

Constituent Resources for Legislators

The Wisconsin Department of Health Services (DHS) constituent relations team is always willing to assist with any questions you have related to constituent casework. Please direct all questions and contacts to dhsconstituentrelations@dhs.wisconsin.gov.

Below are common programs and services we receive inquiries about. For a complete list of resources, visit www.dhs.wisconsin.gov/legislative/index.htm.

Aging and Disability Resource Centers (ADRCs)

ADRCs assist people who are aging or living with a disability to get the assistance they need. The ADRC is the best place for them to start for help. This includes, but is not limited to:

- ◆ Caregiver support
- ◆ Health, nutrition, and meal delivery
- ◆ Housing options
- ◆ Transportation
- ◆ Long-term care programs
- ◆ Benefit specialists (Medicaid, Medicare, Social Security)

Have them reach out to their local ADRC based on the county they live in. To find an ADRC, visit www.dhs.wisconsin.gov/adrc/consumer/index.htm.

Medicaid and FoodShare

If a constituent has any concerns about a Medicaid program (like BadgerCare Plus, Family Care/long-term care, IRIS) or FoodShare, have them reach out to their consortium based on the county they live in. To find a consortium, visit www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm.

To determine eligibility and apply for these programs, the constituent must first reach out to their consortium directly or apply online at access.wisconsin.gov. Constituents who have questions after they are enrolled, can call ForwardHealth Member Services at 800-362-3002.

If a constituent would like to request a fair hearing to discuss changes in or denial of their coverage, more information and a form in multiple languages is available at doa.wi.gov/pages/licenseshearings/dhawsrequestinghearing.aspx. If applicable, their ADRC can also assist with this process.

Non-Emergency Medical Transportation (NEMT)

Constituents enrolled in a Medicaid program may be able to get help with transportation to and from their health care appointment.

- ◆ To set up a ride, call 866-907-1493 or fill out the online request at www.mtm-inc.net/wisconsin.
- ◆ For questions or updates regarding a reimbursement, the constituent can email dhsnemtinfo@dhs.wisconsin.gov or call ForwardHealth Member Services at 800-362-3002 listed on the back of their ForwardHealth card.

Medicare and Social Security

DHS does **not** administer Medicare or Social Security. Direct constituents to reach out to the following contacts or work with their ADRC, if applicable:

- ◆ Medicare: 800-MEDICARE (800-633-4227)
- ◆ Social Security: 800-772-1213

