



Partner Guide

ForwardHealth Programs Resources
For Southeast Wisconsin Community Partners

Contents

Overview.....	1
Income Maintenance (IM) Agency Contacts.....	1
Member Services and Advocate Contacts for BadgerCare Plus and Supplemental Security Income (SSI) Health Maintenance Organizations (HMOs).....	3
Family Care Managed Care Organizations (MCOs) in Southeast Wisconsin.....	5
Application Processing Time Frames.....	5
Resources to Refer Members To.....	6
Key Websites.....	8
Publications and Forms.....	9

Overview

This document is for ForwardHealth community partner organizations in the southeast region of Wisconsin who work with clients to ensure individuals and families are aware of, enroll in, and maintain public benefits for which they are eligible. The southeast region includes the following counties: Kenosha, Milwaukee, Ozaukee, Racine, Waukesha, and Washington. ForwardHealth is the health care and nutritional assistance benefit programs administered by the Wisconsin Department of Health Services (DHS).

If you have questions about this document, have suggestions for additional resources to include, or would like more information, email dhsforwardhealthpartners@dhs.wisconsin.gov.

To receive emails about ForwardHealth programs, including plain language explanations of policy changes and information about enrollment system outages, please follow these steps.

1. Go to <https://public.govdelivery.com/accounts/WIDHS/subscribers/new>.
2. Enter your email address and click "Submit."
3. Confirm your email address.
4. Create an optional password, if you wish, check the box consenting to the data privacy policy and click "Submit."
5. Scroll down to the "Partners and Providers" section of the subscription topics and select "ForwardHealth Community Partners".
6. Select any other listserve you would like to subscribe to and click "Submit."

Income Maintenance (IM) Agency Contacts

IM agencies are local county and tribal agencies that determine eligibility and issue benefits for ForwardHealth programs. Partners may assist clients or members with contacting the IM agency to verify eligibility, troubleshoot, address case-specific questions, apply for benefits, renew benefits, or add a new benefits program. Partners who have a signed memorandum of understanding (MOU) with Milwaukee Enrollment Services or Wisconsin Kenosha Racine Partnership Consortium may contact the agency to assist applicants and recipients in obtaining, retaining, and maintaining their benefits. If your organization is interested in becoming an authorized partner, contact:

dhsforwardhealthpartners@dhs.wisconsin.gov.

Before contacting an IM agency, partners should refer to the processing time frames on page 5.

Contact Type	Contact Information
ForwardHealth partners email box	dhsforwardhealthpartners@dhs.wisconsin.gov For general questions. Turnaround time for responses is two business days.
IM Agency: Milwaukee Enrollment Services (MILES) Serving Milwaukee County	
Customer service – general (for authorized MOU partners)	dhsmlscustomerservice@dhs.wisconsin.gov For case inquires, expedited cases, and to request clarification. Turnaround time for responses is two business days. Allow allotted processing time to pass prior to sending application or verification inquiries.

