



**Updating Contact Information**

**IMAC Presentation**

August 2024

# Current State

- Members can enter their email on the Manage My Email page in the Check My Benefits module in ACCESS. They can also indicate their paperless preference and HMO email preference on the Manage My Email page. Generally, they can update their phone numbers in Report My Changes.
- IM Workers can collect information about members' paperless preference, consent to receive emails from health care partners, and contact information in CWW. That information is captured on the following pages:
  - General Case Information page
  - Electronic contact Information page
- Paperless preferences and HMO email preferences entered in CWW are displayed in ACCESS and vice versa.

# CARES Updates

Starting October 19, 2024, when members are logged into ACCESS, they can navigate to the “Update contact information and preferences ” page to enter their email address, phone numbers, and electronic communication preferences (paperless communications, emails, and texts). Additional updates are planned for next fall.

Information collected in ACCESS will be shared across CWW and Salesforce Marketing Cloud (SFMC), the hub for electronic communications with members. Similarly, information collected by workers in CWW will be shared across ACCESS and SFMC.

# Changes in ACCESS

# Update Contact Info Link

In ACCESS Check My Benefits (CMB), members who are signed in can select “Update Contact Info” on the Account Home page to go to the Update contact information and preferences page.

This link is also accessible through the global header.

The screenshot displays the 'Account Home' page. On the left, a navigation menu lists several options: 'My Letters', 'View My Letters', 'My Health Care', 'Manage My HMO', 'Treatment Needs Question', 'BadgerCare Plus Health Survey', 'Request Explanation of Medical Benefits (EOMB)', 'Get a New Card', 'ForwardHealth Card', 'My Account', 'Manage My Account', 'Update Contact Info' (highlighted with a red box), and 'My Benefits'. On the right, the 'My Benefits' section shows a table of benefits with columns for 'Benefits', 'Status', and 'Details'. The table lists 'FoodShare', 'BadgerCare Plus', and 'W-2' with their respective statuses and end dates.

| Benefits        | Status  | Details |
|-----------------|---|---------|
| FoodShare       | DEVORAH-MSK's FoodShare benefits have ended on Friday September 30, 2022. |         |
| BadgerCare Plus | In January 2024, DEVORAH-MSK is getting BadgerCare Plus benefits.         |         |
| W-2             | DEVORAH-MSK is not eligible for W-2 in January 2024.                      |         |

# Update Contact Information and Preferences

On the “Update contact information and preferences” page, members who are logged into their ACCESS account can update and manage their:

- Email address
- Phone numbers
- Paperless preferences
- Text and email preferences
- Health care partner electronic consent

The screenshot shows the 'Update contact information and preferences' page in the ACCESS portal. The page is titled 'Update contact information and preferences' and includes a sub-header 'Set contact details'. The 'Your email address' section has a text input field containing 'myemail@email.com'. The 'Phone information' section has a 'Primary phone number' input field with '999-555-0000' and a 'Primary phone type' dropdown menu set to 'Home'. There is a 'Tip' box stating: 'Phone information is collected by case, not by person. When you change a phone number, it will update for all people on your case.' Below the phone information is a checkbox for 'I don't have a phone' and a link to 'Add phone number'. The 'Set paper mail preferences' section asks 'How do you want to receive letters about your benefits?' and has two options: 'Send me paper mail' (with address '1234 Main St., City, WI 00000') and 'Go paperless' (which is selected). There is a 'Tip' box stating: 'Even if you go paperless, we must send some letters by regular mail. Go to View My Letters in your ACCESS account to see all mail.' The 'Set text and email preferences' section has a 'Tip' box stating: 'We may send urgent messages to you, like office closures or fraud alerts, even if you have opted out.'

# Update Contact Information and Preferences

The specific information that can be edited on the “Update contact information and preferences” page depends on whether they are a primary person, primary person spouse, or other adult on the case.

For instance, both the primary person and primary person spouse can edit case-wide information like phone information. However, each person can only edit their own email address.

The screenshot shows the 'Update contact information and preferences' page on the Wisconsin ACCESS portal. The page is titled 'Update contact information and preferences' and includes a sub-header 'Set contact details'. The main content area is divided into three sections: 'Your email address', 'Phone information', and 'Set paper mail preferences'. The 'Your email address' section has a text input field for the email address, currently containing 'myemail@email.com'. The 'Phone information' section has a 'Primary phone number' input field with '999-555-0000' and a 'Primary phone type' dropdown menu set to 'Home'. There is also a checkbox for 'I don't have a phone' and a link to 'Add phone number'. The 'Set paper mail preferences' section asks 'How do you want to receive letters about your benefits?' and has two radio button options: 'Send me paper mail' (with a default address) and 'Go paperless' (which is selected). There are three 'Tip' boxes on the right side of the page providing additional information about phone information, paperless mail, and urgent messages.

