

ACCESS: Your Key to Health and Nutrition Programs

ACCESS

<http://access.wisconsin.gov/>

**Presentation revised & updated by
WISCAP 7-7-06**



ACCESS Project Overview

- ◆ In 2003, DHFS secured a USDA grant to build online tools that directly connect low-income consumers with benefits programs
- ◆ Goals are to:
 - Increase participation in FoodShare, Medicaid and other programs
 - Improve customer service
 - Ease workload for local agencies

Components of ACCESS

- ◆ Check Eligibility of Potential Customers.
 - *Am I Eligible?* (launched 8/16/04)
- ◆ Support Application by New Customers.
 - *Apply For Benefits* (launched 6/2/06)
- ◆ Manage Benefits for Current Customers.
 - *Check My Benefits* (launched 9/30/05)
 - *Report My Changes* (scheduled for early September 2006)



ACCESS



ACCEPTANCE

State of

W I S C O N S I N

[Home](#) | [Am I Eligible?](#) | [Apply For Benefits](#) | [Check My Benefits](#) | [Common Questions](#) | [Other Resources](#)

Thursday April 20, 2006

Welcome to ACCESS!

ACCESS is a quick and easy way for people in Wisconsin to get answers to questions about health and nutrition programs. Please click on a picture below to choose the tool you would like to use.

To avoid errors when using ACCESS, please do not use the Forward, Back or Stop buttons on your browser. Instead, click on the ACCESS pictures and links to move from page to page.

Am I Eligible?



Click on the picture to see if you might be eligible for FoodShare, Medicaid, BadgerCare, SeniorCare, and other programs.

¿Reúno los requisitos?

Haga clic en el dibujo para

Apply For Benefits



Click on the picture to apply online for FoodShare and Medicaid for Families (including BadgerCare and the Family Planning Waiver Program).

Check My Benefits



Click on the picture to check the status of your FoodShare, Medicaid, BadgerCare, SeniorCare and Caretaker Supplement benefits.

Common Questions



Do you have a general question about FoodShare, Medicaid, BadgerCare, SeniorCare or Caretaker Supplement? Click on the picture to look for the answer to your question.

Am I Eligible?

- ◆ Includes a short anonymous screening for:
 - ▣ FoodShare
 - ▣ Family MA, BadgerCare & Family Planning Waiver
 - ▣ EBD MA, Institutions MA, Community Waivers, and Medicare Premium Assistance
 - ▣ SeniorCare and Medicare Part D
 - ▣ WIC
 - ▣ School meals and summer food
 - ▣ Food Pantries (TEFAP network)
 - ▣ Tax credits (EITC, Homestead and Child Credit)
- ◆ Provides personalized results and “next steps” for applying

Tips for using *Am I Eligible?*

- ◆ Takes 15-20 minutes. Anonymous.
- ◆ “Help” is available for every question
- ◆ Periodic Summary screens to review and correct information
- ◆ Questions based on previous answers keep it short and relevant
- ◆ Users can print all the information they entered, Results and Next Steps at the end.
- ◆ Provides a quick screening not a guarantee.

Am I Eligible? Stats

- ◆ About 6,000 visits per month
- ◆ 95% of those completing the screener found potentially eligible for 1 or more programs
- ◆ Over 14,000 applicants reported using screener.
- ◆ Average FoodShare benefit is \$155 per month.



Let's get started! First, please tell us a little bit about you. Feel free to use a nickname or your initials.

Keep in mind that you can always click the Help button if you have a question about what we're asking.

You

Help



* First Name:

* Age:

* Gender: Male Female

People in Your Home

Help

Top

How many people live in your home? (Don't forget to count yourself!)

Of those people, how many are under 19 years old?

We will not keep any identifying information.



Back



Exit



Next

The next questions have to do with how much money you and the people in your home receive.

We know that money is a very private matter, but we need to ask about it to see if you might be able to get help with food, health care and prescription drugs. Please keep in mind that your answers will stay private and secure.

Job Income

[? Help](#) [↑ Top](#)

Check the box for each person over 17 who has a job right now, or who is self-employed:

No one



Jamie



Joe

Other Types of Income

[? Help](#) [↑ Top](#)

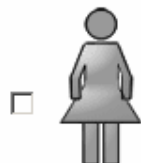
There are many other ways that you or people in your home may receive money. Some common types are:

- ✓ Social Security
- ✓ pensions
- ✓ child support
- ✓ worker's compensation
- ✓ veteran's benefits

- ✓ disability payments
- ✓ unemployment
- ✓ interest or dividends
- ✓ tribal per capita payments

Check the box for each person who will receive these or other types of money this month:

No one



Jamie



Joe



James



We looked at what you told us today to see if you *might* be able to get help with food, health care and prescription drugs.

You'll have to apply for these programs to get a final decision about benefits and we'll let you know how to do that. Keep in mind that you always have the right to apply for these benefits, no matter what this website tells you.

