address below:

[REDACTED]@GMAIL.COM

You can log in to [MyACCESS](#) at access.wi.gov to view the letter(s) we tried to send you an email about. We will also send you a copy of the letter(s) by regular mail.

Keep in mind that the letter about your benefits might tell you that you need to take an action. The date by which you need to take this action will be listed in the letter.

From now on, we will send your letters by regular mail.

If you still want to get your letters and information about your benefits online instead of by regular mail, you must update your email address and change your delivery choice from regular mail to online.

To update your email address and delivery choice, you can:

- Log in to Check My Benefits at access.wi.gov and click on "Manage My Letters", OR
- Contact your agency.

If you have questions, please contact your agency.

NOTIFICATION EMAIL

MOCKUP

Subject: New Information About Your Benefits – ###548684231908012014
From: [REDACTED]@wisconsin.gov
To: [REDACTED]@gmail.com



The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-800-362-3002, press option #7 and state your language. Or, e-mail us at: memberservices@wisconsin.gov. These services are free.

You have one or more new letters with important information about your benefits.

To see your letters, you must log in to your MyACCESS account at access.wi.gov by clicking the "Login to Account" button

If your email address is incorrect or if it changes, you must tell us right away. If you decide that you want to get your letters and information about your benefits by regular mail instead of online, you can change your delivery choice.

To change your email address or your delivery choice:

- Log in to your MyACCESS account at access.wi.gov and click on "Manage My Letters", OR
- Contact your agency.

NOTE: This is an automated email. Please do not reply to this email. Replies will be sent to an unmonitored inbox and will not be read.

If you have questions about viewing your letters online, please call Member Services at 1-800-362-3002.

VIEW YOUR LETTERS AND INFORMATION ABOUT YOUR BENEFITS ONLINE AT
ACCESS.WI.GOV

Log in to your MyACCESS account (if you already have a user name and password):

If you **already** have a MyACCESS account, go to access.wi.gov and click on the "Login to Account" button. You will be asked to enter your user name and password.

If you **don't** have a MyACCESS account, but you do have a user name and password from when you applied for benefits online, go to access.wi.gov and click on the "Login to Account" button.

You will be asked to enter your user name and password. For security reasons, you will then be asked to provide the information listed in steps 2 and 3 below.

MOCKUP

Create a MyACCESS account (if you do not already have one):

1. Go to access.wi.gov and click on the "Create Account" button on the bottom right hand side of the page.
2. Enter your personal information. You will need to provide your Social Security Number (SSN) and your date of birth.
Note: If you do not have a SSN, you will need to provide your Personal Identification Number (PIN) instead. Your PIN is printed on the letter we sent you by regular mail to confirm your email address and delivery choice. You also can get your PIN by calling your agency.
3. Enter your case number: XXXXXXXXX.
4. Click the "Continue" button and follow the instructions on the page to create a user name and password.
5. Click the "Create Account" button. On the next page, you can log in to your new account by using your new user name and password.

If you have questions about setting up your account or logging in to access.wi.gov, please call Member Services at 1-800-362-3002.

###548684231908012014