KEY CONTACTS — If you have a question, you can go to dhs.wi.gov/em/customerhelp to see if your question can be answered.

**All Applicants and Members**

ACCESS — Online Tool; 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 (HIPP)
- 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 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