

Quarter 4, 2020

# MyHealth



## The flu and flu shots

Flu season is here, and this year will be like no other. Because of COVID-19, health experts say protecting against the flu right now is even more important.<sup>1</sup>

A flu shot is the best way to protect yourself and those around you from catching the flu. It takes about two weeks after receiving the shot for it to work best. It's not too late to receive your flu shot. The sooner, the better.

**As an Anthem member, flu shots are no cost to you.**

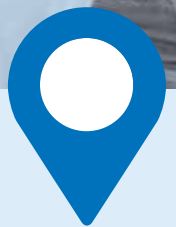
There are many places you can receive a flu shot, including:

- Your primary care provider's (PCP) office
- Clinics
- Health departments
- School health centers
- Pharmacies



Protect yourself and your loved ones from the flu this season. You can visit [anthem.com/wisconsin](https://www.anthem.com/wisconsin) or use the Anthem Medicaid mobile app to find a provider or pharmacy in your health plan's network near you.

<sup>1</sup> The Centers for Disease Control and Prevention website, Seasonal influenza (accessed October 2020): [cdc.gov](https://www.cdc.gov).



**The CDC offers a flu shot finder** to help you find a place close to you where you can receive your flu shot. You also can use our Find a Pharmacy tool to find a plan pharmacy near you where you can receive a flu shot.

**Member Services, Monday to 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:



#### Online:

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



#### 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 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,

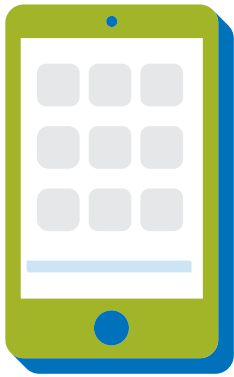
call 800-772-1213 (TTY 800-325-0778) from 7 a.m. to 7 p.m. on weekdays.

**Keeping your information current during COVID-19** There may be delays in renewals this year due to COVID-19. It is more important than ever to keep your contact information up to date. That way, you will receive an update as soon as renewals start again.

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

That way, you will never miss important news, updates, or renewal deadlines.



# Manage your health from your mobile device

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



**MyACCESS app** lets you:

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



**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.



**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.

All of these are available on the App Store<sup>®</sup> or Google Play<sup>™</sup>.



## Staying active indoors

Exercise is one of the best things you can do for your health. Being active can boost your mood, lower your risk for conditions like diabetes, and help you sleep better.<sup>1</sup>

**Even if you cannot go outside or to the gym, there are some great ways to stay active in your own home. You can try these activities:**

- Stretching, doing sit ups, or lifting weights while watching TV
- Following along with a yoga or exercise class on YouTube or other apps
- Cleaning and organizing your space
- FitnessCoach<sup>®</sup> Resource Library lets you access over 1,000 articles and health tools. Plus free educational videos including exercise training basics, exercises for stress management, and exercising with chronic conditions

**Being active and staying safe**

- If you feel any pain, discomfort, or dizziness, we recommend you stop and contact a health care provider.
- Make sure to wear well-fitting, comfortable shoes and clothing.
- It is a good idea to check with a health care provider before starting any type of activity or exercise program.
- In case of a medical emergency, call 911.

1 Centers for Disease Control and Prevention website, About Physical Activity (accessed November 2020): [cdc.gov](https://www.cdc.gov).

# Holiday snack idea: banana snowman

Are you encouraging your kids to taste more fruit? You can make it a little more fun for the family this holiday season by having them build a holiday snowman snack.



## Banana snowman

### You will need:

- Bananas
- Raisins
- Strawberries or grapes
- Carrot
- Skewers

### How to build a snowman:

1. Cut the bananas into thick, round wheels (thick enough for kids to easily put the skewer through)
2. Cut the carrots into mini noses
3. If using strawberries for hats, cut off the stem in a pretty V-shape. If using grapes, you can skip this step.
4. You and the kids can then skewer three banana wheels, followed by the hat (strawberry or grape) on top.
5. Decorate the face with raisins for eyes and a carrot piece for the nose.
6. Add raisin buttons in a straight row on the other, lower banana pieces.
7. Take a picture and enjoy.



## 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။