

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

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To: ACCESS Handbook Users

From: Jennifer Mueller, Associate Bureau Director  
Bureau of Enrollment Policy and Systems

Re: **ACCESS Handbook Release 16-01**

Release Date: 07/11/2016

Effective Date: 07/11/2016

**EFFECTIVE DATE** The following policy additions or changes are **effective 07/11/2016** unless otherwise noted. **Grey highlighted text denotes new text. Text with a strike through it in the old policy section denotes deleted text.**

**POLICY UPDATES**

**1.1 ACCESS Home Page**

ACCESS is a quick and easy way for people in Wisconsin to get answers to questions about health, nutrition, and child care programs, as well as to apply for and manage benefits.

~~All of the customer tools are available in Spanish by clicking the Español link at the top of each page.~~

~~The ACCESS home page directs people to several functions. The two buttons next to "More Information" direct specific customers to the BadgerCare Plus Core Plan or to select an HMO in the Southeast region. People who use these buttons will be specifically directed here by instructions received in the mail.~~

The top section of the page contains a link to change the on-screen text to Spanish and a Help button, which, when clicked, will open a new page that explains more about what is being asked and how questions should be answered.

*The screen shot is new.*

The middle section of the page contains ~~these four~~ **the following** buttons that you can click to use ACCESS:

- **Am I Eligible.** Applicants and members can find out what benefits they might be able to get (no login needed).
- **Apply For Benefits.** Applicants and members can set up an initial account and apply for Child Care, FoodShare, health care, or Family Planning ~~Waiver~~ **Only Services** benefits.
- **Login to Account.** Applicants and members can check benefits, renew benefits, report changes, and perform other functions.
- **Create an Account.** Applicants and members who already have an established case can create an ACCESS account.

~~There is also a button you can click to learn more about programs and benefits.~~

The bottom section of the page contains a link for additional information about programs and benefits as well as links for community partners, providers, and employers to use ACCESS in specific ways.

To avoid errors when using ACCESS, browser buttons (for example, Forward, Back, or Stop) should not be used to move from page to page. Instead, the ACCESS buttons and links should be used.

Please keep in mind that this website works best with Internet Explorer version 5.5 or higher. You may experience problems if you are using other browsers such as Firefox, Safari, or Chrome. ACCESS works best with Internet Explorer versions 8, 9, or 11. Problems may occur if other browsers, such as Mozilla Firefox, Safari, or Google Chrome, are used.

Applicants and members who have trouble while using ACCESS can call Member Services at 1-800-362-3002 for help.

*The screen shot has been updated.*

### **1.2.1 Set Up Initial Account: Apply For Benefits**

Applicants who do not have an account and/or do not have an active case and want to apply for benefits should click on the Apply for Benefits button on the ACCESS home page. After clicking on the Apply for Benefits button, they should indicate that they want to start a new application and click Next. They will then be asked to set up an account so that they can continue their application.

*The screen shot has been updated.*

After applicants select that they are starting a new application, the question "Are you already enrolled in any benefits right now?" will appear. If "Yes" is selected, a third question will appear asking if they already have a MyACCESS account. If "No, I want to create a new account," is selected, they will be asked to set up an account so that they can continue their application.

*The screen shot has been updated.*

### **1.2.3 Set Up Full Account: Did Not Use ACCESS to Apply But Have Existing Case**

If applicants did not use ACCESS to apply, have a case, and want to set up a MyACCESS account, they should click on the Create an Account button on the ACCESS Home page. If applicants click Apply For Benefits and answer that they are already enrolled in benefits and want to create a new account, they will be taken through these same steps.

*The screen shot is new.*

**Note:** You will know that a case has been set up for you when you receive a letter in the mail from an agency. This letter will be called a "Notice of Decision". This letter will contain information about your eligibility determination, as well as your case number. You should keep this letter and make note of your case number. Applicants for whom a case has been set up will receive a letter from an agency. Applicants will get a mailed letter unless they choose to get their letters electronically. A mailed letter is called "About Your Benefits," and an electronic letter is called "Paperless Correspondence Confirmation." This letter contains information about their eligibility determination, as well as their case number, which will be listed toward the top of the letter. Applicants should keep this letter and make note of their case number.

