

Quarter 2, 2021

MyHealth



How to renew your BadgerCare Plus benefits each year

Helping you keep your health benefits is our priority. Your renewal date may have been postponed due to COVID-19, but it's still important for you to review the steps now to renew. That way, you won't lose your benefits when it's time to renew.



Keeping your information current is the most important step you can take right now to ensure you will receive important updates about your renewal deadlines.

If your information changes, you can update the state using the renewal instructions below. They need to know:

- If your address changes.
- If your phone number changes.

Here are the steps to renew your benefits:

About one month before your renewal date, ForwardHealth will send you a reminder letter. **There are three ways you can renew your benefits:**



- **Online:** You can visit access.wisconsin.gov to log in to your ACCESS account.



- **By phone:** You can reach ForwardHealth Member Services at 800-362-3002 (TTY 711) Monday through Friday from 7 a.m. to 6 p.m. local time.



- **In person:** You can visit your local county or tribal income maintenance (IM) agency to renew in person. To find a local IM agency, you can:
 - Visit dhs.wisconsin.gov/forwardhealth/imagency/index.htm.
 - Call **800-362-3002**.

To make renewal easier, you can download the MyACCESS app from the App Store® or Google Play™. The app lets you submit proof documents and check the status of your renewal application.

Member Services, Monday through Friday from 8 a.m. to 5 p.m. local time,
and 24/7 NurseLine: 855-690-7800 (TTY 711)

anthem.com/wisconsin



Medicaid SSI renewals

If you receive Supplemental Security Income (SSI) payments, you automatically receive Medicaid and do not need to renew each year.

From time to time, the Social Security office will review your medical condition to make sure you still qualify for SSI benefits. When that happens, you will receive a letter in the mail asking you to visit your Social Security office for the review.

If you have any questions, call 800-772-1213 (TTY 800-325-0778) from 7 a.m. to 7 p.m. on weekdays.



We want you to feel secure when it is time to renew your health plan benefits. To do that, remember to keep your contact information current with the state to stay informed about important news, updates, and renewal deadlines.



We also offer these **no-cost extras:**



GED assistance — we'll cover the cost of the GED test for members age 18 and up.



WW[®] (formerly Weight Watchers) — members 18 and older can receive help with losing weight and maintaining a healthy lifestyle through digital tools and vouchers to 13 wellness workshops.



ChooseHealthy[™] (formerly FitnessCoach) — online resources to help you become and stay fit, manage stress, and lose weight.



New extra benefits in 2021

We are always looking for ways to do more for our members. That's why we recently added these no-cost, extra benefits:

- **Blood pressure cuff** — offered for members with hypertension, diabetes, coronary artery disease, or obesity.
- **Baby essentials** — pregnant members who complete prenatal visits on time can choose one item from a catalog of essential items for their baby.
- **Fresh fruit and veggie program** — eligible members receive up to three boxes of fresh fruits and vegetables delivered to their home.
- **Personal care items** — eligible members can select up to \$25 in personal hygiene and well-being items.
- **Community Resource Link** — find food, housing, employment, child care, and other helpful resources near you with our online tool located on the *Community Resource* page of our member website.

You can redeem the benefits you are eligible for today! Just call Member Services at 855-690-7800 (TTY 711) Monday to Friday from 8 a.m. to 6 p.m. local time.





Healthy Rewards

Healthy Rewards is a no-cost, optional program for eligible members. The program encourages you to receive the care you need to live a healthy lifestyle. With Healthy Rewards, you can earn reward dollars that are redeemable for gift cards from a variety of approved retailers.

For example:

- \$25** for completing lead, breast cancer, and diabetic A1c screenings
- \$20** for ADHD medication management
- \$25** for a well-child visit
- \$60** for well-baby visits
- \$25** for completing child or adolescent vaccines on time
- \$5** for completing a diabetes management quiz

Now, you can redeem Healthy Rewards through the online Benefit Reward Hub. You can redeem certain extra benefits there, too.

