



Mailing Date: 03/14/2016

000001
MAILING ADDRESS
XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX

#1: 45-day renewal letter
**Scenario: Member is due for renewal for FoodShare, BadgerCare Plus, and Services
Caretaker Supplement.**

Phone #: 1-888-947-8888
Fax #: (414) 438-8888
Use fax # to send verifications.



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 1-888-947-8888. These services are free.

Action Required: Your Benefits are Due for Renewal

To keep getting your **FoodShare, BadgerCare Plus, and Caretaker Supplement** benefits without experiencing a gap or delay in your benefits, you must complete the entire renewal process by **Apr. 30, 2016**. This includes giving us any proof that we ask for (see the "Proof Needed" section of this letter).

As part of your renewal, **you must tell us about any changes in your household or income**. If you do not tell us about your changes and you get benefits that you should not have, you may have to pay them back.

To Renew Your FoodShare Benefits

You are required to complete an interview to renew your FoodShare benefits. Call your agency at 888-794-8888 for your interview any day from Mar. 18, 2016 through Apr. 13, 2016. You can do your interview during these business hours: Monday 08:00 AM - 03:00 PM; Tuesday 08:00 AM - 03:00 PM; Wednesday 08:00 AM - 03:00 PM; Thursday 12:30 PM - 03:00 PM; and Friday 08:00 AM - 03:00 PM.

It is important to complete your interview during the dates listed above so that your FoodShare benefits can continue. If you do not complete your interview during these dates, you must call to do your interview before **Apr. 30, 2016**, or your FoodShare benefits will end.

If you want to report changes before your FoodShare interview, you can complete a renewal form online or by mail:

- Online – Go to access.wi.gov. See the online instructions below.
- By mail – Review the summary attached to this letter. If **anything** on the summary has changed, draw a line through it and write the new information, including the date of the change. If you have new information to report about your household or income, write it on the back of the signature page. Once you have made these changes, sign it and mail or fax it back to the agency listed at the top of the first page of this letter. You may send proof of your information along with your renewal form.

To Renew Your Health Care Benefits

You can complete your health care renewal by phone, online, or by mail:

- By phone – You can renew your health care benefits during your FoodShare interview.
- Online – Go to access.wi.gov. See the online instructions below.
- By mail – Review the summary attached to this letter. If **anything** on the summary has changed, draw a line through it and write the new information, including the date of the change. If you have new information to report about your household or income, write it on the back of the signature page. Once you have made these changes, sign it and mail or fax it back to the agency listed at the top of the first page of this letter. You may send proof of your information along with your renewal form.

To Renew Your Caretaker Supplement Benefits

You can complete your Caretaker Supplement renewal by phone or by mail:

- By phone – Contact your agency by calling the phone number at the top of the first page of this letter.
- By mail – Review the summary attached to this letter. If anything on the summary has changed, draw a line through it and write the new information, including the date of the change. If you have new information to report about your household or income, write it on the back of the signature page. Once you have made these changes, sign it and mail or fax it back to the agency listed at the top of the first page of this letter. You may send proof of your information along with your renewal form

Fair Hearing Information

Once your renewal is complete, if you do not agree with the decision, you have the right to a fair hearing. If you are getting FoodShare, you can ask for a hearing at any time if you do not agree with your FoodShare benefit amount. You can find information about fair hearings on your Notices of Decision, in the Enrollment and Benefits booklet, or online at dhs.wisconsin.gov/forwardhealth/resources.htm.

Additional Online Instructions

Go to access.wi.gov.

If you already have a MyACCESS account:

- Click on “Login to Account.”
- Enter your User ID and Password and click the Login button.
- Once on your MyACCESS page, click on the alert that says “Benefit Renewals Due For.”
- Follow the instructions to start your renewal.

If you do not have a MyACCESS account:

- Click on “Create an Account” and follow the steps to set up an account.
- You will see a message that says “Congratulations! You have created your secure MyACCESS account.” Click on the “Click here” link to go to your MyACCESS page.
- Enter your User ID and Password and click the Login button.
- Once on your MyACCESS page, click on the alert that says “Benefit Renewals Due For.”
- Follow the instructions to start your renewal.



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#2: 45-day renewal letter
Scenario: Member is due for a FoodShare renewal.

Phone #: 1-888-947-8888
Fax #: (414) 438-8888
Use fax # to send verifications.



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Action Required: Your Benefits are Due for Renewal

To keep getting your **FoodShare** benefits without experiencing a gap or delay in your benefits, you must complete the entire renewal process by **Apr. 30, 2016**. This includes giving us any proof that we ask for (see the "Proof Needed" section of this letter).