#### **1.2.3.2 Setting Up an Account - Create Wisconsin User ID and Password**

After pressing Continue, applicants will be taken to a page to create a Wisconsin user ID and password. This process contains the four other steps in the six-step process. Applicants should complete these four steps and press the Create Account button.

**Note:** Applicants have the option to enter an email address. The email address is not required, but may help with account recovery if they are having trouble remembering their user ID or password.

*The screen shot has been updated.*

### 1.2.3.5 MyACCESS Page

Applicants will be taken to their MyACCESS page (see Chapter 4 MyACCESS for more information). Applicants can log out at any time by clicking on the Logout link at the top of the page.

*The screen shot has been updated.*

### 1.2.4 Set Up Full Account: Used ACCESS To Apply And Now Have Existing Case

**Note:** You will know that a case has been set up for you when you receive a letter in the mail from an agency. This letter will be called a "Notice of Decision". This letter will contain information about your eligibility determination as well as your case number. You should keep this letter and make note of your case number. Applicants for whom a case has been set up will receive a letter from an agency. Applicants will get a mailed letter unless they choose to get their letters electronically. A mailed letter is called "About Your Benefits," and an electronic letter is called "Paperless Correspondence Confirmation." This letter contains information about their eligibility determination, as well as their case number, which will be listed toward the top of the letter. Applicants should keep this letter and make note of their case number.

### 2.1 Am I Eligible (AIE) Introduction

AIE provides a quick and easy way for people who live in Wisconsin to see if they might be able to get help through Wisconsin's health, nutrition, and other programs without actually applying. The application results are not saved or sent on to an agency.

When using ACCESS, the user can get help by clicking on the help button in the upper right of the screen. This will explain more about what we are asking and how you should answer questions.

*The screen shot has been deleted.*

This section of the handbook includes screen shots of possible pages that a user may see in AIE. For pages where there may be questions about what to enter, there are explanations about what is being asked and how best to answer those questions.

All AIE pages can be translated into Spanish by clicking the "Español" link in the upper right corner of the page. Click the "English" link to switch the page text back to English.

### 3.1.3 Program Information

#### 3.1.3 Program(s) Information

#### 3.1.4 Getting Started Section

The Getting Started section asks basic information about the applicant like address and contact information. It also provides the option to select online delivery for member correspondence (for example, letters about benefits). Only the fields marked with an asterisk are required.

#### 3.1.6.2 Pregnancy

Pregnancy information is collected next for females in the home. Next, the Pregnancy Information page asks if anyone in the home is currently pregnant.

#### 3.1.6.3 Household Relationships

Relationships are collected if there is more than one person in the home. If any female was reported as pregnant on the previous page, the due date and number of expected babies for that female must be reported. Next, if the applicant indicated that there is more than one person in the home, ACCESS will ask about household

relationships. If the applicant indicated one of the females in the home is pregnant, ACCESS will ask for the due date and number of expected babies.

*The screen shot has been updated.*

### 3.1.6.3.1 Acting as a Parent Page

If there are children in the home, more information is collected about caretakers for those children.

### 3.1.6.3.2 Absent Parent Detail Page

#### **Absent Parent More About Parents Detail Page**

Information about the parents is collected on the next page. Depending on the household situation, these questions may include the reason that a parent left the home, whether a father's paternity has been established, and/or whether good cause for non-cooperation with Child Support will be claimed.

