

Quarter 3, 2020

MyHealth



Receiving health care from home

During these challenging times, you have options when it comes to receiving the care you need. Doctors can provide you with certain care at home, over the phone, or through video chat (telehealth).

Anthem covers telehealth appointments

You can schedule telehealth appointments for:

- Routine care
- Nonurgent health issues
- Minor mental health concerns
- Chronic disease management



In-person appointments are safe, too

It is important not to delay needed care. If telehealth is not an option for you, you can still stay safe at an in-person appointment. Many providers have additional safety protocols to protect your health during this time. You can call your doctor to discuss the best way to keep your health care on track.



We're here to help

If you cannot reach your doctor and need to talk to someone about your symptoms, call the 24/7 NurseLine at 855-690-7800 (TTY 711).

If you do not have a smartphone, you may qualify for one through the federal Lifeline assistance program. It also includes no-cost monthly minutes, texting, and data. To learn more, visit fcc.gov/consumers/guides/lifeline-support-affordable-communications or call Member Services for questions.

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

[anthem.com/wisconsin](https://www.anthem.com/wisconsin)

Renewing your BadgerCare Plus benefits every year

Helping you keep your health benefits is our priority. Here is everything you need to know so that 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 to log in to your ACCESS account.



By phone:

You can reach ForwardHealth Member Services at 800-362-3002 (TTY 711) Monday to 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.
- 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 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[®] or Google Play[™].



Local resources offer help with everyday living

You can find assistance in your area:

Covering Wisconsin Community

Resource Guides:

coveringwi.org/ccr

They can help you find:

Call 211 or 877-947-2211

or visit 211wisconsin.communityos.org

They can help with:

auntbertha.com

Enter your ZIP code and search for free and discount services, including:

- Nutritional food.
- Child care.

- Food.
- Shelter.

- Food.
- Housing.
- Transportation.

- Housing support.
- Cash assistance.

- Assistance paying for utilities.
- Finding a job.

- Job training.
- Legal aid.



Has your child missed vaccines?

The World Health Organization (WHO) announced that millions of children around the world have been missing important vaccines due to stay-at-home orders. As communities and schools reopen, it is very important to make sure your child's vaccines are up to date.

Vaccines recommended by the Centers for Disease Control and Prevention (CDC)

Vaccines	Timing	Protects against
Hepatitis B	Birth to 18 months	Hepatitis B is a serious liver infection that can be fatal.
Rotavirus	2 to 6 months	Rotavirus causes diarrhea and throwing up in babies and small children. This can make them dehydrated (low body fluids). Without vaccines or the right treatment in a hospital, this can be fatal.
Diphtheria, tetanus, pertussis (DTaP)	2 months to 6 years	<ul style="list-style-type: none"> Diphtheria is an infection that can cause breathing trouble, heart failure, paralysis, or death. Tetanus is also called lockjaw. It can cause muscle stiffness, pain in the neck and jaw, and trouble breathing, or death. Pertussis is also called whooping cough. It can cause a dangerous cough, trouble breathing, runny and stuffy nose, or sneezing.
Haemophilus influenzae type b (Hib)	2 to 15 months	Haemophilus influenzae is a bacteria that can cause infections, some minor and some deadly. These include meningitis, pneumonia, and throat or blood infections.
Pneumococcal conjugate (PCV13)	2 to 15 months	Pneumococcal disease is caused by bacteria and can lead to dangerous blood infections, pneumonia, or meningitis.
Inactivated polio virus (IPV)	2 months to 6 years	Poliomyelitis, also called polio, is an infection of the brain and spine that can paralyze a person.
Measles, mumps, rubella (MMR)	12 months to 6 years	<ul style="list-style-type: none"> Measles is an infection from a virus. Symptoms include a fever, rash, coughing, sneezing, runny nose, and red, infected eyes. Rubella is similar to measles. It is sometimes called German measles. Mumps is an infection caused by a virus. It infects the glands in the mouth, throat, and ears.
Varicella (chickenpox)	12 months to 6 years	Chickenpox is very contagious. It causes a painful rash along with itching, fever, and feeling tired.
Hepatitis A	12 to 23 months	Hepatitis A is a liver infection caused by a virus.
Influenza (flu)	<ul style="list-style-type: none"> Children ages 6 months to 8 years receiving the vaccine for the first time need two vaccines given 4 weeks apart. All other children need at least one vaccine per year. 	The flu is more dangerous for children under age 5. They are more likely to need treatment from a doctor. They are also more likely to have complications from the flu, including pneumonia, dehydration, and sinus and ear infections. If a child has complications from the flu, they may need to get treatment in a hospital.

Missing vaccines or receiving vaccines late can put your child at risk for 14 serious illnesses. Call their doctor and ask if they are up to date on all vaccines. Many doctor's offices are taking temperatures, requiring masks, and practicing physical distancing to keep patients safe.

Easy chili recipe



Chili is easy to make, affordable, and tastes great – even without meat. If your family is trying meatless Mondays or having more meatless meals in general, here is a simple recipe to add to your rotation.

Easy chili recipe

Ingredients:

- Two 28 oz. cans of diced tomatoes
- Two to three 19 oz. cans of beans (you can choose your favorite beans: black, kidney, or pinto), rinsed in a strainer and drained
- One 15 oz. can of corn
- 2 tbsp. chili powder
- 1 tbsp. cumin powder
- 2 tbsp. onion powder

Optional toppings to add (sparingly):

- A sprinkle of fresh cilantro or chives, rinsed in a strainer, drained, and roughly chopped
- A sprinkle of cheddar and Monterey jack cheese
- 1 tbsp. sour cream
- A few crumbled saltine crackers, or goldfish crackers

You will also need:

- A deep pot for cooking soup.
- A large spoon good for stirring and serving.

Instructions

1. Add all ingredients into the pot.
2. If too thick, add 1-2 cups of water. The liquid should cover all of the contents.
3. Stir together well.
4. Bring chili to a boil on high heat. Stir occasionally to prevent burning on the bottom.
5. Remove from heat. Let cool for 10 minutes. Serve with your favorite toppings, 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။

Source: Centers for Disease Control and Prevention: *Diseases You Almost Forgot About (Thanks to Vaccines)* (accessed July 8, 2020): [cdc.gov](https://www.cdc.gov).

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