

# KEY CONTACTS — If you have a question, you can go to [dhs.wi.gov/em/customerhelp](https://dhs.wi.gov/em/customerhelp) to see if your question can be answered.

## All Applicants and Members

ACCESS — Online Tool; [access.wi.gov](https://access.wi.gov)

- See what health, nutrition and other programs you may be able to get
- Apply for FoodShare, BadgerCare Plus and Medicaid
- Check the status of your benefits (for example: what health care plan you are enrolled, the amount of your FoodShare benefits)
- Report changes (example, new address or job)
- Replace your lost or damaged ForwardHealth card
- Renew your benefits and submit your FoodShare/Child Care Six-Month Report forms

## FoodShare, Medicaid and BadgerCare Plus

Member Services — 1-800-362-3002

- Covered Services and Copayments
- Health Insurance Premium Payments (HIP)
- Find a Provider
- Replace your ForwardHealth Card

## Local Agency

- Questions about enrollment rules and premium amounts
- Report changes by phone, fax or online
- Sending proof/verification

## FoodShare Members

QUEST Customer Services — 1-877-415-5164

- General information about your card
- To report a lost, stolen or damaged card
- Replace your QUEST card

## Members Enrolled in an HMO

- HMO Enrollment Specialist — 1-800-291-2002
- HMO Ombudsman — 1-800-760-0001

To get the address or phone number of your agency, go to [dhs.wi.gov/em/CustomerHelp](https://dhs.wi.gov/em/CustomerHelp) or call 1-800-362-3002.

## Proof/Verification

Mail or Fax Applications and/or proof:

If you live in Milwaukee County:

MDPU  
PO Box 05676  
Milwaukee WI 53205  
Fax: 1-888-409-1979

If you **do not** live in Milwaukee County:

CDPU  
PO Box 5234  
Janesville, WI 53547-5234  
Fax: 1-855-293-1822

## SeniorCare

Call 1-800-657-2038 or 711 (TTY)\* if you:

- Want to apply for SeniorCare,
- Have questions about your application,
- Need to report a change, or
- Have questions about your SeniorCare card.

**\*Translation services are available.**



Wisconsin Department of Health Services  
Division of Health Care Access and Accountability