

ACCESS Help Center

IMAC Presentation

June 2022

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Topics

- ▶ Background and Vision
- ▶ Goals and Expected Benefits
- ▶ Help Center Landing Page
- ▶ Search Functions
- ▶ Contact Page
- ▶ Example Article
- ▶ Articles for the June Release

Background and Vision

Background

As the ACCESS application continues to be modernized to Salesforce, there are opportunities to utilize Salesforce features to increase the way DHS communicates with its constituents. Help Center is a Salesforce tool used to create and manage a knowledge base of information. It is built on articles or informational documents about CARES processes, FAQs, or other support for site users (members, community supports, and IM workers).

Vision

The ACCESS Help Center provides applicants, members, partners/assistors, and public individuals and organizations a one stop shop for information related to topics such as application preparation, benefit maintenance, program-specific content and other topical or programmatic questions. The Help Center serves as an effective, easy to use, and inclusive tool that supports the ability to use multiple forms of media to maximize the effectiveness of its content and can be expanded through minimal configuration.

Goals and Expected Benefits

- ▶ Build trust and increase transparency by providing information proactively and in a way that is easy to understand so users feel prepared and comfortable with what will be expected of them.
- ▶ Reduce call center volume by publishing topical articles related to events that would typically increase call center volume - e.g., system enhancements, policy changes, etc.
- ▶ Increase effectiveness and outreach by leveraging various forms of media to give end users multiple ways to learn and become more informed.

Help Center Landing Page

How can we help you?

For questions related to benefits and programs, find help below.



Search



Do you see your topic here?

Preparing to Apply using ACCESS

Next steps after applying through ACCESS

Submitting Documents

Choosing an HMO Using ACCESS

[View all topics](#)

Commonly viewed articles

- [Comparing HMOs \(health maintenance organizations\)](#)
- [Viewing your To Do list after applying](#)
- [Choosing an HMO for new applicants - Medicaid](#)
- [Which programs can you apply for using ACCESS?](#)
- [Knowing what documents you need to submit](#)

Contact information



Local Agency (sometimes referred to as IM Agency)

If you need help with your application or have questions about your eligibility, select your county below to find contact information for your local agency.

Select a county or tribe



HMO Enrollment Specialist

An HMO enrollment specialist is a person who can answer your questions about HMOs.

Phone number: 800-291-2002
Hours: Monday - Friday 7 a.m. to 6 p.m.



Member Services

Member services will help you with managing your benefits and technical assistance, such as replacing your ForwardHMO or help with ACCESS.

Phone number: 800-362-3002
Hours: Monday - Friday 8 a.m. to 6 p.m.

Don't see who you're looking for? [Look at the contact page.](#)

Landing Page Contact Information



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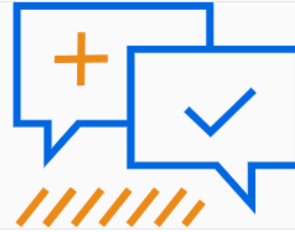


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Contact Page Continued


HMO Member Advocate


An HMO member advocate is a person who works for your HMO and is available to help you.

 **Phone number:** For HMO member advocate phone numbers, refer to pages 12 and 13 of the [Wisconsin SSI Medicaid HMO Guide](#).

Ombuds


An ombud is a person who responds to grievances from HMO members. A grievance can be submitted if you have a complaint or problem with your health care from your HMO.


 **Phone number:** 800-760-0001

 **Hours:** Monday - Friday 8 a.m. to 4:30 p.m.

SSI Managed Care External Consumer Advocate

An SSI managed care external consumer advocate is a person who provides advocacy services to SSI Medicaid HMO members with disabilities.

 **Phone number:** 800-928-8778

 **Hours:** Monday - Friday 8:30 a.m. to 5 p.m.

Help Center Article Examples

Search Results

Search results

Find answers to your search below.

🔍 Apply

Search results for "apply"

[Can someone else help you apply?](#)

Anyone like a friend, relative, or neighbor can help you **apply** for benefits. If

[Which programs can you apply for using ACCESS?](#)

, building career skills, and more. You can **apply** for more than ten programs at once

[Viewing your To Do list after applying](#)

right after **applying** include: · Choose an HMO (for either Medicaid or BadgerCare

[See if you can get help](#)

skills? Before you **apply**, you can answer a few questions to find out which programs

[Knowing what documents you need to submit](#)

to submit after **applying** for benefits. You also may be asked to submit documents

[Your filing date](#)

about whether you can get help from the program you're **applying** for within 30 days

[What are proof documents?](#)

program you **applied** for. Some examples of proof documents include things like pay

Do you see
your topic here

Do you see your topic here?

Preparing to Apply using ACCESS

- Can someone else help you apply?
- Which programs can you apply for using ACCESS?
- See if you can get help

Next steps after applying through ACCESS

- Your filing date
- Viewing your To Do list after applying

Submitting Documents

- Knowing what documents you need to submit
- What are proof documents?

Choosing an HMO Using ACCESS

- Choosing an HMO for new applicants - BadgerCare Plus
- Choosing an HMO for new applicants - Medicaid
- Comparing HMOs (health maintenance organizations)

Example Article

Preparing to Apply using ACCESS

ACCESS can be used to apply for and manage your benefits. To start, you'll need to create an account. You can apply for more than ten programs using a single application through ACCESS.

Can someone else help you apply?



Anyone like a friend, relative, or neighbor can help you apply for benefits. If you want a person or an organization to help you apply for and manage your benefits, you or a court will need to appoint them to act on your behalf. Below are the types of representatives that can be appointed to act on your behalf.

Authorized Representatives

An authorized representative is a person or an organization that you can appoint to help you apply for and manage your benefits or programs.

You can appoint a person as your authorized representative by completing the [Appoint, Change, or Remove an Authorized Representative: Person form, F-10126A](#). You can appoint an organization as your authorized representative by completing [the Appoint, Change, or Remove an Authorized Representative: Organization form, F-10126B](#).

An authorized representative can do any or all of the following on your behalf:

- Apply for or renew benefits
- Report changes to your information
- Work with your agency on any matters related to your benefits

Commonly viewed articles

- [See if you can get help](#)
- [What are proof documents?](#)
- [Choosing an HMO for new applicants - BadgerCare Plus](#)
- [Knowing what documents you need to submit](#)
- [Viewing your To Do list after applying](#)

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June 2022 Release Articles

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Preparing to Apply using ACCESS



Next steps after applying through ACCESS



Submitting Documents



Choosing an HMO Using ACCESS

[View all topics](#)

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- [Viewing your To Do list after applying](#)

Questions?

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the frame, creating a modern, layered effect against the white background.