It looks like you may be able to get these programs

[? Help](#) [↑ Top](#)

FoodShare

- ✓ It looks like your household may be able to get between **\$220 and \$270** to buy food each month.
- ✓ It looks like you could get FoodShare benefits about a month after you apply.
- ✓ Keep in mind that some people are not able to get FoodShare benefits, including some people on strike, some immigrants without papers, and some college students. In most cases, their children and other people in the home may still be able to get benefits.
- ✓ A special note for immigrants: getting FoodShare benefits will not hurt your immigration status.

To get started on applying for FoodShare, click the Next button at the bottom of the page.

Medicaid

- ✓ It looks like **Jamie and James** may be able to get low- or no-cost health care through the Medicaid program.
- ✓ It looks like **Joe** may be able to get low- or no-cost health care through the BadgerCare program. Keep in mind that a person cannot receive BadgerCare if they already have health insurance from someone's job or some other place.
- ✓ It looks like **Jamie** may be able to get confidential, no-cost family planning services through the Family Planning Waiver program.
- ✓ This program is available to women who want birth control supplies and services.
- ✓ Please keep in mind that these results could change if the children in your home are step-children.
- ✓ Eligible women can get these no-cost family planning services even if they choose not to apply for Medicaid.
- ✓ A special note for immigrants: getting low- or no-cost health care will not hurt your immigration status. Keep in mind that in some cases, immigrants are only able to get health care in emergencies.

To get started on applying for Medicaid, click the Next button at the bottom of the page.

WIC

- ✓ It looks like **Jamie and James** may be able to get nutrition information and counseling, referrals to health care and checks to buy food through WIC.
- ✓ For each infant who gets WIC, the average value of the monthly WIC food package is up to \$130 each month. For each child who gets WIC, the average value of the monthly WIC food package is \$39. For each woman who gets WIC, the

Apply For Benefits (AFB)

- ◆ AFB is an online application for FoodShare, Family MA & Family Planning Waiver.
- ◆ Takes 30 to 40 minutes to complete.
- ◆ Can finish application or save & return.
- ◆ Applicant signs electronically (using a checkbox). Application sent to county or tribal agency for processing.
- ◆ Interview with ESS:
 - MA doesn't require - ESS may need more info
 - FoodShare does require. Can request phone or FTF interview. May request expedited service.
- ◆ Applicants can mail, fax or deliver proof to the local agency.

AFB – What's not included?

- ◆ W-2
- ◆ Wisconsin Shares Child Care
- ◆ Energy Assistance
- ◆ Housing
- ◆ Head Start
- ◆ Katie Beckett,
- ◆ EBD MA (EBDs can use ACCESS to begin app. ESS would get asset & medical bills info later).

AFB Structure

- ◆ Similar look & feel to screener.
 - Use of icons & friendly language
 - Progress bar & HELP buttons
 - Checkboxes & drop-downs limit typing.
- ◆ Section summaries for review & change.
- ◆ Application adjusts to info entered.
- ◆ Some error messages if required info missing or incorrect.
- ◆ Most answers not logic-tested.

AFB Structure

◆ **START**

- ▮ Overview, what you'll need, chose programs (including backdated MA), create account, set file date or fill-out app, expedited FS questions.

◆ **PEOPLE**

- ▮ Name, age, DOB, SS#, gender, relationship, info on pregnancy & parents, cooperation with child support, FoodShare queries

◆ **JOB INCOME**

- ▮ Details on hourly & salaried jobs, strike status, in-kind income and self-employment. Wage info based on hours worked per payroll.

AFB Structure

◆ **OTHER INCOME**

- Details on Social Security, SSI, Unemployment, Child Support, and other sources.

◆ **HOUSING BILLS**

- Identify who pays what, details on housing costs and utility bills, receipt of heating or housing assistance. Should estimate monthly cost of bills that aren't paid monthly.

◆ **OTHER BILLS**

- Dependent care, child support pd, medical bills.

AFB Structure

◆ **FINISH**

- ▣ Medicare A & B, school enrollment, current or recent health care, SSI.

◆ **SUBMIT**

- ▣ Summary of incomplete sections, Rights & Responsibilities, request for FTF or phone interview, electronic signature, submit app.

AFB Stats

- ◆ 1,420 applications submitted to date
- ◆ 1,350 in process, but not submitted
- ◆ FS (70%); MA (68%); FPW (26%);
FS+other programs (46%)
- ◆ Set file date (14%); Finished app (86%).
- ◆ FoodShare
 - ▮ 26% appear eligible for expedited service
 - ▮ 56% requested phone interview



State
of

W I S C O N S I N

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Monday April 17, 2006



Apply For Benefits

Welcome! Please click one of these buttons to tell us what you would like to do. Then click the "Next" button at the bottom of the page.

