

Frequently Asked Questions: MiES Re-Entry and Customer-Facing Operations Until Full Re-Opening

Because of the COVID-19 pandemic, in-person operations at MiES locations have been restricted. Beginning Tuesday, July 6, MiES will begin reopening services at the Coggs Center in Milwaukee. Please see the questions and answers below for more details. If you have other questions, please contact MiES by calling 1-888-947-6583.

Can I sign up for benefits?

Yes, there are four ways you can apply for benefits:



In Person: Paper applications are available at the front desk when walking into the Coggs location, 1220 W. Vliet. If you do not want to complete an application, you can establish a filing date by completing a "Doc 1." The filing date is important because, if you are eligible for benefits, the filing date determines when your benefits should start.



Mail or Fax: You can mail or fax your paper application. You can find the mailing address on the application, or the fax number is 414-438-4580.



Online: You can apply for benefits using any computer with internet access or tablet using the web-based program, ACCESS (ACCESS.wi.gov). However, if you do not have access to a computer or tablet, you can apply in Self Help area in the MiES building. Staff will be available to assist customers needing additional support.



Phone: You can call 1-888-947-6583 to apply over the phone, which includes completing an interview.

Can I get forms?

Forms are available at the front desk, including:

- Application forms for FoodShare, Medicaid, and/or BadgerCare Plus
- Appeals forms for a Fair Hearing
 - For Medicaid appeals, a signature is required.
 - For FoodShare appeals, requests can also be completed by calling 1-888-947-6583.
- Customer Complaint forms

Can I speak to someone in person?

Yes, limited staff will be on site to provide technical assistance to persons using the Self Help area.

Can I speak to someone on the phone?

Yes, phone services will continue to be provided. Customers can call 1-888-947-6583.

Can I get my homeless mail?

Yes, homeless mail pick-up has been extended to the following hours:

Monday, Tuesday, Wednesday, and Friday – 9 a.m. to 1 p.m.

Thursday – 12 p.m. to 4 p.m.

Can I get a replacement FoodShare card?

FoodShare replacement cards will not be available on site. However, customers can contact 1-877-415-5164 to get a new card. Cards are usually received in the mail in 2 to 3 business days.

Can I submit documents?

Yes, there are several ways that documents/verification can be submitted:



In-person: Submit your documents at the Coggs Center. This allows you to maintain your documents once they have been scanned.

Monday, Tuesday, Wednesday and Friday – 9 a.m. to 1 p.m.

Thursday – 12 p.m. to 4 p.m.



Online: Upload documents to the ACCESS website, or use your smartphone to submit documents through the MyACCESS mobile app.



Mail: Send documents to the MDPU PO Box: 05676 Milwaukee, WI 53205.



Fax: Use a Document Tracking Sheet and fax to 1-888-409-1979.

How do I get the mobile app?

- Search for “MyACCESS Wisconsin” in the App Store or Google Play.
- Download the MyACCESS Mobile app on your Smartphone for free.

The MyACCESS mobile app will let you check your benefits, get reminders, and submit documents (take a picture and upload through the app).

Will there be translation services on site and by phone?

Yes, translation services are provided on site for the following:

- Spanish
- Hmong
- Karen
- Sign language (Provided by appointment; without an appointment, there may be a half an hour wait)

For all other languages, translation services are provided by phone.

Is Coggs Center accessible?

Yes, Coggs Center is accessible. The front door on W. Vliet Street is an accessibility entrance. The building’s exit is also accessible. In addition, staff are available to help anyone who comes to the Self Help area for document scanning and mail pick-up.