Contact Type	Contact Information				
Customer service – Medicaid for the elderly, blind or disabled (EBD) (for authorized MOU partners)	dhsmilesebd@dhs.wisconsin.gov For EBD case inquires, expedited cases, and to request clarification. Turnaround time for responses is three business days. Allow allotted processing time to pass prior to sending application or verification inquiries.				
Partner phone line	888-947-6583 (select option 7 during language prompts) For troubleshooting issues or to inquire whether additional information is needed.				
Milwaukee Document Processing Unit (MDPU) address	MDPU PO Box 05676 Milwaukee, WI 53205				
MDPU fax	General: 414-438-4580 For those with a document tracking sheet: 888-409-1979.				
Walk-in locations	<table border="0"> <tr> <td>Coggs Center 1220 W. Vliet St. Milwaukee, WI 53205 Hours: 7:30 a.m.–5 p.m., Monday–Friday</td> <td>UMOS 2701 S. Chase Ave. Milwaukee, WI 53207 Hours: 8 a.m.–4:30 p.m., Monday–Friday</td> <td>Ross Innovative Employment Solutions 6550 N. 76th St. Milwaukee, WI 53223 Hours: 8 a.m.–4:30 p.m., Monday–Friday</td> </tr> </table>	Coggs Center 1220 W. Vliet St. Milwaukee, WI 53205 Hours: 7:30 a.m.–5 p.m., Monday–Friday	UMOS 2701 S. Chase Ave. Milwaukee, WI 53207 Hours: 8 a.m.–4:30 p.m., Monday–Friday	Ross Innovative Employment Solutions 6550 N. 76th St. Milwaukee, WI 53223 Hours: 8 a.m.–4:30 p.m., Monday–Friday	
Coggs Center 1220 W. Vliet St. Milwaukee, WI 53205 Hours: 7:30 a.m.–5 p.m., Monday–Friday	UMOS 2701 S. Chase Ave. Milwaukee, WI 53207 Hours: 8 a.m.–4:30 p.m., Monday–Friday	Ross Innovative Employment Solutions 6550 N. 76th St. Milwaukee, WI 53223 Hours: 8 a.m.–4:30 p.m., Monday–Friday			
IM Agency: Moraine Lakes Serving Fond du Lac, Ozaukee, Walworth, Washington, and Waukesha counties					
Call Center:	888-446-1239 For troubleshooting issues or to inquire whether additional information is needed. Monday, Tuesday, and Thursday, 8 a.m.–4 p.m. Wednesday and Friday, 10 a.m.–4 p.m.				
Central Document Processing Unit (CDPU) address	CDPU PO Box 5234 Janesville, WI 53547-5234				
CDPU fax	855-293-1822				
Walk-in locations	<table border="0"> <tr> <td>Ozaukee County 121 W. Main St. Port Washington, WI 53074 Hours: 8 a.m.–4:30 p.m., Monday–Friday</td> <td>Walworth County W4051 County Rd. NN Elkhorn, WI 53121 Hours: 8 a.m.–4:30 p.m., Monday–Friday</td> </tr> <tr> <td>Washington County 333 E. Washington St. West Bend, WI 53095 Hours: 8 a.m.–4:30 p.m., Monday–Friday</td> <td>Waukesha County 514 Riverview Ave. Waukesha, WI 53188 Hours: 8 a.m.–4:30 p.m., Monday–Friday</td> </tr> </table>	Ozaukee County 121 W. Main St. Port Washington, WI 53074 Hours: 8 a.m.–4:30 p.m., Monday–Friday	Walworth County W4051 County Rd. NN Elkhorn, WI 53121 Hours: 8 a.m.–4:30 p.m., Monday–Friday	Washington County 333 E. Washington St. West Bend, WI 53095 Hours: 8 a.m.–4:30 p.m., Monday–Friday	Waukesha County 514 Riverview Ave. Waukesha, WI 53188 Hours: 8 a.m.–4:30 p.m., Monday–Friday
Ozaukee County 121 W. Main St. Port Washington, WI 53074 Hours: 8 a.m.–4:30 p.m., Monday–Friday	Walworth County W4051 County Rd. NN Elkhorn, WI 53121 Hours: 8 a.m.–4:30 p.m., Monday–Friday				
Washington County 333 E. Washington St. West Bend, WI 53095 Hours: 8 a.m.–4:30 p.m., Monday–Friday	Waukesha County 514 Riverview Ave. Waukesha, WI 53188 Hours: 8 a.m.–4:30 p.m., Monday–Friday				

Contact Type	Contact Information	
IM Agency:	Wisconsin Kenosha Racine Partnership (WGRP)	
Serving:	Kenosha and Racine counties	
Call Center	888-794-5820 For questions, to apply for benefits, new applications, or to apply for another program.	
Community partners inquiries (for authorized MOU partners [†])	communitypartners@racinecounty.org For case inquiries, expedited cases, and to request clarification. Turnaround time for responses is two business days. Allow allotted processing time to pass prior to sending application or verification inquiries.	
CDPU address	CDPU PO Box 5234 Janesville, WI 53547-5234	
CDPU fax	855-293-1822	
Walk-in locations	<p>Racine County Health Services Department 1717 Taylor Ave. Racine, WI 53403 Hours: 7:30 a.m.–5 p.m., Monday–Friday</p> <p>Kenosha County Center 19600 75th St. Bristol, WI 53104 Hours: 8 a.m.–4 a.m., Monday–Friday</p>	<p>Racine County Service Center 209 N. Main St. Burlington, WI 53105 Hours: 8 a.m.–4:30 p.m., Monday–Friday</p> <p>Kenosha County Job Center/Human Services Building 8600 Sheridan Rd. Kenosha, WI 53143 Hours: 8 a.m.–5 p.m., Monday–Friday</p>

Member Services and Advocate Contacts for BadgerCare Plus and Supplemental Security Income (SSI) Health Maintenance Organizations (HMOs)

HMO Member Services: DHS contracts with HMOs to deliver BadgerCare Plus and SSI Medicaid program services to members. Each HMO has a member services that provides general assistance and information to members, such as identifying in-network providers for medical, dental,* behavioral health, or vision benefits.

