

Get help for flooding in WI

Q: How can I get help?

A: FEMA Disaster Assistance can help with your immediate needs. To find out if you're eligible for disaster assistance, apply online at www.disasterassistance.gov or call 1-800-621-3362.

Q: How do I find a shelter?

A: Call the American Red Cross at 1-800-RED-CROSS or go to their [website](#) to find a shelter near you.

Q: Do I need to leave or stay where I am?

A: Listen to your local radio and TV stations to hear what they're telling people to do to stay safe. These stations get their information from official government sources. Follow what they tell you to do. Find your [local news weather warnings](#).

Q: How do I find a family member or loved one?

A: Call the American Red Cross at 1-800-RED-CROSS. You can search their website for a missing person or register them as being "missing," but in a shelter. Please go to the **Family in the US** section of this [page](#).

Q: How do I find my lost pet?

A: Call your local animal control facility or animal shelter.

Q: How do I replace my Anthem Blue Cross and Blue Shield ID card if it is lost or stolen?

A: You can log in to either the secure member website (www.anthem.com/wisconsin) or the [Anthem Medicaid mobile app](#) and follow the steps to request a new member ID card. You can also call Member Services at 1-855-690-7800 (TTY 711), and ask for a new one to be sent to you.

Q: Can I see a doctor/provider right away?

A: In an emergency, you can see any doctor/provider or go to any hospital. If you have an emergency, like trouble breathing, call 911 right away. You can also go to an urgent care center near you for things like a fever if you can't get to your regular doctor. Find an urgent care center using our Find a doctor tool at www.anthem.com/wisconsin.

Q: Can I see a doctor who isn't in my plan?

A: In most cases, you need to see a doctor in our plan for health care services. In an emergency, you can see any doctor or go to any hospital.

Q: How do I get a refill for my prescriptions, extra medical supplies or replacement durable medical equipment?

A: Call Member Services and ask to speak with a member advocate who can help you.

Q: May pharmacists refill medications early?

A: Yes. In an emergency, your doctor or provider can call the pharmacy directly and ask that your prescription is refilled early.

Q: Do I get any extra Supplemental Nutrition Assistance Program (SNAP) food benefits?

A: Yes. If you have SNAP benefits, you can have food lost as a result of flooding replaced. Go to the closest office to you and they can help you. Find the [SNAP office nearest you](#) or call 1-800-362-3002.

Q: I lost my SNAP Electronic Benefit Transfer (EBT) card. How can I get another one?

A: Call 1-877-415-5164 or visit www.ebtedge.com to report a lost or stolen card.

Q: How do I get my Women, Infants, and Children (WIC) benefits?

A: WIC participants who are evacuated and lost or left behind WIC foods or formula can go to any open WIC clinic to get replacement food benefits. Visit www.dhs.wisconsin.gov or call 1-800-722-2295 (TTY 711) to find a WIC clinic closest to you.

Q: How do I get new copies of important documents?

A:

- Birth and death certificates
Contact the [vital records office](#) where you were born or where someone died
- Driver's license, ID cards and vehicle titles
608-264-7447
www.wisconsin.gov/Pages/online-srvcs/external/dmv.aspx
- Social Security cards
To get a new card, you can:
 - Request a new one through your my Social Security account
 - Complete an application and mail it in
 - Go to your nearest Social Security office to get a new card in person.
Find your [local office](#) to apply for a new card in personLearn more about getting a [new card](#)
- Resident/green cards
1-800-375-5283
www.uscis.gov/green-card/after-green-card-granted/replace-green-card
- Passport
1-877-487-2778
travel.state.gov/content/passports/en/passports/lost-stolen.html%20%20%20
- Tax returns
1-800-829-1040
www.irs.gov

Q: How do I find out about school closings and when schools will re-open?

A: Local news stations are tracking school closings. Visit www.wkow.com for the latest updates.

Q: How do I find out about closed roads?

A: The Wisconsin Department of Transportation posts updates about road closures and public transportation. Call 511 or visit their website: 511wi.gov

Q: When is it safe to return to my home?

A: The Wisconsin Department of Transportation posts updates about road closures and public transportation. Call 511 or visit their website: 511wi.gov