



Application: Start to Finish and Beyond

Questions to expect

The application includes questions about:

- Income from jobs and other sources
- Access to health insurance
- Citizenship or immigration status, including Social Security Number if you have one
- Marital status
- Relationships to other persons living in the home
- Information about absent parents, including custody and child support arrangements
- Specific health status or use of other public programs that would entitle you to coverage

About applying online

You may apply for benefits online at the state's ACCESS web site, access.wi.gov

- You will be required to create a User ID and Password when you start an online application. It will allow you to refer back to and check the status of your application later, as well as renew coverage.
- Make note of your tracking number when you complete your application.

Getting benefits

- The county agency will process applications **within 30 days.**
- You will get a written notice about your benefits in the mail.
- If you applied for benefits online, you can track your enrollment process at access.wi.gov. Click "Login to Account". You will be asked to log in with your User ID and password.
- You may also check your application status by calling your county agency. Having your tracking number will allow the agency to check your application more quickly.
- **Please do not submit another application before getting a notice from the county agency.**

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(608) 261-1455

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Once enrolled

- Once you become enrolled, you are expected to report any changes to information provided on your application. This includes, but is not limited to, changes in:
 - address or other contact information
 - income
 - access to health insurance through an employer
- You will be required to renew your coverage **after 1 year**. If you fail to renew, your benefits will be terminated and you must re-apply.

Choosing an HMO

- Within two weeks of being determined eligible for benefits by your county agency, you will receive a packet of information from the Wisconsin Department of Health Services about your health plan (HMO) options. Most BadgerCare+ families must enroll in an HMO.
- This packet will offer some tips on how to choose an HMO. You can also call an enrollment specialist at (800) 291-2002 for help choosing an HMO.
- If you do not choose an HMO, one may be selected for you. You can still change your HMO anytime during the first three months of enrollment. When your enrollment period ends, you cannot change your HMO during the next nine months.
- Once your HMO is selected, you will receive a letter telling you when your HMO enrollment will start. You will also receive a packet of information from your HMO.
- If you have any questions or problems with your BadgerCare+ HMO enrollment, call an enrollment specialist at (800) 291-2002.

If you have questions

- If you have not submitted an application, or are unable to reach your Case Worker, call **Member Services**: 1-800-362-3002 You may be referred to your local Consortia, also found online: <http://www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm>
- If you have been notified of enrollment, contact your assigned **Case Worker** named on the letter you receive from your county.
- **Covering Kids & Families-Wisconsin (CKF)** may also provide assistance: 1-608-261-1455