*The screen shot has been updated.*

### 3.2.4.1.16 More About Parents—Parent Not in the Home

*The screen shot has been updated.*

### 4.2.1 My Benefits Introduction

Right now, "Check My Benefits" can give information about:

- FoodShare, which is Wisconsin's version of the federal Supplemental Nutrition Assistance Program (SNAP). FoodShare used to be known as Food Stamps.
- Health care programs, which include BadgerCare Plus, ~~BadgerCare Plus Core Plan~~, Medicaid, MAPP, Medicare Premium Assistance, Institutional Medicaid, Community Waivers, Family Care, and Family Planning ~~Waiver Only Services~~.
- SeniorCare, which is Wisconsin's prescription drug assistance program for people who are 65 years old and older.
- Caretaker Supplement, which is a cash benefit for parents and other caretakers who are getting SSI
- Child Care (Wisconsin Shares)

### 5.1.1 Report My Changes Introduction

*The screen shot has been updated.*

In the middle of the MyACCESS screen, there is a link to "Report My Changes." Clicking on this link brings up the Reporting Changes Page. If the 'Report My Changes' link does not appear, click on 'Manage My Account' to link the member's ACCESS account to their current case. See 1.2 Create An Account for more information on the linking process.

*The screen shot has been updated.*

### 5.1.2 Reporting Changes Page

*The screen shot has been updated.*

### 6.1 Renew My Benefits Introduction

*The screen shot has been updated.*

### 6.2 MyACCESS/Benefit Renewals Due

To do your renewal online, click on the program name under the heading "Benefit Renewals Due For."

*The screen shot has been updated.*

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| <b>6.4.2.5 How You Are Related</b>                            | <i>The screen shot has been updated.</i>  |
| <b>7.1.1 Six Month Reporting Introduction</b>                 | <i>The screen shot has been updated.</i>  |
| <b>7.1.1.1 MyACCESS</b>                                       | <i>The screen shot has been updated.</i>  |
| <b>12.3.1 User Types</b>                                      | APP users fall into <del>three</del> <b>two</b> categories: Security Administrator, <del>Location Administrator,</del> and User.  |
| <b>12.3.1.1.2 Adding or Removing a Security Administrator</b> | <p>Note: Changing Security Administrator privileges on the User Access Details page does not change the EE contact person for the organization. Similarly, changing the EE contact person does not change the Security Administrator(s). Communications from the ForwardHealth Portal are sent to the EE contact person.</p> <p>The EE contact person can only be changed by submitting an Express Enrollment Change Request, which is available on the ForwardHealth Portal. If the organization encounters difficulties with the form, contact Provider Services at 1-800-947-9627 for assistance.</p> <p>If an organization already has two Security Administrators and both have left the organization, <del>contact DHSXpressEnrollment@wisconsin.gov</del> <b>call the ForwardHealth Portal Helpdesk at 866-908-1363</b> for assistance.</p>  |
| <b>12.3.1.2 Location Administrator</b>                        | This section was deleted.   |
| <b>12.4.8.1 Eligibility Notice</b>                            | <p>The Eligibility Notice is available in both English and Spanish. The User should click on the appropriate button to view and print the PDF in the desired language. The User must print the Eligibility Notice and give it to the primary contact person. The notice contains the temporary identification card for EE in BC+ or FPOS to be used until a permanent ForwardHealth Identification Card is mailed to the mailing address indicated on the EE application. The permanent ForwardHealth Identification Card will be mailed to the eligible member within <b>3-5 business days</b>, if the member has not already been issued a ForwardHealth card. <b>If the member has been issued a ForwardHealth card in the past, a new one will not be mailed. The member can use his or her previously issued ForwardHealth card or contact Member Services by calling 1-800-362-3002 to request a new one.</b></p> |
| <b>12.4.11 Contact for Questions About Using APP</b>          | If a User has questions about EE, he or she can <del>email DHSxpressenrollment@wi.gov</del> <b>call the ForwardHealth Portal Helpdesk at 866-908-1363.</b>  |
| <b>14.1 Submit Documents Introduction</b>                     | This section has been rewritten.  |
| <b>14.2 Fax Documents</b>                                     | This section has been rewritten.  |
| <b>14.3 Scan or Upload Documents</b>                          | This section has been rewritten.  |