



# WISCONSIN'S HEALTH AND NUTRITION PROGRAMS

## Key Contacts

SUBJECT	CONTACT	PHONE NUMBER
General questions about BadgerCare Plus, Medicaid or FoodShare	Member Services	1-800-362-3002
Questions about BadgerCare Plus, Medicaid or FoodShare enrollment rules	Member Services <a href="http://access.wi.gov">access.wi.gov</a> ** Local County or Tribal Agency*	1-800-362-3002
Missing, lost or damaged <i>ForwardHealth</i> card	Member Services	1-800-362-3002
Missing, lost or damaged Wisconsin QUEST card	QUEST Customer Services	1-877-415-5164
Reporting Changes	<a href="http://access.wi.gov">access.wi.gov</a> ** Local County or Tribal Agency*	
BadgerCare Plus/Medicaid Covered Services and Copayments	Member Services	1-800-362-3002
Find a BadgerCare Plus or Medicaid Provider	Member Services	1-800-362-3002
FoodShare Benefits	Member Services <a href="http://access.wi.gov">access.wi.gov</a> ** Local County or Tribal Agency*	1-800-362-3002
BadgerCare Plus Premiums	Member Services	1-800-362-3002
Health Insurance – Questions about the Health Insurance Premium Payment program (HIPP)	Member Services	1-800-362-3002
BadgerCare Plus and Medicaid HMO Enrollment	HMO Enrollment Specialist	1-800-291-2002
Billing Questions for members enrolled in HMOs	HMO Contract Monitors	1-800-760-0001
Billing Questions for members who are enrolled in HIPP or members who are <u>not</u> enrolled in an HMO	Member Services	1-800-362-3002
Complaints and Grievances for members enrolled in HMOs	<ul style="list-style-type: none"> <li>• Medicaid HMO</li> <li>• Enrollment Specialist</li> <li>• Medicaid HMO Ombudsmen</li> </ul>	<ul style="list-style-type: none"> <li>• 1-800-291-2002</li> <li>• 1-800-291-2002</li> <li>• 1-800-760-0001</li> </ul>

**Note:** Call 711 for TTY services. All numbers have translation services available.

\*To get the address of your local county or tribal agency or for more information about BadgerCare Plus, Medicaid or FoodShare, go to [dhs.wi.gov/em/customerhelp](http://dhs.wi.gov/em/customerhelp).

\*\*ACCESS is an online tool that lets you know if you may be able to enroll in health, nutrition or other programs, apply for benefits, check your benefits and report changes online.