

My Health



What is RSV?

Respiratory syncytial virus (RSV) is a lot like a cold. It is a virus that can cause symptoms like coughing, stuffy nose, a mild sore throat, and fever. It also spreads easily from one person to another.^{1,2}

Most people who have RSV get better in a week or two, but RSV can be serious. Infants, young children, and older adults are more likely to have severe RSV.

To help prevent RSV from spreading, you can:

- Wash your hands often.
- Cover coughs and sneezes with your shirt sleeve or with a tissue.
- Stay home if you are feeling sick.

There are also RSV vaccines that can help protect older adults from severe RSV. If you are age 60 or older, talk with your doctor about the RSV vaccine.



If you think you or your child may have RSV, you can get help from a provider at an urgent care center or through telehealth. To find a care provider near you, use our [Find Care](#) tool or call Member Services at the number on your member ID card.

1 Centers for Disease Control and Prevention: *Respiratory Syncytial Virus Infection* (August 30, 2024): [cdc.gov](https://www.cdc.gov).

2 Healthwise: *Respiratory Syncytial Virus (RSV) Infection* (October 24, 2024): [healthwise.net](https://www.healthwise.net).

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

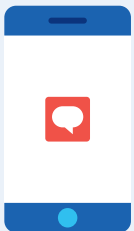
Renewing your benefits

Each year, you will need to renew your Anthem Blue Cross and Blue Shield BadgerCare Plus benefits. You will receive a packet from ForwardHealth when it is time for you to renew. When you do:

1. Get your documents ready. These may include a paystub, social security card, utility bill, and most recent W-2 form.
2. Complete your form. Give yourself plenty of time, and make sure all sections are filled in.
3. Submit your renewal form. You can submit it:
 - Online at access.wi.gov.
 - By calling or visiting your local Income Maintenance and Tribal Agency.
 - In the mail to one of the addresses below:
 - For those who live in Milwaukee County — P.O. Box 05676 Milwaukee, WI 53205
 - For those who do not live in Milwaukee County — P.O. Box 5234 Janesville, WI 53547

We created a video to walk you through the renewal process. Visit readysetrenew.com/wi to watch it.

To make renewing your benefits 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.



Keep your information current. If your address, phone number, or email address change, the Wisconsin Department of Health Services needs to know so you will never miss important news, updates, or renewal deadlines.

You can update your information by logging in at access.wi.gov or contacting your [local agency](#).

Healthy eating with MyPlate

March is National Nutrition Month. Most people have heard that healthy eating is important, but it can be hard to know what healthy eating means or how to make the right choices for your health.

With MyPlate, you can learn more about healthy eating and find resources to help you get the nutrition you need. This includes:

- Learning how much you need from each food group.
- Getting a MyPlate Plan just for you.
- Setting food goals.
- Finding food savings near you.

Visit [MyPlate.gov](https://www.MyPlate.gov) to learn more. You can also download the *Start Simple with MyPlate* app to:

- Pick daily food goals.
- Check your progress.
- Make positive changes to your diet.

Download the app from GooglePlay™ or the App Store®.



All your information is just a tap away

These no-cost 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.

SydneySM Health 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.



Healthy Rewards

Healthy Rewards is a no-cost, optional program for Anthem members. With Healthy Rewards, you can earn rewards dollars when you complete certain healthy activities, such as:

- Up to \$80 for well-child visits.
- \$25 for a breast cancer screening.
- \$25 for a diabetic A1C screening.
- \$25 for pregnant individuals who go to a prenatal visit in their first trimester, or within 42 days of enrolling.
- \$20 for ADHD medication management.



To enroll in Healthy Rewards or see what you're eligible to earn, log in to your secure account and visit the Benefit Reward Hub. To learn more about Healthy Rewards, visit the Medicaid Benefits page of our website at [anthem.com/wisconsin](https://www.anthem.com/wisconsin).

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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 access these services, call Member Services at 855-690-7800 (TTY 711). Or 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).

CEEBOOM: 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) တင် ဖုန်းခေါ်ဆိုပါ။