Official website of the State of Wisconsin Here's how you know

Explore programs Help Español Log out

ACCESS Home Manage benefits Account

## Update contact information and preferences

Make sure we have your current email and phone, go paperless, and set your communication preferences.

### Set contact details

#### Your email address

Email address

#### Phone information

Primary phone number Primary phone type

 

If this phone is a landline, add a cell phone to receive text messages.

[Add phone number](#)

 I don't have a phone

### Set paper mail preferences

How do you want to receive letters about your benefits?

Send me paper mail  
1234 Main St., City, WI 00000

Go paperless

Need to update your address? First, save your changes on this page. Then, click **Manage benefits** at the top of the screen and select **Report a change** to update your address.

### Set text and email preferences

Stay up to date with texts and emails. At enrollment, you are automatically signed up for some email and text communications. You can adjust your settings here. Uncheck each box for messages you don't want to receive.

#### Tip

Phone information is collected by case, not by person. When you change a phone number, it will update for all people on your case.

#### Tip

- Even if you go paperless, we must send some letters by regular mail.
- Go to [View My Letters](#) in your ACCESS account to see all mail.

#### Tip

We may send urgent messages to you, like office closures or fraud alerts, even if you have opted out.

# Update Contact Information and Preferences

Members can indicate whether they want to receive letters about their benefits by regular mail or by email.

Members that select "Send me paper mail" will receive paper correspondence and will not be notified via email when a letter is posted to their account.

Members that select "Go paperless" will receive email notifications when a letter is posted to their account. Note: Some letters are required to be sent by regular mail.

Official website of the State of Wisconsin Here's how you know

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ACCESS Home Manage benefits Account

## Update contact information and preferences

Make sure we have your current email and phone, go paperless, and set your communication preferences.

### Set contact details

Your email address

Email address  
myemail@email.com

Phone information

Primary phone number Primary phone type  
999-555-0000 Home

If this phone is a landline, add a cell phone to receive text messages.

Add phone number

I don't have a phone

**Tip**  
Phone information is collected by case, not by person. When you change a phone number, it will update for all people on your case.

### Set paper mail preferences

How do you want to receive letters about your benefits?

Send me paper mail  
1234 Main St., City, WI 00000

Go paperless

**Tip**  
• Even if you go paperless, we must send some letters by regular mail.  
• Go to [View My Letters](#) in your ACCESS account to see all mail.

Need to update your address? First, save your changes on this page. Then, click **Manage benefits** at the top of the screen and select **Report a change** to update your address.

### Set text and email preferences

**Tip**  
We may send urgent messages to you, like office closures or fraud alerts, even if you have opted out.

Stay up to date with texts and emails. At enrollment, you are automatically signed up for some email and text communications. You can adjust your settings here. Uncheck each box for messages you don't want to receive.



# Update Contact Information and Preferences

Members can edit their text and email preferences based on the following categories:

- Need to know
- Nice to know

Members can also opt into receiving emails from their HMO.

# Update Contact Information and Preferences

The “Need to know” category includes the following types of messages:

- Getting or keeping benefits including health care, FoodShare, Wisconsin Shares Child Care, and W-2
- W-2 participation

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ACCESS Home Manage benefits Account

## Update contact information and preferences

Make sure we have your current email and phone, go paperless, and set your communication preferences.

### Need to know

Messages about getting or keeping your benefits  Text  Email

[More ^](#)

These messages could be about:

- BadgerCare plus and other Medicaid programs
- FoodShare
- Wisconsin Shares Child Care
- W-2 benefits

Examples include reminders to finish an application, do a renewal, or submit documents. These messages will come from dhs@info.wisconsin.gov (email) or 94347 (text).

Messages about your W-2 participation  Text  Email

[More ^](#)

One example is an upcoming W-2 appointment reminder. These messages will come from dcfw2@info.wisconsin.gov (email) or 32392 (text).

# Update Contact Information and Preferences

The “Nice to know” category includes the following types of messages:

- Programs they may be eligible for and other updates, such as agency hours or new federal poverty limits.
- ACCESS account or MyACCESS mobile app updates.

