

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
1 W. Wilson St.
Madison WI 53703

To: ACCESS Handbook Users

From: Rebecca McAtee, Bureau Director
Bureau of Enrollment Policy and Systems

Re: **ACCESS Handbook Release 17-01**

Release Date: 01/25/2017

Effective Date: 01/25/2017

EFFECTIVE DATE The following policy additions or changes are **effective 01/25/2017** unless otherwise noted. **Grey highlighted text denotes new text. Text with a strike through it in the old policy section denotes deleted text.**

POLICY UPDATES
1.1 ACCESS Home Page

The middle section of the page contains the following buttons:

- **Am I Eligible.** Applicants and members can find out what benefits they might be able to get (no login needed).
- **Apply For Benefits.** Applicants and members can set up an initial account and apply for Child Care, FoodShare, health care, or Family Planning Only Services benefits.
- **Login to Account.** Applicants and members can check benefits, renew benefits, report changes, and perform other functions.
- **Create an Account.** Applicants and members who already have an established case can create an ACCESS account.

The bottom section of the page contains a link for additional information about programs and benefits as well as links for community partners, providers, and employers to use ACCESS in specific ways.

To avoid errors when using ACCESS, browser buttons (for example, Forward, Back, or Stop) should not be used to move from page to page. Instead, the ACCESS buttons and links should be used.

ACCESS works best with Internet Explorer versions 8, 9, or 11, Mozilla Firefox, or Google Chrome. Problems may occur if other browsers, such as Mozilla Firefox, Safari, or Google Chrome, earlier versions of Internet Explorer are used.

3.1.6.1 Household Members Details *The screen shot has been updated.*

3.1.10 Tribal Member Details *The screen shot has been updated.*

3.1.20.1.1 Recent Changes *The screen shot has been updated.*

4.1 MyACCESS Introduction

Once you are logged in, the MyACCESS page gives you a quick look at your benefits and a list of the things you can or may need to do in order to get or keep getting benefits.

The links in the bar on the left side of the page shows a list of things you can or need to do on your case. The panels on the right side of the page show things you can see about your case or application. You will not see all of these panels at one time. Panels appear based on the status of your application or case.

The screen shot has been updated.

4.3 My Applications

The screen shot has been updated.

4.7 Alerts

If a member has a ~~renewal~~ or a Six Month Report Form (SMRF) due for **FoodShare** or a renewal due for health care, ~~and/or FoodShare,~~ and/or Child Care, he or she will see the My Alerts section. ~~Any renewals you have to do will show under Benefit Renewals Due.~~ The member should click on the program name to begin the **online SMRF** or renewal.

Note: A member ~~will be~~ **may** able to do a renewal for other programs **as well** in addition if you wish.

~~If you have a SMRF due for Health Care and/or FoodShare and/or Child Care, and the paper SMRF form has been mailed you will see the program name under Benefit Renewals Due. You should click on the program name to begin the online SMRF. You will be able to do a renewal for other programs in addition if you wish. You may also send back the paper SMRF form instead.~~

The screen shot has been updated.

~~If you have a SMRF due for Health Care and/or FoodShare and/or Child Care, and the paper SMRF form has been mailed you will see the program name under Benefit Renewals Due. You should click on the program name to begin the online SMRF. You will be able to do a renewal for other programs in addition if you wish. You may also send back the paper SMRF form instead.~~

4.8 My Letters

If you have a MyACCESS account and are currently enrolled in FoodShare, health care (BadgerCare Plus or Medicaid), Wisconsin Shares, ~~and~~ **or** Wisconsin Works (W-2), you will be able to view some of your letters online when you log into your MyACCESS account. A section titled My Letters will be displayed in the navigation menu on the MyACCESS Welcome home page.

The screen shot has been updated.

4.12 My Benefits— Report My Changes

To report changes to your agency, click the Report My Changes link under My Benefits.

The screen shot has been updated.

4.13 My Benefits— Apply for Benefits

~~It is not likely that you will need to click this link from MyACCESS. You came to the MyACCESS page because you already have benefits. Because you already have an open case, it may be easier to request another type of benefits by phone instead of filling out an online application. To find out how to request another type of benefits, call 1-800-362-3002. If someone else you know wants to apply for benefits, they should go to access.wi.gov and click on Apply for Benefits.~~

This page allows you to request another benefit you would like to apply for while your case is open. You can only apply for benefits that you are not already getting. If none

of the benefits have a checkbox, you are already enrolled in all of the programs you can apply for online, or, in some cases, a worker is processing your case and will contact you soon with more information. You can call your agency if you have a question about your benefits.