You are required to complete an interview to renew your FoodShare benefits. Call your agency at 888-794-8888 for your interview any day from Mar. 18, 2016, through Apr. 13, 2016. You can do your interview during these business hours: Monday 08:00 AM - 03:00 PM; Tuesday 08:00 AM - 03:00 PM; Wednesday 08:00 AM - 03:00 PM; Thursday 12:30 PM - 03:00 PM; and Friday 08:00 AM - 03:00 PM.

It is important to complete your interview during the dates listed above so that your FoodShare benefits can continue. If you do not complete your interview during these dates, you must call to do your interview before Apr. 30, 2016, or your FoodShare benefits will end.

If you want to report changes before your FoodShare interview, you can complete a renewal form online or by mail:

- Online – Go to access.wi.gov. See the online instructions below.
- By mail – Go to dhs.wisconsin.gov/forwardhealth/resources.htm for the application, or ask your agency for a renewal form with your case information by calling the phone number at the top of this letter.

Fair Hearing Information

Once your renewal is complete, if you do not agree with the decision, you have the right to a fair hearing. You can ask for a hearing at any time if you do not agree with your FoodShare benefit amount. You can find information about fair hearings on your Notices of Decision, in the Enrollment and Benefits booklet, or online at dhs.wisconsin.gov/forwardhealth/resources.htm.

Additional Online Instructions

Go to access.wi.gov.

If you already have a MyACCESS account:

- Click on "Login to Account."
- Enter your User ID and Password and click the Login button.
- Once on your MyACCESS page, click on the alert that says "Benefit Renewals Due For."
- Follow the instructions to start your renewal.

If you do not have a MyACCESS account:

- Click on "Create an Account" and follow the steps to set up an account.
- You will see a message that says "Congratulations! You have created your secure MyACCESS account." Click on the "Click here" link to go to your MyACCESS page.
- Enter your User ID and Password and click the Login button.
- Once on your MyACCESS page, click on the alert that says "Benefit Renewals Due For."
- Follow the instructions to start your renewal.



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#3: 45-day renewal letter
Scenario: Member is due for a BadgerCare Plus renewal. The Pre-Printed Renewal Form (PPRF) did not print.

Fax #: (414) 438-8888
Use fax # to send verifications.



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 1-888-947-8888. These services are free.

Action Required:

Your Benefits are Due for Renewal

To keep getting your **BadgerCare Plus** benefits without experiencing a gap or delay in your benefits, you must complete the entire renewal process by **Apr. 30, 2016**. This includes giving us any proof that we ask for (see the "Proof Needed" section of this letter).

As part of your renewal, **you must tell us about any changes in your household or income**. If you do not tell us about your changes and you get benefits that you should not have, you may have to pay them back.

To Renew Your Health Care Benefits

You can complete your health care renewal by phone, online, or by mail:

- By phone – Contact your agency at the top of this letter.
- Online – Go to access.wi.gov. See the online instructions below.
- By mail – Go to dhs.wisconsin.gov/forwardhealth/resources.htm for the application, or ask your agency for a renewal form with your case information by calling the number at the top of this letter.

Fair Hearing Information

Once your renewal is complete, if you do not agree with the decision, you have the right to a fair hearing. You can find information about fair hearings on your Notices of Decision, in the Enrollment and Benefits booklet, or online at dhs.wisconsin.gov/forwardhealth/resources.htm.

Additional Online Instructions

Go to access.wi.gov.

If you already have a MyACCESS account:

- Click on "Login to Account."
- Enter your User ID and Password and click the Login button.

- Once on your MyACCESS page, click on the alert that says “Benefit Renewals Due For.”
- Follow the instructions to start your renewal.

If you do not have a MyACCESS account:

- Click on “Create an Account” and follow the steps to set up an account.
- You will see a message that says “Congratulations! You have created your secure MyACCESS account.” Click on the “Click here” link to go to your MyACCESS page.
- Enter your User ID and Password and click the Login button.
- Once on your MyACCESS page, click on the alert that says “Benefit Renewals Due For.”
- Follow the instructions to start your renewal.



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#4: 45-day renewal letter
Scenario: Member is due for a FoodShare, BadgerCare Plus, and Caretaker Supplement renewal. The agency is not an on-demand agency.

Use fax # to send verifications.