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Explore programs Help Español Log out

ACCESS Home Manage benefits Account

## Update contact information and preferences

Make sure we have your current email and phone, go paperless, and set your communication preferences.

### Nice to know

Messages about programs you may be eligible for and other updates  Text  Email

[More ^](#)

Examples include program announcements, changes in agency hours, or new federal poverty limits. These messages will come from [benefits@info.wisconsin.gov](mailto:benefits@info.wisconsin.gov) (email) or 222377 (text).

Messages about your ACCESS account and MyACCESS mobile app  Text  Email

[More ^](#)

Examples include how to apply for programs online, send in documents, or view your benefits. These messages will come from [benefits@info.wisconsin.gov](mailto:benefits@info.wisconsin.gov) (email) or 222377 (text).

# Update Contact Information and Preferences

The “Emails from health care partners” section includes messages with information and reminders from a member’s HMO.

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Explore programs Help Español Log out

ACCESS Home Manage benefits Account

## Update contact information and preferences

Make sure we have your current email and phone, go paperless, and set your communication preferences.

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### Emails from health care partners

These messages could include information and reminders from your HMO.  
Do you want to get emails from your HMO, if you have one?

Yes

No

# Unsubscribe or Manage Preferences Page

Members who do not have an ACCESS account may still receive emails from SFMC. If they have provided an email address, they are automatically opted in.

However, they can opt out of future emails by clicking “Unsubscribe or manage preferences” in the footer of the email.

**Note:** Users can also opt out of text messages by replying keyword STOP.

Do not respond to this email. The mailbox is not monitored.

Learn more about getting texts and emails from us at [dhs.wi.gov/dms/e-comms.htm](https://dhs.wi.gov/dms/e-comms.htm).

[Unsubscribe or manage preferences](#)

Wisconsin Department of Health Services | 1 West Wilson Street | Madison, WI 53703



# Unsubscribe or Manage Preferences Page

Here is the new “Unsubscribe or manage preferences” page.

The screenshot shows the 'Unsubscribe or manage preferences' page on the Wisconsin ACCESS website. The page has a blue header with 'ACCESS' and navigation links for 'Explore', 'Help', 'Español', and 'Log In'. The main heading is 'Unsubscribe or manage preferences'. Below this is the 'Set email preferences' section, which includes a brief explanation: 'Stay up to date with emails. At enrollment, you are automatically signed up for some email communications. You can adjust your settings here. Uncheck each box for messages you don't want to receive.' The page is divided into two main sections: 'Need to know' and 'Nice to know'. Each section contains two rows of settings, each with a 'More' dropdown and an 'Email' checkbox. The 'Need to know' section includes 'Messages about getting or keeping your benefits' and 'Messages about your W-2 participation'. The 'Nice to know' section includes 'Messages about programs you may be eligible for and other updates' and 'Messages about your ACCESS account and MyACCESS mobile app'. At the bottom of the settings area is an 'Unsubscribe all' checkbox. To the right of the settings are two 'Tip' boxes: one about updating contact information and another about urgent messages. At the bottom of the page is a 'Save Changes' button and a disclaimer about email preferences.

Official website of the State of Wisconsin [Here's how you know](#)

Explore Help Español Log In

## ACCESS

### Unsubscribe or manage preferences

#### Set email preferences

Stay up to date with emails. At enrollment, you are automatically signed up for some email communications. You can adjust your settings here. Uncheck each box for messages you don't want to receive.

#### Need to know

|   |                                |
|---|--------------------------------|
| Messages about getting or keeping your benefits | <input type="checkbox"/> Email |
| <a href="#">More</a>                            |                                |
| Messages about your W-2 participation           | <input type="checkbox"/> Email |
| <a href="#">More</a>                            |                                |

#### Nice to know

|   |                                |
|---|--------------------------------|
| Messages about programs you may be eligible for and other updates | <input type="checkbox"/> Email |
| <a href="#">More</a>  |                                |
| Messages about your ACCESS account and MyACCESS mobile app        | <input type="checkbox"/> Email |
| <a href="#">More</a>  |                                |

Unsubscribe all

**Tip**

To manage additional email and text communications and update your contact information, [go to your ACCESS account](#) and click on [Update Contact Info](#).

**Tip**

We may send urgent messages to you, like office closures or fraud alerts, even if you have opted out of emails.

Based on your selections and clicking "Save Changes," you may be opting in to receive recurring text alerts and emails: Message and data rates may apply, and message frequency varies. You also agree to our [Terms and Conditions](#) and [Privacy Policy](#). You may opt out of SMS anytime by texting "STOP." You may opt out of email anytime by clicking "Unsubscribe or manage preferences" at the bottom of an email.

