

## Where to get the COVID-19 vaccine

The COVID-19 virus is changing all the time. The good news is the COVID-19 vaccine can still help protect you and the ones you love against variants of the virus. Best of all, the vaccine has no cost for Anthem Medicaid members.

### The vaccine is available at many locations, including:



- Gee's Clinic — 2200 N. Doctor Martin Luther King Jr. Dr., Milwaukee, WI 53212. Vaccines are available Saturdays from 10 a.m. to 4 p.m. now through April 17.
- Muslim Community Health Center — 803 W. Layton Ave., Milwaukee, WI 53221. Vaccines are available by appointment.



To find a vaccine location near you, visit [vaccines.gov](https://www.vaccines.gov). You can also stay up to date with the latest COVID-19 news and information by activating your online account at [anthem.com/wisconsin](https://www.anthem.com/wisconsin).



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

# How to renew your BadgerCare Plus benefits each year

Helping you keep your health benefits is our priority. Here is everything you need to know so your benefits do not lapse.



## How to renew BadgerCare Plus

About one month before your yearly deadline, ForwardHealth will send you a letter asking you to renew:

### Here are your renewal options:



#### 1. Online:

You can visit **[access.wisconsin.gov](https://access.wisconsin.gov)** to log in to your ACCESS account and sign up again.



#### 2. By phone:

You can reach ForwardHealth Member Services at **800-362-3002 (TTY 711)**, Monday through Friday from 8 a.m. to 6 p.m. local time.



#### 3. 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 either:

- Visit **[dhs.wisconsin.gov/forwardhealth/imagency/index.htm](https://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.

## 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.



### Keeping your information current

If your information changes, you can update the state using the same information as the renewal instructions above. They need to know if you move, if your address changes or if your phone number changes. That way, you will never miss important news, updates, or renewal deadlines.

# CAHPS Survey

Your opinion matters. In the coming months, you will receive a survey by phone or by mail.

Please take a moment to complete it. Your responses will help us learn what you think about your Anthem benefits and services and help us serve you and your family better.



We value your feedback. Responding to the survey will only take a few minutes, and your answers are completely confidential.



## All your information is just a tap away

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:

- Log in easily and securely with Touch ID/Android Fingerprint/Face ID.
- Find a doctor, hospital, pharmacy, or specialist that serves your plan.
- Always have your member ID card with you.



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



**Check out our blog**

Get health news, healthy lifestyle tips and more on [our blog](#).



## 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 lwj 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 iyadoo 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။