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Action Required:

Your Benefits are Due for Renewal

To keep getting your **FoodShare, BadgerCare Plus, and Caretaker Supplement** benefits without experiencing a gap or delay in your benefits, you must complete the entire renewal process by **Apr. 30, 2016**. This includes giving us any proof that we ask for (see the "Proof Needed" section of this letter).

As part of your renewal, **you must tell us about any changes in your household or income**. If you do not tell us about your changes and you get benefits that you should not have, you may have to pay them back.

To Renew Your FoodShare Benefits

You are required to complete an interview to renew your FoodShare benefits. Call the number at the top of this page to set up a date and time for your FoodShare interview.

If you want to report changes before your FoodShare interview, you can complete a renewal form online or by mail:

- Online – Go to access.wi.gov. See the online instructions below.
- By mail – Review the summary attached to this letter. If **anything** on the summary has changed, draw a line through it and write the new information, including the date of the change. If you have new information to report about your household or income, write it on the back of the signature page. Once you have made these changes, sign it and mail or fax it back to the agency listed at the top of the first page of this letter. You may send proof of your information along with your renewal form.

To Renew Your Health Care Benefits

You can complete your health care renewal by phone, online, or by mail:

- By phone – You can renew your health care benefits during your FoodShare interview.
- Online – Go to access.wi.gov. See the online instructions below.

- By mail – Review the summary attached to this letter. If **anything** on the summary has changed, draw a line through it and write the new information, including the date of the change. If you have new information to report about your household or income, write it on the back of the signature page. Once you have made these changes, sign it and mail or fax it back to the agency listed at the top of the first page of this letter. You may send proof of your information along with your renewal form.

To Renew Your Caretaker Supplement Benefits

You can complete your Caretaker Supplement renewal by phone or by mail:

- By phone – You can renew your Caretaker Supplement benefits by calling the number listed at the top of the first page of this letter.
- By mail – Review the summary attached to this letter. If anything on the summary has changed, draw a line through it and write the new information, including the date of the change. If you have new information to report about your household or income, write it on the back of the signature page. Once you have made these changes, sign it and mail or fax it back to the agency listed at the top of the first page of this letter. You may send proof of your information along with your renewal form.

Fair Hearing Information

Once your renewal is complete, if you do not agree with the decision, you have the right to a fair hearing. If you are getting FoodShare, you can ask for a hearing at any time if you do not agree with your FoodShare benefit amount. You can find information about fair hearings on your Notices of Decision, in the Enrollment and Benefits booklet, or online at dhs.wisconsin.gov/forwardhealth/resources.htm.

Additional Online Instructions

Go to access.wi.gov.

If you already have a MyACCESS account:

- Click on “Login to Account.”
- Enter your User ID and Password and click the Login button.
- Once on your MyACCESS page, click on the alert that says “Benefit Renewals Due For.”
- Follow the instructions to start your renewal.

If you do not have a MyACCESS account:

- Click on “Create an Account” and follow the steps to set up an account.
- You will see a message that says “Congratulations! You have created your secure MyACCESS account.” Click on the “Click here” link to go to your MyACCESS page.
- Enter your User ID and Password and click the Login button.
- Once on your MyACCESS page, click on the alert that says “Benefit Renewals Due For.”
- Follow the instructions to start your renewal.

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



State of Wisconsin

Case #: 111111111

Mailing Date: 03/16/2016

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TONY NOCASE
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX

#5: Pre-Printed Renewal Form (PPRF) worker-generated cover letter
Scenario: Member asks for a PPRF and the worker is manually generating it.
This cover letter would be attached to the PPRF instead of a 45-day renewal letter.

1-855-293-1822 to fax proof



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 1-888-794-5556. These services are free.

Dear TONY NOCASE:

You asked to complete your renewal by mail. Before we can process your renewal, we need to know if any information in the enclosed summary has changed or if there is new information about your household.

Complete the steps below no later than the due date in your renewal notice.

1. Review the enclosed summary, which tells you what information we have on file about you and your household.
2. If anything on the summary has changed, draw a line through it and write the new information on the summary, including the date of the change.
3. If you have new information to report, write it on the back of the signature page, for example:
 - Anyone who has moved into or out of your household.
 - Any jobs, self-employment, or other income not listed on the summary.
 - If your renewal is for Medicaid for the Elderly, Blind or Disabled, or for Caretaker Supplement, any assets not listed on the summary.
4. If you made changes on the summary, send both the summary and the signature page back to us.
5. If you did not make changes to the summary, send just the signature page back to us.

We may need to contact you for more information. If we need proof of any information, you will get a letter telling you what we need. You may also send proof of your information with the signature page.