

Benefit Specialist Programs 2025 Fact Sheet



Wisconsin's benefit specialists are advocates who empower older people and people with disabilities to live independently by providing trusted guidance about health care and programs that save money.



46,000 people

helped in 2025

**100,000
more**

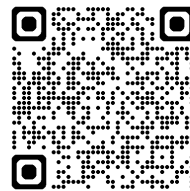


reached
through group
presentations
and media

Benefit specialist services are available statewide.

Disability and elder benefit specialist services are available in every Wisconsin county and Tribal nation.

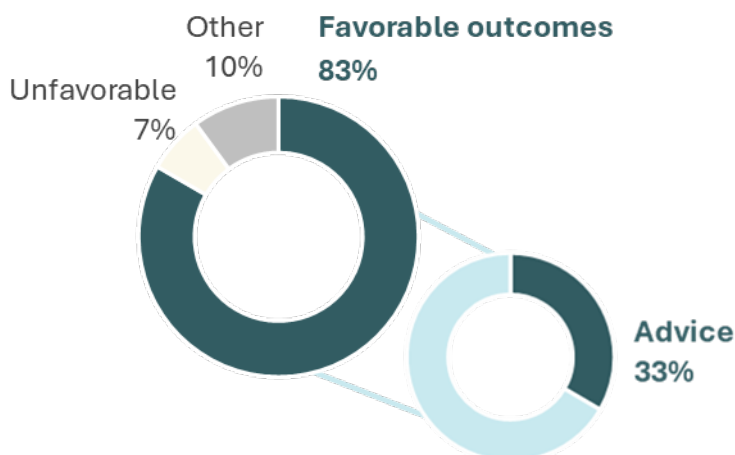
[Find your local benefit specialist](#) at:



844-947-2372
dhs.wisconsin.gov/benefit-specialists

Benefit specialists help fix complex benefits problems.

96% of 43,000 cases were fully addressed or resolved favorably in 2025.



The program's monetary impact is significant.

The average person who gets help from a benefit specialist obtains benefits worth **\$6,200** or more!

Additionally, the peace of mind of having a **dedicated advocate is invaluable.**

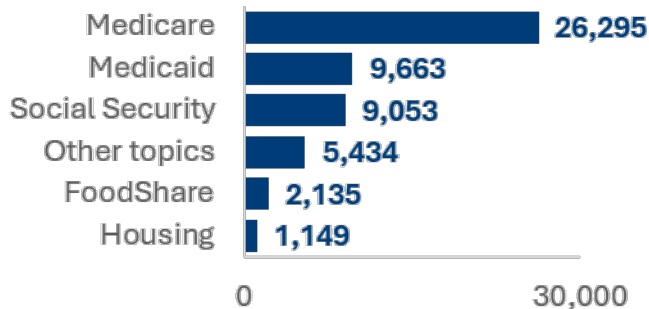
The estimated total value of benefits secured by program customers with help from a benefit specialist in 2025 is:



\$284,000,000

✓ Success stories

Benefit specialists resolved a variety of cases in 2025:



Appeal won

After his Medicare plan terminated coverage, a skilled nursing facility charged a man \$1,200 a day for two months of rehab. A benefit specialist spent over 24 hours helping him organize appeal forms and evidence. He won his appeal and got the **\$76,000** bill covered.

Income recovered

A woman had spent over a year trying to fix a miscalculation for her Social Security retirement benefit amount. The benefit specialist escalated the case with Social Security and got it resolved. She received **\$22,000** of backpay.

Eviction avoided

A benefit specialist helped a person facing eviction advocate for a payment plan on overdue rent and secure funding for the initial payment. The eviction court case was dismissed, and the person stayed in their home.



Local efforts, wide-reaching impacts

- The Wisconsin Department of Health Services contracted with Disability Rights Wisconsin, Judicare Legal Aid, and the Greater Wisconsin Agency on Aging Resources (GWAAR) to provide training and technical assistance to benefit specialists.
 - The State Bar of Wisconsin recognized Judicare employee [Ellen Pimentel with the Dan Tuchscherer Outstanding Public Interest Law Attorney award](#).
 - GWAAR employee Amanda Grady was featured in a U.S. News article, [When and How to Change Your Medicare Plan \(2025\)](#).
- Columbia County benefit specialists spoke at a public forum about the difficulties people face in completing required paperwork for benefit applications.
- The EBS program manager, Michelle Grochocinski, was elected Chair of the National State Health Insurance Assistance Program (SHIP) Steering Committee, which advocates nationally for improved Medicare beneficiary protections and SHIP support.