To access the Benefit Reward Hub and start redeeming rewards, visit anthem.com/wisconsin and log in to your secure account from the *Benefit Reward Hub* page. If you don't have an account yet, you can sign up today on the *Benefit Reward Hub* page. If you don't have internet access, you can call:

- **The Healthy Rewards Customer Service line** at 888-990-8681 (TTY 711) Monday through Friday from 8 a.m. to 7 p.m. local time to sign up for or redeem Healthy Rewards.
- **Member Services** at 855-690-7800 (TTY 711) Monday through Friday from 8 a.m. to 5 p.m. local time to redeem extra benefits.

COVID-19 vaccine

New information about COVID-19 vaccines is coming out every day. You can count on us for the latest details:

- When Anthem members are able to receive a COVID-19 vaccine, their health plan benefits will cover it with zero out-of-pocket costs.
- Each state decides when and how to distribute vaccines.

You also can stay updated through your health plan's website or by visiting cdc.gov/coronavirus.





On-time immunizations (vaccines) for children

It is important for your child to visit the doctor and receive their vaccines on time. Receiving vaccines on time can help to keep your child from serious illnesses such as polio, measles, mumps, hepatitis, chickenpox, and tetanus.



The American Academy of Pediatrics encourages parents to ensure their babies and young children are staying up-to-date on their vaccines. To view a full list of vaccines recommended by the Centers for Disease Control and Prevention (CDC), visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).

You can talk with your child's primary care provider (PCP) about how to keep your child on schedule with their vaccines.

Right now, you may not feel comfortable taking your child to the doctor unless they are sick or hurt. We want to remind you that doctor's offices are taking temperatures, regularly cleaning and disinfecting, requiring masks, and practicing social distancing to keep patients safe.

We are here to help you as you try to keep your child healthy. If you have questions or need assistance making an appointment, call us at **855-690-7800 (TTY 711)** Monday through Friday, from 8 a.m. to 5 p.m. local time.

Sources: American Academy of Pediatrics: *Immunizations* (accessed February 26, 2021): [aap.org](https://www.aap.org). | Centers for Disease Control and Prevention: *Vaccines and Immunizations* (accessed February 25, 2021): [cdc.gov](https://www.cdc.gov).



Manage your health

from your mobile device

These **free mobile apps** allow you to take charge of your healthcare and benefits.

MyACCESS app lets you:



- Receive renewal reminders.
- Connect to your BadgerCare Plus benefits.
- Check your application status.
- Submit documents.

ebtEDGE app



If you have SNAP benefits, you can use this app to check your FoodShare (EBT) QUEST card balance and find eligible stores and farmers markets near you.

Anthem Medicaid app lets you:



- Access your member ID card anytime.
- Find a doctor or pharmacy near you.
- Call a nurse for answers to your health questions, 24/7.

All of these are available on the **App Store®** or **Google Play™**.



Healthy snack: triple berry protein smoothie



Drinking smoothies can be a healthy and refreshing way to stay fueled during the hot summer months. Here's a recipe to try:

Triple berry protein smoothie

Ingredients

- 1 cup milk
- ½ cup Greek yogurt
- 1 teaspoon stevia sweetener
- ¼ cup fresh or frozen blueberries
- ¼ cup fresh or frozen raspberries
- ¼ cup fresh or frozen strawberries

Directions:

Add all of the ingredients together in a blender or food processor and blend for 1-2 minutes or until smooth. Pour into glasses and serve.

Tip: You can substitute $\frac{3}{4}$ cup of a frozen berry mix in place of the three types of berries.



Communicating with you is important

For people with disabilities or who speak a language other than English, we offer these services at no cost to you:

- Qualified sign language interpreters
- Written materials in large print, audio, electronic, and other formats
- Help from qualified interpreters in the language you speak
- Written materials in the language you speak

To get these services, call Member Services at 855-690-7800 (TTY 711). Or you can call our Member Advocate at **262-523-2424**.

ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 855-690-7800 (TTY: 711).

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo. Llame al 855-690-7800 (TTY: 711).

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 855-690-7800 (TTY: 711).

CEEB TOOM: Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu 855-690-7800 (TTY: 711).

DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyagoo bilaash ah. Wac 855-690-7800 (TTY: 711).

ВНИМАНИЕ: Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: 855-690-7800 (TTY: 711).

注意: 如果您说中文, 您可获得免费的语言协助服务。请致电 855-690-7800 (TTY 文字电话: 711)。

ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 855-690-7800 (TTY: 711) တွင် ဖုန်းခေါ်ဆိုပါ။