MyACCESS Digital ForwardHealth Card

Project Overview

In October 2021, the Wisconsin MyACCESS app will begin displaying a **digital ForwardHealth card** to members. The ForwardHealth card can be used for coverage by eligible members in a number of qualifying healthcare programs. This feature will allow members to view their card details directly from their mobile device, supporting them in visits to their healthcare provider or pharmacy.

When logging into the app, BadgerCare Plus and Medicaid recipients who have been issued a ForwardHealth card will be able to view their card information, including their **name, 10-digit member ID number, Member Services contact information, and instructions regarding use of the ForwardHealth card.** This information will match with the member's current physically issued card. Members will also be able to download a PDF version of their ForwardHealth Card if they choose.

Members enrolled in SeniorCare will have the option to similarly view their **SeniorCare card** and use in visits to their provider or pharmacy. The SeniorCare card will feature program-specific branding and instructions.

Benefits

Member Convenience

Members will need to present either the digital or physical ForwardHealth card upon visits to a pharmacy or provider, so displaying the card on the member's mobile device will create a more convenient experience.

Benefit Management

Full view members will be able to view the ForwardHealth card information for multiple household members in the same location, allowing for centralized management of a household's benefits.

Improved User Experience

New screens dedicated to the digital ForwardHealth card display will also feature information regarding card usage and ability to download a PDF version of the Forward Health card.

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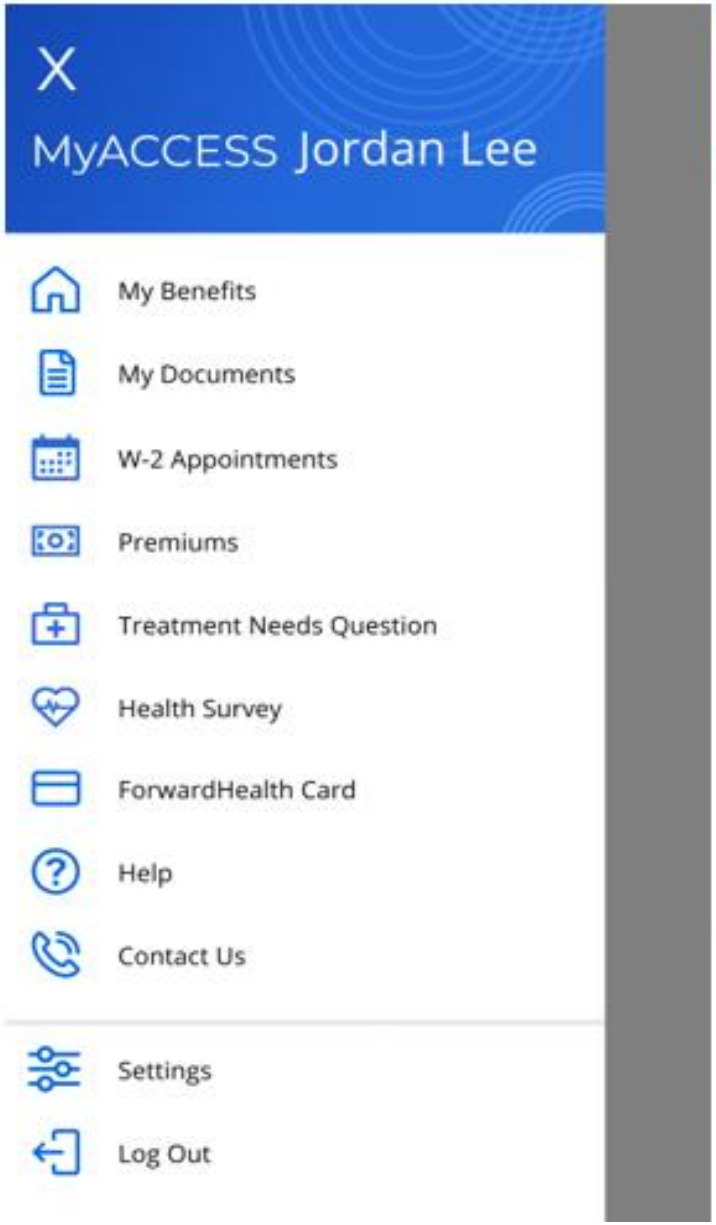

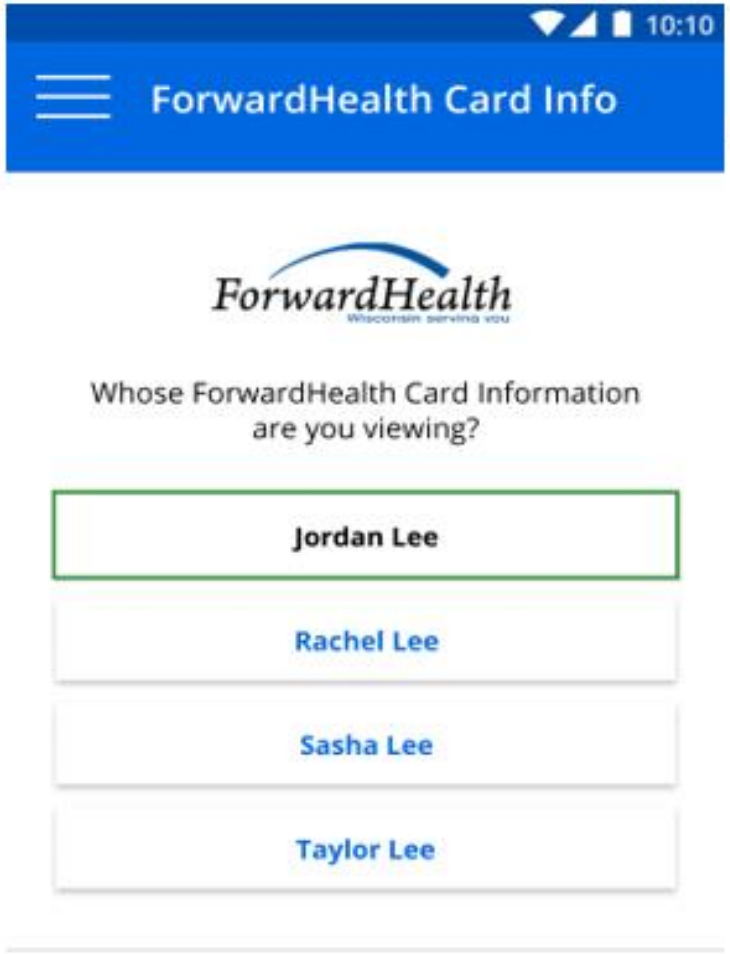

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