



Date: February 6, 2026

DMS Operations Memo 26-03

To: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff

**Affected Programs:**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> BadgerCare Plus | <input type="checkbox"/> Caretaker Supplement              |
| <input checked="" type="checkbox"/> FoodShare       | <input type="checkbox"/> FoodShare Employment and Training |
| <input checked="" type="checkbox"/> Medicaid        |  |
| <input type="checkbox"/> SeniorCare                 |  |

From: Jonelle Brom, Bureau Director  
Bureau of Eligibility Operations and Training  
Division of Medicaid Services

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Bureau of Eligibility and Enrollment Policy  
Division of Medicaid Services

**Updating BadgerCare Plus and Medicaid Member Addresses with Information from Reliable Data Sources**

**CROSS-REFERENCE**

- BadgerCare Plus Handbook, [Section 26.2 Administrative Renewals](#)
- Medicaid Eligibility Handbook, [Section 3.2 Administrative Renewals](#)

**EFFECTIVE DATE**

February 6, 2026

**PURPOSE**

This memo announces a new secure data transfer process through which managed care entities will provide residential address updates for BadgerCare Plus and Medicaid members.

**BACKGROUND**

Currently, a member's address is updated when:

- The member reports an address change.
- The agency receives mail returned by the United States Postal Service.
- An updated address is received through the National Change of Address database.

- A member's health maintenance organization (HMO), managed care organization (MCO) or IRIS (Include, Respect, I Self-Direct) consultant agency (ICA) reports a residential address change for a member.

[Section 71103 of the One Big Beautiful Bill Act of 2025 \(2025 H.R. 1\)](#), signed into law on July 4, 2025, requires states to obtain updated address information from reliable data sources for members enrolled in BadgerCare Plus and Medicaid. Data sources considered to be reliable include the National Change of Address database, the United States Postal Service, and for members enrolled in managed care, the member's HMO, MCO or ICA.

## **POLICY**

Starting on February 21, 2026, health care members' household addresses may be updated with information received from their MCO, HMO or ICA through a new weekly secure data transfer process. These entities may only send member-reported or member-confirmed address updates. Address updates received from these entities for health care members who are also enrolled in Wisconsin Works (W-2) or Wisconsin Shares Child Care Subsidy will not be updated through this process. Wisconsin Works (W-2), Wisconsin Shares Child Care Subsidy, and FoodShare-only cases are not affected by this process.

Once an in-state address change is received from a reliable data source, it will be used to update the member's address. When an out-of-state address update is received for a member, the member must confirm they continue to reside in Wisconsin by responding to agency outreach. Outreach will occur through phone calls, emails, text messages, and letters. If the member does not confirm Wisconsin residency, their benefits must be ended following current advance notice requirements.

A member whose address is updated with information from their HMO/MCO/ICA will be sent a letter informing them of the address update. If the member has FoodShare benefits, the letter will remind them to report changes to their FoodShare shelter and utility expenses when they change their address.

When mail sent to a member by an agency is returned and marked as undeliverable, and does not contain a forwarding address, the member's agency will attempt to obtain an updated address for the member by conducting member outreach.

If the agency is unable to obtain an updated address, the member is considered to have an unknown address, and the following will occur:

- BadgerCare Plus and Medicaid members in HMOs will be disenrolled from their HMO and placed in fee-for-service (FFS) BadgerCare Plus or Medicaid.
- BadgerCare Plus or Medicaid members in FFS will remain in FFS.
- BadgerCare Plus and Medicaid members enrolled in Long-Term Care (LTC) will be disenrolled from their MCO or ICA only after the agency receives a [Family Care, Partnership, PACE, and IRIS Program Requested Disenrollment form, F-02403](#) from the member's or participant's MCO or ICA.

BadgerCare Plus or Medicaid coverage will not end solely due to returned mail with no forwarding address. Members with unknown addresses are not eligible for an administrative renewal.

DMS Operations Memo 26-03

February 6, 2026

Page 3 of 3

## **CONTACTS**

DHS CARES Problem Resolution Team

DHS/DMS/BEEP/SDB

DHS/DMS/BEOT/JN