The screen shot has been updated.

4.14 My Benefits— Renew My Benefits

To do your renewal, click the Renew My Benefits link under My Benefits.

The screen shot has been updated.

4.15 Learn More

MyACCESS only has information only about the benefits your family has applied for. If you have a general question about benefits or need to know who to contact to get more information, click Other Programs under Learn More to be taken to the ForwardHealth Programs page of the DHS website.

The screen shot has been updated.

~~You will be taken to a page (dhs.wisconsin.gov/forwardhealth/) where you can click on links to learn more about other programs and services available in Wisconsin.~~

The screen shot has been deleted.

12.1 Introduction

This section has been rewritten.

12.2 Express Enrollment Member Eligibility

This section has been rewritten.

12.3.2.2 Creating a Wisconsin Access Management Systems (WAMS) ID

The screen shot has been updated.

12.3.2.4 Granting Permissions to Users

2. Under Search Criteria, enter the user's information and click Next.

The screen shot has been updated.

12.4 Express Enrollment Application Process

This section details the Express Enrollment application process. Users should keep in mind that the application is dynamic depending on the answers to questions, so the screenshots in this section may not exactly reflect the appearance of the application pages.

Reminder: APP pages contain a link to change the on-screen text to Spanish and a Help button, which, when clicked, will open a new page that explains more about what is being asked and how questions should be answered.

The screen shot is new.

12.4.2 Landing Page

The screen shot is new.

12.4.2.1 Submit Express Enrollment Applications

To start an Express Enrollment application to temporarily enroll someone in BadgerCare Plus or Family Planning Only Services, the user must select the appropriate option in this section on the Landing Page and click on the Next button at the bottom of the page. The options available in this section are based on the user's security profile so all of the options described in this section may not appear on the Landing Page.

~~The following populations may be eligible for temporary enrollment in BadgerCare Plus through the Express Enrollment process:~~

- ~~• Children under age 19.~~
- ~~• Pregnant women.~~
- ~~• Adults (parents and caretakers, irrespective of age, and adults ages 19 through 64 without dependent minors in the home).~~

~~The only population that may be eligible for temporary enrollment in Family Planning Only Services through the Express Enrollment process is individuals requesting Family Planning Only Services who have a need for family planning or contraceptive services. Individuals who have undergone a sterilization procedure are not eligible for Express Enrollment in Family Planning Only Services.~~

Multiple individuals from the same household who want Express Enrollment in BadgerCare Plus can be included on the same Express Enrollment for BadgerCare Plus application. However, only one individual can be included on an Express Enrollment for Family Planning Only Services application, even if the individual is a minor, is married, and/or has children. If multiple individuals in the same household want Express Enrollment for Family Planning Only Services, Users must complete separate Express Enrollment for Family Planning Only Services applications for each individual.

~~*For Qualified Hospitals Only*~~

~~Women diagnosed with breast or cervical cancer may temporarily enroll in Wisconsin Well Woman Medicaid (WWWMA), which is not part of the online Express Enrollment application tool.~~

~~WWWMA determinations can only be made using form F-10075. See the Medicaid Eligibility Handbook Chapter 36.2.2.1 for more information.~~

~~An inmate of a public correctional institution (e.g., a county jail) may be eligible for Express Enrollment in BadgerCare Plus if he or she is admitted to a hospital as an inpatient for at least 24 hours or has at least an overnight hospital admission. Inmates of state correctional facilities (e.g., prisons) are not eligible for Express Enrollment.~~

**12.4.2.2 Search for Applications/
Manage My Account**

The screen shot has been deleted.

12.4.3 Individual Information Page

Reminder: Only one individual can be included on an Express Enrollment for Family Planning Only Services application, even if the individual is a minor, is married, and/or has children. If multiple individuals in the same household want Express Enrollment for Family Planning Only Services, the user must complete separate Express Enrollment for Family Planning Only Services applications for each individual.

