Key Contacts

ForwardHealth

Get ACCESS for Self-Service

Log in or set up an account at **access.wi.gov** or **access.wi.gov/es** (Spanish).

The ACCESS website gives you a simple and convenient way to connect to your benefits anywhere, anytime. You can also download the free MyACCESS app from the App Store or Google Play to manage your benefits from your smartphone.

BadgerCare Plus and other Medicaid programs

Member Services **800-362-3002**

- Check your covered services, copayments, and premiums
- Find a provider
- Replace your ForwardHealth card

Members with an HMO

Enrollment Services Center **800-291-2002**

- Ask questions about HMOs, find a doctor, and more

HMO Ombuds **800-760-0001**

- Contact if you have problems or questions about your quality of care

SeniorCare

SeniorCare Customer Service **800-657-2038**

- Apply for SeniorCare
- Report changes
- Ask questions about your SeniorCare application or member card

FoodShare

QUEST Card Service **877-415-5164**

- Get information and ask questions
- Report a lost, stolen, or damaged card
- Replace your QUEST card

Proof/Verification

You can send in proof through your ACCESS account at **access.wi.gov** or with the free MyACCESS app. You can also mail or fax documents.

- If you live in Milwaukee County:

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

- If you live outside Milwaukee County:

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

All Programs

Find your local agency at **dhs.wi.gov/im-agency**

- Ask questions about enrollment rules and requirements
- Report changes by phone, fax, or in person
- Submit applications and other paperwork

WISCONSIN DEPARTMENT of HEALTH SERVICES