*Dental services are provided to HMO recipients in southeast Wisconsin only.

HMO Advocate: Every HMO is required to have an advocate whose role is to assist members with navigating plan benefits, services, and requirements. A member should contact the HMO advocate for access to care issues, complaints, and grievances, as well as to escalate cases and receive additional assistance.

Health Plan Name	Member Services For general information or a list of providers.	Advocate Point(s) of Contact For access to care issues, complaints, and advocacy assistance.
Anthem Blue Cross Blue Shield	855-690-7800	<ul style="list-style-type: none"> • Kathleen Kaelin, Sr. member advocacy manager 262-523-4920, kathleen.kaelin@anthem.com • Kara Edwards, member advocate 262-523-4926, kara.edwards@anthem.com
Children's Community Health Plan (does not serve the SSI population)	800-482-8010	<ul style="list-style-type: none"> • Advocate hotline: 877-900-2247 • Tanisha Collins-Johnson, member advocate 414-266-8410, tcollinsjohnson@chw.org • Vivian Watson, member advocate 414-266-7952, vwatson@chw.org • Nicole Trevino, member advocate 414-266-5645, ntrevino@chw.org • Elizabeth Zarate, dental advocate 414-266-4877, ezarate@chw.org
iCare – Independent Care Health Plan	800-777-4376	<ul style="list-style-type: none"> • Advocate hotline: 414-231-1076 • Advocate email: advocate@icarehealthplan.org • Sarah Anderson, member advocate 414-918-7582, sanderson@icare-wi.org • Allison Ernise, member advocate 414-908-1440, aernise@icarehealthplan.org • Domingo Nicks, member advocate 414-918-7556, dnicks@icarehealthplan.org
MHS Wisconsin/Network Health Plan (NHP)	888-713-6180	<ul style="list-style-type: none"> • Molly Betts, SSI consumer advocate 800-547-1647, ext. 23317, molly.betts@mhswi.com • Sandra Dotson, NHP member advocate 800-547-1647, ext. 23213, sdotson@mhs.wi.com • Sandra Szabo, SSI consumer advocate 800-547-1647, ext. 23261, sszabo@mhs.wi.com • Lor Mee Vang, MHS member advocate 800-547-1647, ext. 23218, lvang@mhs.wi.com • Jennifer Winter, director of Advocacy Dept. 800-547-1647, ext. 23246, jwinter@mhs.wi.com
Molina Healthcare	888-999-2404	<ul style="list-style-type: none"> • Advocate email box: mwiadvocate@molinahealthcare.com • Karen Kearce, lead and SSI member advocate 414-847-1767, karen.kearce@molinahealthcare.com • Dorothy Williams, BadgerCare member advocate 414-755-6610, dorothy.williams@molinahealthcare.com

Health Plan Name	Member Services For general information or a list of providers.	Advocate Point(s) of Contact For access to care issues, complaints, and advocacy assistance.
Trilogy Health Insurance(does not serve the SSI population)	855-530-6790	<ul style="list-style-type: none"> Advocate hotline: 262-432-5194 Advocate email: advocate@trilogycares.com
United Healthcare Community Plan	800-504-9660	<ul style="list-style-type: none"> Advocate hotline: 888-246-8140 Tim Elrashedy, member advocacy manager 414-443-4082, tamer_elrashedy@uhc.com Erin K. Becker-Wilcox, SSI member advocate 414-443-4552, erin_k_wilcox@uhc.com

Family Care Managed Care Organizations (MCOs) in Southeast Wisconsin

For general information or a list of providers. If a member needs to escalate a request, ask for the member rights specialist.

Family Care is a long-term care program that helps frail elders and adults with disabilities get the services they need to remain in their homes. This comprehensive and flexible program offers services to foster independence and quality of life for members while recognizing the need for interdependence and support.