Depending on the information entered for an individual, additional questions may display. The following information may be requested:

1. *Current enrollment in Wisconsin Medicaid or BadgerCare Plus*

~~If the individual is currently enrolled in Wisconsin Medicaid or BadgerCare Plus, he or she is not eligible to temporarily enroll in BadgerCare Plus or Family Planning Only Services.~~

Note: Some of the questions asked of the applicant may be different based on the program that is requested.

The individual is not eligible for temporary enrollment if he or she is already receiving ongoing benefits. See Section 12.2.1.1 Current Enrollment in Ongoing Benefits for more information on the situations where this applies.

3. *Citizenship or immigration status*

Express Enrollment for BadgerCare Plus

If the individual is under age 19 or is pregnant, he or she must be a U.S. citizen or lawfully present in the United States in order to be eligible for temporary enrollment through the Express Enrollment process. The individual is not required to have been lawfully present in the United States for a certain amount of time before applying through the Express Enrollment process.

If the individual is age 19 or older and is not pregnant, he or she must be a U.S. citizen or a qualifying immigrant. Qualifying immigration statuses include the following:

- Lawfully residing in the United States for at least 5 years.
- Lawfully residing in the United States and a refugee or is seeking asylum.
- From Cuba or Haiti and is lawfully residing in the United States.
- Lawfully residing in the United States under one of the eligible immigration statuses listed at <http://www.healthcare.gov/immigration-status-and-the-marketplace/>.

Express Enrollment for Family Planning Only Services

If the individual is under age 19, he or she must be a U.S. citizen or lawfully present in the United States in order to be eligible for temporary enrollment through the Express Enrollment process. The individual is not required to have been lawfully present in the United States for a certain amount of time before applying through the Express Enrollment process.

If the individual is age 19 or older, he or she must be a U.S. citizen or a qualifying immigrant. Qualifying immigration statuses include the following:

- Lawfully residing in the United States for at least 5 years.
- Lawfully residing in the United States and a refugee or is seeking asylum.
- From Cuba or Haiti and is lawfully residing in the United States.
- Lawfully residing in the United States under one of the eligible immigration statuses listed at <http://www.healthcare.gov/immigration-status-and-the-marketplace/>.
- If under age 19, lawfully present in the United States.

See Section 12.2.2.3 U.S. Citizen or Qualifying Immigrant for more information about citizenship or immigration status requirements.

4. *Previous Express Enrollment*

If a pregnant woman has previously been temporarily enrolled in BadgerCare Plus during the current pregnancy, she is not eligible for temporary enrollment in BadgerCare Plus during the same pregnancy. She may be eligible for regular enrollment in BadgerCare Plus or Wisconsin Medicaid. Please refer the individual to the online application at access.wi.gov or his or her IM agency to apply (for a directory of agencies, go to dhs.wisconsin.gov/forwardhealth/imagency/index.htm).

If her previous enrollment was during a different pregnancy, this rule does not apply.

If a non-pregnant individual has been temporarily enrolled in BadgerCare Plus or Family Planning Only Services within the previous 12 months, he or she is not eligible for temporary enrollment in BadgerCare Plus or Family Planning Only Services. He or she may be eligible for regular enrollment in BadgerCare Plus, Wisconsin Medicaid or Family Planning Only Services. Please refer the individual to the online application at access.wi.gov or his or her IM agency to apply (for a directory of agencies, go to dhs.wisconsin.gov/forwardhealth/imagency/index.htm).

See Section 12.2.1.2 Temporary Enrollment within the Last 12 Months for more information about previous Express Enrollment.

6. *Currently receiving Medicare Part A or Part B*

If an adult without dependent ~~minors~~ **children** in the home is currently receiving Medicare Part A or Part B, he or she is not eligible to temporarily enroll in BadgerCare Plus through the Express Enrollment process.

7. *Pregnancy status*

If an individual is currently pregnant, additional questions about the number of babies expected and the expected delivery date will display. If the number of expected babies is unknown, the user should enter 1. If the exact due date is not known, the user should provide the best estimate based on information provided by the individual.

The following screenshot is an example of the questions displayed when the applicant is a pregnant woman.

The screen shot has been updated.

The following screenshot is an example of the questions displayed when the applicant is an adult under age 26 without minor children.

The screen shot is new.

When the user clicks the "Save and Exit" button, the data the user entered will be saved and the user will be taken back to the Landing Page.

The "Next" button will take the user to the Contact Information page.

