



Real-Time Eligibility and Add a Program Call Script

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Summary of Policy Changes

Beginning October 24, 2015, the Department of Health Services is implementing changes to ACCESS Apply for Benefits. These changes include real-time eligibility and Add a Program. Real-time eligibility refers to a new process in the application that allows certain applicants who apply for health care coverage and/or Family Planning Only Services to receive a decision about their application right away if the system is able to verify their information through online data exchanges. Add a Program refers to a new process in the Apply for Benefits application that allows members currently enrolled in one or more programs to apply for other programs through a streamlined process. Add a Program will automatically populate information on file for the applicant instead of the applicant re-entering information.

Note: The new identity proofing questions (referred to in question 7 below) come from Experian and include nonfinancial personal information, such as past addresses, past jobs, and cars owned. The member is not required to answer these questions.

Script / Frequently Asked Questions

Real-Time Eligibility

1. I heard that I can now get an answer about my health care benefits right away. Is that right?

- Wisconsin's online application for health care benefits, [ACCESS](#), has been updated so that some people can get an answer right away about health care benefits, including BadgerCare Plus and/or Family Planning Only Services.
- You need to provide complete information before you can get a decision about your benefits, and the system will use other sources to confirm the information you provided before giving you an answer.
- You might get an answer about your benefits request right away, but if you don't have all of the information needed, your application will be sent to your agency for normal processing.
- Not everyone will be able to receive this immediate answer, but this will not create a delay in coverage.

2. What do I need to do to get an answer about my benefits right away?

To potentially get an answer about your benefits right away, you will need to:

- Finish the entire application (answer all of the required questions) before signing and submitting.
- Give Social Security Numbers for everyone in your household.
- Give complete information about the immigration status for anyone who is not a U.S. citizen; this includes an Alien Registration Number or other designation.
- Give the Federal Employer Identification Number (FEIN) for any jobs listed on the application.
- **Note:** Even if you provide all of the above information and any other information required on the ACCESS application, you are not guaranteed an answer right away.

3. Can I get an answer right away for FoodShare or Child Care?

- No, FoodShare and Child Care require an interview in order to get benefits.
- You can only get an answer right away for your health care program request, such as BadgerCare Plus and/or Family Planning Only Services.

4. I didn't get an answer right away. Why not?

There are many possible reasons you might not get an answer right away. For example:

- You did not answer all of the required questions.
- You had benefits that recently ended.
- You told us you have self-employment income or other income we could not verify.
- You had a change in circumstances that made you ineligible for real-time eligibility determination.
- **Note:** These are not all of the reasons someone may not have gotten an answer right away, just some of the most likely.

Even if you provided all of the required information, there are other reasons you might not have gotten an answer right away, such as:

- We were not able to confirm all of the information you told us.
- The system that determines whether or not you can get an answer right away wasn't available when you were applying.

If you did not get an answer right away, your application has been sent to your agency for normal processing.

5. Where can I find my Federal Employer Identification Number?

There are several ways for you to find your employer's Federal Employer Identification Number, also known as a FEIN:

- Look on a W-2 Wage and Tax Statement or other tax documents.
- Contact your employer's human resources or accounting staff.
- Look at last year's tax return (usually near the employer's name and address).
- Call the IRS at 800-829-1040. You will need the company's name, address, and other information related to that job.

6. What if I can't answer all of the questions at this time?

- You can either save and exit using the button in the bottom right-hand corner and come back when you have the information, or
- You can choose to submit the application right away without the information.
- If you submit your application right away, the date you submit it is the date your benefits will start if your application is approved, but you will need to follow up when your agency sends you a request for more information in the mail.

7. Why am I being asked to prove my identity as part of my application?

- You are being asked to prove your identity so that someone else cannot apply using your information and see your results or access your temporary ForwardHealth card.
- Your answers will not be stored or shared, and they will not be used to make a decision about whether you can get benefits.