MCO Name	Phone Number
Care Wisconsin, Inc.	Main: 800-963-0035, TTY: 711
Community Care, Inc.	Main: 866-922-6600, TTY: 711
Inclusa, Inc.	Main: 877-622-6700, TTY: 715-344-2140
iCare – Independent Care Health Plan	Main: 800-777-4376, TTY: 800-947-3529
My Choice Family Care, Inc.	Main: 877-489-3814, TTY: 711

Application Processing Time Frames

Community partners should allow for the allotted time to process applications, changes, or verification to pass prior to contacting the IM agency for status updates. Maximum time frames for processing apply once an application is considered complete, meaning all required verifications (if applicable) have been submitted. Applicants have 10 calendar days to provide verifications once it is requested.

Program Application	Maximum Number of Calendar Days to Process
BadgerCare Plus	30
Express Enrollment for BadgerCare Plus and Family Planning Only Services	Applications are processed the same day of submission.
EBD Medicaid	30
FoodShare	30

Program Application	Maximum Number of Calendar Days to Process
Priority Services FoodShare	7
Presumptive Disability	Applications will be processed as quickly as possible; however, the normal 30-day application processing requirement applies.

Resources to Refer Members To

For connecting members with additional services and benefits.

Contact Name	Contact Information	Purpose
Aging and disability resource centers (ADRCs)	<ul style="list-style-type: none"> • Kenosha: 800-472-8008 • Milwaukee: <ul style="list-style-type: none"> ○ Disability benefits specialist: 844-304-6660 ○ Elderly benefits specialist: 414-278-1222 • Ozaukee: 866-537-4261 • Racine: 866-219-1043 • Washington: 877-306-3030 • Waukesha: 866-677-2372 www.dhs.wisconsin.gov/adrc/index.htm	<ul style="list-style-type: none"> • For unbiased information on all aspects of life related to aging or living with a disability. • Provides information on a broad range of programs and services; helps individuals understand the various long-term care options available to them; helps individuals apply for programs and benefits; serves as the access point for publicly funded long-term care. • Services can be provided at the ADRC, via telephone, or through a home visit, whichever is more convenient to the individual seeking help.
Disability benefits specialists	www.dhs.wisconsin.gov/benefits-specialists/dbs.htm	<ul style="list-style-type: none"> • For individuals ages 18-59 with a disability. • For help answering questions and solving problems related to Social Security, Medicare, health insurance, and other public and private benefits.
Elder benefit specialists	www.dhs.wisconsin.gov/benefits-specialists/dbs.htm	<ul style="list-style-type: none"> • For adults ages 60 and older. • For help answering questions and solving problems related to Social Security, Medicare, health insurance and other public and private benefits.
Family Care and IRIS ombudsman	800-928-8778 www.disabilityrightswi.org/programs/fcop	<ul style="list-style-type: none"> • For individuals under the age of 60 who are enrolled in Family Care, Family Care Partnership, and IRIS. • Provides information and education for consumer rights. • Investigates complaints. • Assists in filing complaints, appeals, and administrative hearings.

Contact Name	Contact Information	Purpose
ForwardHealth Member Services	800-362-3002	<ul style="list-style-type: none"> Provides listings of Medicaid-certified providers for routine care, specialists, dental, and vision. Member Services is the main contact for members who receive BadgerCare Plus and Medicaid benefits. Contact Member Services for verification of a member's health plan coverage and general questions regarding Medicaid and/or BadgerCare Plus benefits.
HMO enrollment specialists	800-291-2002	<ul style="list-style-type: none"> Assists members with choosing an HMO that meets their needs, determining which HMO networks a provider belongs to, and completing HMO enrollment forms. Members may contact the HMO enrollment specialist to select or change their HMO, verify which HMO they are enrolled in, or request an exemption from managed care.
HMO ombudsmen	800-760-0001	<ul style="list-style-type: none"> Acts as a fair and impartial mediator for disputes between members and HMOs. Members may contact the ombudsman with questions or concerns, for help regarding a grievance, for help understanding member rights and responsibilities, or to request an exemption from managed care.
Long-term care ombudsman	800-815-0015 www.dhs.wisconsin.gov/aging/lcombud.htm	<p>For help with complaints and problems of residents or recipients of long-term care, such as:</p> <ul style="list-style-type: none"> Nursing homes. Community-based residential facilities. Community Options Program. Managed long-term care programs.
Non-Emergency Medical Transportation (MTM, Inc. is the vendor.)	866-907-1493 MTM, Inc.: www.mtm-inc.net/wisconsin DHS: www.dhs.wisconsin.gov/nemt/index.htm	<ul style="list-style-type: none"> Public transportation, shared ride service, and/or money for gas mileage for members who do not have a way to get to their covered Medicaid appointments. Members must schedule routine rides during normal business hours (Monday–Friday, 7 a.m.–6 p.m.) at least two business days in advance of the appointment. Urgent rides may be scheduled anytime and are provided in three hours or less (must be for an urgent health care situation that does not require 911).