12.4.4 Contact Information Page

Primary Contact Person

For Express Enrollment for BadgerCare Plus, the primary contact person depends on who is applying. If ~~a minor (under age 18)~~ **the person is under age 18 and** is not living independently, he or she must have a parent, caretaker, or guardian apply for Express Enrollment for BadgerCare Plus for him or her.

For Express Enrollment for Family Planning Only Services, there is always only one individual on the application, so this individual will be designated as the primary contact person. A minor applying for Express Enrollment for Family Planning Only Services does not need a parent, caretaker, or guardian to apply for him or her, even if he or she is not living independently.

Express Enrollment application including individuals age 18 or older and minors

If the Express Enrollment application includes at least one individual age 18 or older and at least one minor, a dropdown menu will be displayed with the names of all of the individuals on the application who are age 18 or older and an additional "Other Parent/Caretaker" option. The User must choose one individual from the dropdown menu as the primary contact person. If another person who is in the household but not on the Express Enrollment application wants to be the primary contact person, the user should choose the "Other Parent/Caretaker" option. If the "Other Parent/Caretaker" option is selected, the user must enter the following information for that individual into the Express Enrollment application:

- First and last name.
- SSN. If SSN is not known, the user should click the button "SSN is not known."
- Date of birth.
- Gender.

Express Enrollment application including for only minors

If the Express Enrollment application includes only minors (individuals people under age 18), the user must indicate for each minor person whether or not the minor person is living independently.

If any minors all people on the application are under age 18 and living independently, the oldest minor person who is living independently will automatically be designated as the primary contact person.

If no minors the people under age 18 on the application are not living independently, the user must enter the following information of the parent, guardian or other caretaker who is applying for the minors them:

- First and last name.
- SSN. If SSN is not known, the user should click the button “SSN is not known.”
- Date of birth.
- Gender.

Home Address

The user must first enter the street address where the individuals on the application live. If they are homeless, the user still needs to enter an address. This can be the address where they are currently staying (for example, with a friend, family member, shelter or other organization). If they are homeless and do not have an address where they are currently staying, the user can enter the address of the IM agency of the county where the individuals reside. IM agency addresses can be found at dhs.wisconsin.gov/forwardhealth/imagency/index.htm.

After entering the street address, the user must choose the county where the individuals on the application live.

If the individuals live on tribal lands, the user should select the appropriate tribe from the dropdown menu. If the individuals do not live on tribal lands, this field can be left blank. ~~Members of a tribe have the option to have their regular BadgerCare Plus, Wisconsin Medicaid or Family Planning Only Services application processed by their county agency or their tribal agency. The User should select which of these agencies the individual or household plans to have process their regular BadgerCare Plus, Wisconsin Medicaid or Family Planning Only Services application.~~

Reminder: Only Wisconsin residents are eligible to temporarily enroll in BadgerCare Plus or Family Planning Only Services through Express Enrollment.

Mailing Address

If the mailing address is different than the home address, the user should check the “Different than Home” box and enter the complete mailing address, including ZIP code.

If no mailing address is entered, notices will be sent to the home address. If a mailing address is entered, notices will be sent to the mailing address.

If the individuals on the application are homeless, the user should enter the most reliable address where the individuals can receive mail about their enrollment.

If homeless individuals have no alternative mailing address, the user should not check the “Different than Home” box. If the home address entered is the address of the IM agency, the user must instruct the individuals to contact the IM agency for information on picking up their notices.

Contact Information

The User must enter any information the primary contact person has provided on how to get in touch with him or her. A “Message Phone” is a phone number where

the primary contact person can be reached or where a message can be left with him or her. This could be voicemail or the phone number of an organization, family member or friend. If there is no contact information, these fields can be left blank.

The following screenshot is an example of the Primary Contact Information section when the application includes multiple adults.

The screen shot has been updated.

The following screenshot is an example of the Primary Contact Information section when the application only includes minors.

The screen shot is new.

The “Back” button will take the user back to the Individual Information page.

The “Save and Exit” button will save the data entered and take the user back to the Landing Page.

The “Next” button will take the user to the Income Details page.

12.4.5.3 Monthly Other Income

The screen shot has been updated.

~~**Note:** Regardless of living situation, individuals applying for Family Planning Only Services can only use a household size of “1.”~~

12.4.6 Provider Signature Page

The Provider Signature page collects the electronic signature of the user completing the Express Enrollment application.

