

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

To: ACCESS Handbook Users

From: Shawn Smith, Bureau Director
Bureau of Enrollment Policy and Systems

Re: **ACCESS Handbook Release 12-01**

Release Date: June 18, 2012

Effective Date: June 18, 2012

EFFECTIVE DATE
Changes

4 My ACCESS > 4.10
My Account> 4.10.1
Manage My Account

Old Text:

If someone wants to manage their account in more detail, they can click on the "MyACCESS Account" link from the MyACCESS Welcome page to view detailed information about their account. On this page, they have four options:

1. If they would like to change their password, they can click on a link to go to the New Password page.
2. They can view a list of all of the people who have created MyACCESS accounts using their personal information. In most cases, the recipient is the only person who should be listed on this page. But, if they have created more than one account, or if they told someone else they could create an account to help manage the recipient's benefits, they will see those account holders listed. Authorized representatives and other third parties who created accounts using the recipient's personal information will be listed here.
3. If they only provided their Social Security Number and date of birth when they created their account, they can get more information about their benefits by giving ONE of the following: their Forward Card number, their Quest Card number, or their case number.
4. ~~The primary person or primary person's spouse (i.e. "full-viewing individuals") may choose to end all case access through their MyACCESS Account. This means that no one on their case, including them, can see benefit information for that case through ACCESS. If someone has shared their password, they can change their password by clicking on the link described in 1. They do not need to end case access.~~

New Text:

If someone wants to manage their account in more detail, they can click on the "**Manage My Account**" link from the MyACCESS Welcome page to view detailed information about their account.

On this page, they have three options:

1. If they would like to change their password, they can click on a link to go to the New Password page.
2. They can view a list of all of the people who have created MyACCESS accounts using their personal information. In most cases, the recipient is the only person who should be listed on this page. But, if they have created more than one account, or if they told someone else they could create an account

to help manage the recipient's benefits, they will see those account holders listed. Authorized representatives and other third parties who created accounts using the recipient's personal information will be listed here.

3. If they only provided their Social Security Number and date of birth when they created their account, they can get more information about their benefits by giving ONE of the following: their Forward Card number, their Quest Card number, or their case number.
 - The primary person or primary person's spouse (i.e. "full-viewing individuals") may choose to permanently lock the ACCESS account after completing this page. (See [4.10.2 Stop MyACCESS Account Activity \(Lock MyACCESS\)](#)) This means that no one on their case, including them, can see benefit information for that case through ACCESS. If someone has shared their password, they can change their password by clicking on the link described in 1. They do not need to lock their ACCESS account.

4 My ACCESS > 4.10 My Account > 4.10.2 Stop MyACCESS Account Activity (Lock MyACCESS)

Old Text:

In very rare cases, after establishing an account, some people may not want any of their information to be available through ACCESS. In these rare cases, full viewing individuals may choose to "End Case Access" through Check My Benefits. This means that no one on the case, including that individual, can see his/her case information through ACCESS. Only full viewing individuals can take this step.

~~ACCESS customers should only end case access if they have serious concerns about someone being able to use their SSN, date of birth, and case information to log into ACCESS without their permission. If someone changes his/her mind later, the following process will have to take place to regain an ACCESS account:~~

- ~~1. The customer sees a worker and provides proof of ID,~~
- ~~2. The worker asks the local CARES coordinator to send an email to the CARES Call Center requesting that viewing privilege be restored,~~
- ~~3. The CARES Call center will forward the request to appropriate BEM technical support staff to restore the viewing privilege, and~~
- ~~4. DHS will send notification to the customer when access to Check My Benefits is restored.~~

New Text:

In very rare cases, after establishing an account, some people may not want any of their information to be available through ACCESS. In these rare cases, full viewing individuals may choose to "Lock MyAccess" through Check My Benefits. This means that no one on the case, including that individual, can see his/her case information through ACCESS. Only full viewing individuals can take this step.

ACCESS customers should only lock their Access Account if they have serious concerns about someone being able to use their SSN, date of birth, and case information to log into ACCESS without their permission.

4 My ACCESS > 4.10 My Account > 4.10.3 Unlocking A MyACCESS Account

Old Text:

This subsection is new.

New Text:

If someone changes his/her mind later, the following process will have to take place to regain an ACCESS account:

1. The customer sees a worker and provides proof of ID,
2. The worker asks the local CARES coordinator to send an email to the CARES Call Center requesting that viewing privilege be restored,
3. The CARES Call center will forward the request to appropriate BEM technical support staff to restore the viewing privilege, and
4. DHS will send notification to the customer when access to Check My Benefits is restored.

**14 Submit Documents/
Verification > 14.4
Scan/ Upload
Trouble-shooting
Guide**

This new subsection was added.