

Wisconsin Medicaid Members Keep Your Health Benefits



If you get Wisconsin health care benefits (such as BadgerCare Plus, Medicaid, or MAPP), you must **renew your enrollment once a year.**

What to Expect at Renewal Time

1



We'll send you a packet about two weeks before your renewal month. For example, if your renewal is due in October, we'll mail you a notice in mid-September. Renew as soon as you get your packet to avoid a gap in coverage.

2



You may need to update the information we have on file. This may include your household details, income, and insurance. You may be asked to submit proof later.

3



Your local agency will review your renewal and follow up if they need more information. Then, you will get a letter that tells you if your benefits are changing.

Completing your renewal

- The quickest way to renew is online through your ACCESS account. Log in or set up an account at access.wi.gov.
- To renew by mail, complete and return your renewal packet.
- You can renew by phone or in person through your local agency. Find your agency at dhs.wi.gov/forwardhealth/imagency/index.htm.
- Visit dhs.wi.gov/forwardhealth/renewals.htm for more information.



If you do not complete your renewal on time, your benefits will end. Free, expert help for completing your renewal or getting other benefits is available at [WisCovered.com](https://www.wiscoversed.com). Or, call 211 to find a local navigator.

2023-2024 Renewal Questions and Answers

What is a renewal?

When you first applied for benefits, you gave the state details about things like your household, income, and insurance. To see if you can keep your benefits, you need to update that information every year. This process is called a renewal.

When do I renew?

Each member has been assigned a renewal date between June 2023 and May 2024. To find yours:

- Check the letter mailed to you in March from the Wisconsin Department of Health Services.
- Log in to your ACCESS account at access.wi.gov or use the MyACCESS app. If you don't have an account, create one at access.wi.gov to see your benefits anytime, anywhere.



What happens next?

About two weeks before your renewal month, we'll send you a renewal packet in the mail. This packet will tell you what information you need to confirm or update so we can see if you still qualify for your program. A digital version of the packet will also be in your ACCESS account.



Renew as soon as you get your renewal packet but not before.

Under federal guidelines, you can keep your benefits until your next renewal. Once you get your packet in the mail or in your ACCESS account, complete your renewal right away to avoid delays or a gap in coverage.

What if I don't renew on time?

In some situations, you may be able to do a late renewal up to three months after your renewal month. Check with your local agency to see if that's possible. If not, call **211** or visit [WisCovered.com](https://www.wiscovered.com) to get help finding other coverage.

What else do I need to know?

Don't delay medical care! While your program membership continues, use your benefits. For example, if you have BadgerCare Plus, you can get vaccines, medical check-ups, and prescription refills. You can use mental health services, too.