[Save Changes](#)

# Unsubscribe or Manage Preferences Page

**Note:** A member will see this page if they are not logged into their ACCESS account when they click “Unsubscribe or manage preferences” from an email. They can only set email preferences without being logged in.

The screenshot shows the 'Unsubscribe or manage preferences' page on the ACCESS website. The page has a blue header with the ACCESS logo and navigation links for Explore, Help, Español, and Log In. The main content area is white and features a section titled 'Unsubscribe or manage preferences' with a sub-section 'Set email preferences'. Below this, there is a paragraph explaining that users are automatically signed up for some email communications and can adjust their settings. The page is divided into two sections: 'Need to know' and 'Nice to know'. Each section contains two rows of message categories, each with a 'More' dropdown and an 'Email' checkbox. The 'Need to know' section includes 'Messages about getting or keeping your benefits' and 'Messages about your W-2 participation'. The 'Nice to know' section includes 'Messages about programs you may be eligible for and other updates' and 'Messages about your ACCESS account and MyACCESS mobile app'. At the bottom of the 'Need to know' section, there is an 'Unsubscribe all' checkbox. Two 'Tip' boxes are present on the right side, providing additional information about managing email preferences and urgent messages. At the bottom of the page, there is a 'Save changes' button and a disclaimer paragraph.

Official website of the State of Wisconsin [Here's how you know](#)

Explore Help Español Log In

## ACCESS

### Unsubscribe or manage preferences

#### Set email preferences

Stay up to date with emails. At enrollment, you are automatically signed up for some email communications. You can adjust your settings here. Uncheck each box for messages you don't want to receive.

#### Need to know

|   |                                |
|---|--------------------------------|
| Messages about getting or keeping your benefits | <input type="checkbox"/> Email |
| <a href="#">More</a>                            |                                |
| Messages about your W-2 participation           | <input type="checkbox"/> Email |
| <a href="#">More</a>                            |                                |

#### Nice to know

|   |                                |
|---|--------------------------------|
| Messages about programs you may be eligible for and other updates | <input type="checkbox"/> Email |
| <a href="#">More</a>  |                                |
| Messages about your ACCESS account and MyACCESS mobile app        | <input type="checkbox"/> Email |
| <a href="#">More</a>  |                                |

Unsubscribe all

**Tip**  
To manage additional email and text communications and update your contact information, [go to your ACCESS account](#) and click on [Update Contact Info](#).

**Tip**  
We may send urgent messages to you, like office closures or fraud alerts, even if you have opted out of emails.

Based on your selections and clicking "Save Changes," you may be opting in to receive recurring text alerts and emails: Message and data rates may apply, and message frequency varies. You also agree to our [Terms and Conditions](#) and [Privacy Policy](#). You may opt out of SMS anytime by texting "STOP." You may opt out of email anytime by clicking "Unsubscribe or manage preferences" at the bottom of an email.

[Save changes](#)

# Changes in CWW



# CWW Updates

Information entered by members on the “Update contact information and preferences” page is shared with CWW and the SFMC in real time.

Similarly, when workers enter information in CWW about communication preferences, that will populate in the member’s ACCESS account and SFMC.

Also, with this project, when members enter changes in ACCESS to their phone numbers, workers will no longer need to acknowledge or otherwise process a change report for those updates.

# Updated Contact Information From ACCESS

The screen on the left displays where a member enters their telephonic information in ACCESS and the screen on the right displays where that information is populated in CWW.

**ACCESS** Home Manage benefits Account

### Update contact information and preferences

Make sure we have your current email and phone, go paperless, and set your communication preferences.

#### Set contact details

**Your email address**  
Email address: myemail@email.com

**Phone information**  
Primary phone number: 999-555-0000  
Primary phone type: Home

**Tip**  
Phone information is collected by case, not by person. When you change a phone number, it will update for all people on your case.

I don't have a phone

#### Set paper mail preferences

How do you want to receive letters about your benefits?

Send me paper mail  
1234 Main St., City, WI 00000

Go paperless

**Tip**  
• Even if you go paperless, we must send some letters by regular mail.  
• Go to **View My Letters** in your ACCESS account to see all mail.

Need to update your address? First, save your changes on this page. Then, click **Manage benefits** at the top of the screen and select **Report a change** to update your address.