The User must click on the link to the “Rights and Responsibilities” in the Provider Signature section and review the document with the primary contact person.

~~The Summary of Enrollment section will display the results of the eligibility determination for Express Enrollment. If an individual is not eligible to temporarily enroll, the reason he or she has been denied will be listed in this section.~~

The ~~user’s and the~~ primary contact person’s name will be listed in the Authorization Box section. After reading the statement in the Authorization Box section, the user must enter his or her signature by checking the box in front of the statement.

~~**Express Enrollment for BadgerCare Plus Provider Signature Page Screenshot (Eligible and Ineligible Applicants)**~~

The screen shot has been updated.

~~**Express Enrollment for Family Planning Only Services Provider Signature Page Screenshot (Ineligible Applicant)**~~

The screen shot has been deleted.

The “Back” button will take the user back to the Income Details page.

The “Next” button will save the data and take the user to the Client Signature page.

12.4.7 Client Signature Page

The Client Signature page displays a summary of all the information entered on the Express Enrollment application. The User must ask the primary contact person to review all of the information to make sure it is accurate.

~~The Summary of Enrollment section will indicate whether or not each individual on the Express Enrollment application can temporarily enroll in BadgerCare Plus or Family Planning Only Services. If any individual cannot temporarily enroll, the reason(s) will be listed in this section.~~

The primary contact person's name will be listed in the Authorization Box section. Once the primary contact person has reviewed the summary and read the statement in the Authorization Box section, the primary contact person should check the box verifying that he or she understands the eligibility results and sign the application by typing his or her first and last name in the appropriate boxes.

Reminder: The primary contact person must sign the application in person. Telephonic signatures are not allowed for Express Enrollment.

The "Back" button will take the user back to the Provider Signature page.

The "Submit" button will complete the application and take the user to the Results page. Once the "Submit" button is selected, the Express Enrollment application status will change from In-progress to Submitted.

The screen shot is new.

Once the "Submit" button is clicked, APP will run a systematic check with ForwardHealth to see if any of the following apply:

- The applicant is currently enrolled in ongoing health care or Family Planning Only Services coverage. See Section 12.2.1.1 Current Enrollment in Ongoing Benefits for more information on how this impacts temporary enrollment eligibility.
- The applicant received temporary enrollment benefits in the last 12 months. (This does not apply to applicants applying for temporary enrollment in BadgerCare Plus for pregnant women.). See Section 12.2.1.2 Temporary Enrollment within the Last 12 Months for more information on how this impacts temporary enrollment eligibility.
- The applicant is currently enrolled in Medicare Part A or Part B. Adults younger than 65 years old without dependent children will be denied temporary enrollment in BadgerCare Plus if they are currently enrolled in Medicare Part A or Part B.

Users may see the following message while APP is running the systematic check with ForwardHealth:

The screen shot is new.

If unable to successfully connect with ForwardHealth, APP will use only the information from the Express Enrollment application to make the presumptive eligibility determination.

The screen shot has been deleted.

12.4.8 Results Page *The screen shot has been updated.*

12.4.8.1 Eligibility Notice This section has been rewritten. The screen shots have also been updated.

12.4.8.2. Application Summary *The screen shot has been updated.*

12.4.11 Contact for Questions About Using APP ~~**Note:** Users should not send personal health information or personally identifiable information to this email.~~

**12.4.12 ACCESS
Training
Environment**

Note: Users should **not** submit practice Express Enrollment applications on the actual ACCESS website. Users should **not** submit real Express Enrollment applications on the training ACCESS website.

**12.5 Applying for
Ongoing Benefits**

Note: This section includes ACCESS changes that will be effective on and after September 28, 2014.

14.3.1 Introduction

Note: A system check is done to see if the computer is capable of scanning or uploading. If it is not, an error message will appear. If this occurs, documents may need to be scanned or uploaded from a different computer or browser, or JavaScript may need to be updated (see Section 14.4 Troubleshoot Scanning or Uploading Issues).

**14.3.2 System
Requirements**

This section has been deleted.

**14.4 ECF Workflow:
Scan/Upload
Troubleshooting
Guide**

~~14.4 ECF Workflow: Scan/Upload Troubleshooting Guide~~ **Troubleshoot Scanning or Uploading Issues**

This section has been rewritten.