8. After completing my application, I got a message that says I can't get an answer right away. What should I do?

If you were not able to get an answer about your benefits right away, you should wait for your notice of decision to arrive by mail or via email if you signed up for notices to be sent to you electronically.

9. I was approved for BadgerCare Plus and/or Family Planning Only Services and got my results right away. What should I do next?

- You can print out your results and your temporary ForwardHealth card.
 - Once you see the screen that has the words "Thank You" across the top, scroll down to the section titled "Information Summary." If the first section says "Eligibility Results," you should click on the "View and Print" button on the right-hand side. This will open a page with your results and temporary card.
 - You will need to print the page to use the temporary card. There will be a separate temporary card for each person who has been approved for benefits.
 - If you did not see the Eligibility Results section right away, you may be able to view your results by logging back in to your MyACCESS account.
- You can make doctor appointments and get services from providers that are enrolled as Medicaid- providers.
- You **must** bring your temporary card with you so the provider knows that you have BadgerCare Plus and/or Family Planning Only benefits.

10. I have the temporary card for BadgerCare Plus/Family Planning Only Services but have not yet received a plastic card in the mail. When will it arrive?

A plastic ForwardHealth card will automatically be mailed to you in 3-5 days UNLESS you received a ForwardHealth card in the past, in which case you should find and use that card. You should use your plastic ForwardHealth card after your temporary card expires.

Instructions for IM Call Centers to members: If you do not have your plastic card, you need to contact Member Services at 1-800-362-3002 to ask for a replacement.

Instruction for Member Services to members: If you do not have your plastic card, you can ask that a new one be sent to you now.

Add a Program

1. I heard that I can apply for new programs without starting a new application from scratch. How do I do this?

- If you are already getting benefits and want to apply for other benefits, you can log in to your existing MyACCESS account or create a new MyACCESS account to sign up for new programs.
- You may also go to “Apply for Benefits” on the ACCESS homepage. You will be asked whether or not you are currently getting benefits. If you are, you should answer “Yes,” and then choose the option that says you would like to log in to your existing account, or create a new account if you are currently getting benefits and do not already have one.

Information that we have on file for you will be used to automatically fill in your online application for other programs. You will be given a chance to review and update your personal information before signing and submitting your application.

Note: You must first authenticate your MyACCESS account in order for you to apply for new programs this way. Refer to question 4 below.

2. What is a MyACCESS account?

MyACCESS is a feature on the ACCESS website that lets you:

- See your letters online.
- Order new ForwardHealth cards.
- Complete renewals.
- Report changes online.
- Apply for other programs.
- See and use the information we already have on file for your household when applying for other programs.

3. How do I authenticate my MyACCESS account?

You can authenticate your MyACCESS account by creating a new account in ACCESS or logging into your existing ACCESS account. After clicking “Create an Account” or “Login to Account,” you must enter your Social Security Number, date of birth, and case number or ForwardHealth or Quest card number. If you have already done this, then you already have an authenticated account.

4. Which programs can I apply for more easily using my MyACCESS account?

If you are logged into your MyACCESS account and apply for any of the following programs, the system can automatically fill in an online application with the information we already have on file:

- Child Care
- FoodShare

- Family Planning Only Services
- Health Care, such as Medicaid or BadgerCare Plus

5. I am trying to add a program without completing a full application, but ACCESS is not letting me. What do I do?

There are several reasons you may not be able to use the new feature to add a program in ACCESS:

- You are not currently signed up for any benefits.
- You are currently signed up for all possible benefits or will be signed up for all possible benefits next month.
- You do not have an authenticated MyACCESS account.
- You are not the primary person on the application or the spouse of the primary person on the application. Other people included on an application cannot view all of the information in MyACCESS and cannot use the feature to add a program; you will have to complete the regular Apply for Benefits application.

6. Do I have to use the new feature in MyACCESS to apply for new programs?

No. Everyone has a right to apply without creating a MyACCESS account. You still have the option to apply for other programs by filling out an Apply for Benefits application.