### General Case Information

Cancel Reset

#### Case Information

Effective Period  
Last Updated: 11/01/2024

#### Case File Location

\*File Location: IN - INTAKE  
\*File Location Date: 07 / 01 / 2024

#### Information Provider

\*First Name: [ ] MI: [ ] \*Last Name: [ ] Suffix: [ ] \*IP in Household: Yes

#### Signature Details

\*Health Care Signature: Y - Yes  
\*FoodShare Signature: [ ]  
\*BC+ Core Plan Signature: [ ]  
\*CTS Signature: [ ]  
\*Child Care Signature: [ ]  
\*Katie Beckett Medicaid Signature: [ ]

#### Household Address

Safe at Home Program  
\*Safe at Home Program PIN: [ ]  
\*County of Residence: 40 - MILWAUKEE COUNTY  
Populate with Income Maintenance agency address

Number: [ ] Unit: [ ] Direction: [ ] \*St / Rural Rt / Box Number: [ ] Suffix: [ ] Quadrant: [ ] Apt: [ ]

Additional Address Info: [ ]

\*City: [ ] \*State: [ ] \*ZIP: [ ]

**Phone: 999 555 0000**

\*W-2 Geographical Area: MILWAUKEE NORTHERN  
\*Address Verification: NQ - NOT QUESTIONABLE  
Post Office Suggested Address Verification: Y

# Correspondence Updates

# Correspondence Updates

The following types of correspondence will be updated with instructions on how to find and use the “Update contact information and preferences” page in ACCESS to update one’s contact information and communication preferences.

- Email Was Not Delivered (sent via paper)
- Confirmation: You Are Getting Letters Online (sent via paper and email)

# Correspondence Updates

## Email Was Not Delivered

Members will receive this letter when an email cannot be delivered.

MILWAUKEE  
MILWAUKEE ENROLLMENT SERVICES  
6055 N 64TH STREET  
MILWAUKEE WI 53218

Mailing Date: 02/07/2024

000001  
TOMMY TEST  
6055 N 64TH STREET  
MADISON WI 53218 1547



The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-888-947-6583. These services are free.

### Email was not delivered

Did your email change? Is there a mistake in your email address? We recently sent an email to TOMMY@GMAIL.COM to let you know you have a new online letter. Unfortunately, we got a notice that the email was not delivered.

#### What this means for you

- As a result, we will now send your letters by regular mail. Watch for letters so you don't miss any actions you need to take to keep your benefits.
- You can still view your letters in your ACCESS account. Sign in at [access.wi.gov](https://access.wi.gov). However, you will not get an email that a letter is available unless you update your email address.

#### Next steps

To resume email notices of online letters and stop regular mail:

- Sign in at [access.wi.gov](https://access.wi.gov). Go to **Update contact info** and enter a valid email.
- Then, change your delivery choice from regular mail to online.

#### Get help

- Call Member Services at **800-362-3002** if you need help with your ACCESS account.
- Call your local agency at <agency phone number> if you need help updating your email address.

# Correspondence Updates

## Confirmation: You Are Getting Letters Online

Members will receive this letter when they sign up for online letters. They will also get this if they change their email address or reopen a closed case that previously had paperless correspondence.

They will receive both paper and email copies.

MILWAUKEE  
MILWAUKEE ENROLLMENT SERVICES  
6055 N 64TH STREET  
MILWAUKEE WI 53218

Mailing Date: 02/07/2024

000001  
TOMMY TEST  
6055 N 64TH STREET  
MADISON WI 53218 1547



The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-888-947-6583. These services are free.

### Confirmation: You Are Getting Letters Online

You are signed up to get letters and information online instead of by regular mail. This means you can see all mail from us in your ACCESS account.

#### Here's how it works

- When you have a new letter, we'll email [SYSTEMUAT17@GMAIL.com](mailto:SYSTEMUAT17@GMAIL.com) to let you know it's available.
- Sign in at [access.wi.gov](https://access.wi.gov). Then, go to **View My Letters** from the menu.
- There are some letters we are required to send by regular mail. You'll be able to see those online, too.

#### What if I don't have an ACCESS account?

It only takes a few minutes to set one up. From [access.wi.gov](https://access.wi.gov), select **Create an account** and follow the steps. Then, sign in and view your letters.

#### Keep your information up to date

Be sure to let us know if your email, phone, or address changes. Simply log in at [access.wi.gov](https://access.wi.gov), go to **Update contact info**, and enter your new information. If we send you an email and it's not delivered, we'll send you letters by regular mail until you give us a new email address.

#### Get help

Call Member Services at **800-362-3002** if you need help with your ACCESS account.

**Questions?**