Contact Name	Contact Information	Purpose
QUEST Card Customer Service	877-415-5164	<ul style="list-style-type: none"> The QUEST card is how FoodShare members access their FoodShare benefits. It is a secure and easy way to pay for food. QUEST Card Customer Service is available for members to: <ul style="list-style-type: none"> Get general information about their QUEST card. Report if they did not get a QUEST card. Report a lost, stolen, or damaged QUEST card. Replace a QUEST card.¹ Get their QUEST card account balance.
QUEST card information	www.ebtedge.com	<p>For members to:</p> <ul style="list-style-type: none"> Get their QUEST card account balance. View the last 10 purchases or deposits on their account.

¹Replacement QUEST cards will only be sent to the mailing address listed on the member's case. If there is an address change, please report it to the IM agency prior to ordering the replacement card.

Key Websites

Links to DHS websites for additional information.

Website Name	Website Link
ACCESS (online application)	access.wisconsin.gov
ACCESS Training Site	trn.access.wisconsin.gov This site is for partners to practice entering an application to become more familiar with the application process. Do not enter actual applications on the practice site as they will not be processed.
ADRCs	www.dhs.wisconsin.gov/adrc/index.htm
BadgerCare Plus	www.dhs.wisconsin.gov/badgercareplus/index.htm
Board on Aging and Long Term Care	www.longtermcare.wi.gov
FoodShare Wisconsin	www.dhs.wisconsin.gov/foodshare/index.htm
ForwardHealth Community Partners	www.dhs.wisconsin.gov/forwardhealth/partners.htm
Contact information for consortia/IM agencies	www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm
Disability benefit specialists	www.dhs.wisconsin.gov/benefit-specialists/dbs.htm
Disability Rights Wisconsin	www.disabilityrightswi.org
EBD Medicaid	www.dhs.wisconsin.gov/medicaid/index.htm

Website Name	Website Link
Elder benefit specialists	www.dhs.wisconsin.gov/benefit-specialists/ebs.htm
Family Care, Family Care Partnership, and PACE	www.dhs.wisconsin.gov/familycare/help.htm
ForwardHealth	www.dhs.wisconsin.gov/forwardhealth/index.htm
How to Apply – Income Maintenance (IM) Agencies	www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm
IRIS (Include, Respect, I Self-Direct)	www.dhs.wisconsin.gov/iris/index.htm
Manage DHS email subscriptions	www.dhs.wisconsin.gov/aboutdhs/alerts.htm Sign up to receive timely and relevant updates on topics that interest you.
Non-Emergency Medical Transportation	www.dhs.wisconsin.gov/nemt/index.htm

Publications and Forms

These links go to publications and forms for the BadgerCare Plus, EBD Medicaid, and FoodShare programs. Most materials are available in multiple languages.

Program/Resource	Website
ADRC brochures	www.dhs.wisconsin.gov/publications/p0/p00122.pdf www.dhs.wisconsin.gov/publications/p0/p00122s.pdf
BadgerCare Plus	www.dhs.wisconsin.gov/badgercareplus/publications.htm
Board on Aging and Long Term Care Ombudsman Program	http://longtermcare.wi.gov/section_detail.asp?linkcatid=1953&linkid=1014&locid=123
DHS Forms Library	www.dhs.wisconsin.gov/forms/index.htm
DHS Publications Library	www.dhs.wisconsin.gov/publications/index.htm
EBD Medicaid	www.dhs.wisconsin.gov/medicaid/publications.htm
FoodShare	www.dhs.wisconsin.gov/foodshare/publications.htm
IRIS forms	www.dhs.wisconsin.gov/iris/forms.htm
Order forms online	www.dhs.wisconsin.gov/forms/printformsonline.htm