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-    **HMO Enrollment Options**
-    **IMAC Presentation**
-    **December 2023**

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Overview

Members approved or renewed for BadgerCare Plus, Elderly Blind or Disabled Medicaid, and SSI Medicaid have options for choosing an HMO.

They can choose an HMO in ACCESS, call an Enrollment Broker, or return their HMO selection form by mail.

Overview

Available enrollment options are displayed in the HMO Enrollment module within ACCESS. These available options are currently based on a combination of the county and ZIP code based on the where the member lives – called the “service area.”

In current state, enrollment brokers can select an HMO for a member in an extended service area (i.e., an HMO that is not available in the member’s current service area and would not display for a member to select).

CARES Enhancements

On February 24, 2024, Cares Worker Web (CWW) will be enhanced to no longer use a combination of the member's county of residence and their ZIP code to determine available HMO enrollment options. Instead, the service area solely depends on the member's county of residence.

This ensures members can enroll in any HMO which serves their county.

This also ensures members who are temporarily residing out-of-state remain enrolled in their HMO.

CARES Enhancements

These enhancements will be primarily made to back-end logic and system processes. Therefore, members, enrollment brokers, and income maintenance workers may not notice a change.

These enhancements will also prevent enrollment of members in an extended service area by an enrollment broker.

Changes in ACCESS

The HMO Selection and Enrollment module in ACCESS will be updated:

- The “HMO Selection” page will populate HMOs based strictly on the county the member listed in their application.
- The “Compare HMO Plans” page will populate HMOs to compare based strictly on the county the member listed in their application.
- The “Change Your BadgerCare Plus HMO” page will no longer display the option to select “Plans Outside Your Service Area” to enrollment brokers.

Changes in Correspondence and CWW

Member correspondence and CWW pages that rely on the member's HMO enrollment will reference the member's county of residence and not the ZIP code for their residence.

As previously noted, members and income maintenance workers may not notice a change.

Questions?