- Start a new application for FoodShare, Medicaid for Families (including BadgerCare) and/or Family Planning Waiver.** For most people, it will take 30 to 40 minutes to fill out the application.
- Keep working on an application that you have already started.**
- Check the status or view an application that you have already submitted.**

As you use Apply For Benefits, please do not use the Forward, Back or Stop buttons on your web browser to move from page to page. Instead, use the buttons on this website.





Which Benefits Would You Like to Apply For?

The first step is to tell us which benefits you would like to get. Please check the box for each benefit you would like to apply for. Then click the "Next" button at the bottom of the page.

- FoodShare.** This is Wisconsin's version of the federal Food Stamp Program. FoodShare benefits come on a plastic card, called the Wisconsin QUEST Card, that you can use to buy food at most food stores.

- Family Planning Waiver Program.** This program gives confidential, no-cost family planning services and supplies to women between the ages of 15 and 44.

- Medicaid for Families, including BadgerCare.** Medicaid helps people with lower incomes get health care coverage.

If you need help paying for health care from the past three months, you can ask for Medicaid to cover your bills from these months. Keep in mind that if you ask for this, a worker will contact you for more information about your income and bills.

If you want your Medicaid to start in the current month, don't check a box below. If you want your Medicaid to start in a month that has already passed, please check the box for that month.

- February March April



Getting Started

Let's get started on the application! First, please give us some basic information about you.

Information About You

* First Name :

Middle Initial :

* Last Name :

After you apply for benefits, you will get letters from your worker. Please click the button to let us know whether we should write your letters in English or Spanish.

English Spanish

* What county do you live in?

If you live on tribal lands, you may be able to apply for benefits through a tribal agency instead of a county agency. If you would like to do this, click the box to see if the tribe is on the list. We've only listed the tribes with agencies that accept applications for these kinds of benefits. If the tribe where you live isn't on the list, or you would rather apply through the county, leave this question blank.

Mailing Address

Please tell us your mailing address. If you are homeless right now and don't have a mailing address, please check the "I am homeless" box.

* Street address or P.O. Box number :

-  **Start**
-  **People**
-  **Job Income**
-  **Other Income**
-  **Housing Bills**
-  **Other Bills**
-  **Finish**
-  **Submit**

How You Are Related

Please tell us how the people in your home are related to each other.

Annie's Relationship to Joseph



Annie

Does Annie buy food or eat

- Yes
- No
-

*

- is the mother of
- < click here to choose >
- is the aunt of
- is the daughter of
- is the daughter-in-law of
- is the first cousin of
- is the granddaughter of
- is the grandmother of
- is the great grand-daughter of
- is the great grand-mother of
- is the half-sister of
- is the mother of



Joseph

Back

Save & Exit

Next





-  **Start**
-  **People**
-  **Job Income**
-  **Other Income**
-  **Housing Bills**
-  **Other Bills**
-  **Finish**
-  **Submit**

Household Members

Here is a summary of what you've told us. If a section below has a check mark, you have given all of the information we have asked for. If you would like to change your answers or finish a section that doesn't have a check mark, click on "Change." If you would like to remove something, click on "Erase."

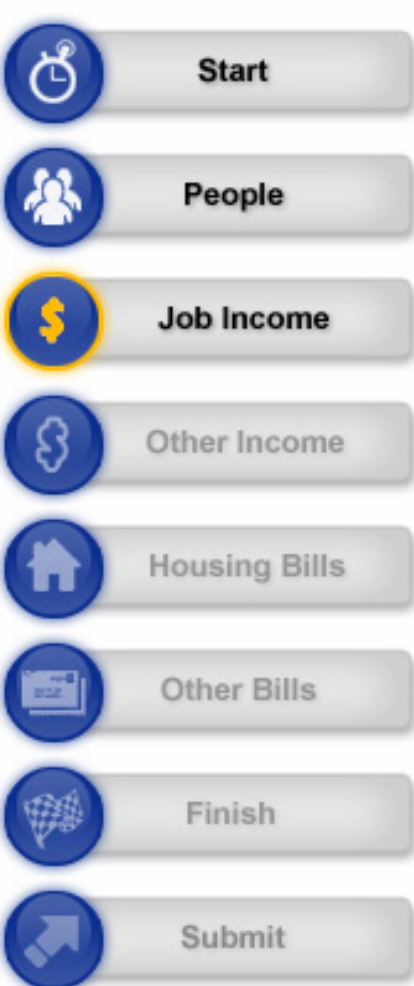
Review Your Answers: People in your Home

Who	Gender	Date of Birth	Complete?	Change
 Annie	Female	09/19/1980	✓	Change
 Joseph	Male	09/09/2005		Change or Erase

Add More People

To add another person to your household, click the Add button.

Add



Job Income Information

Next, please tell us about the people in your home who have jobs or are self-employed.

Current or Recent Job

Please check the box for anyone who has a job right now or has had a job in the last three months. Don't check this box if the person is on strike from the job right now, if they are paid only with goods or services instead of money, or if they are self-employed. We'll ask about those next.

No one



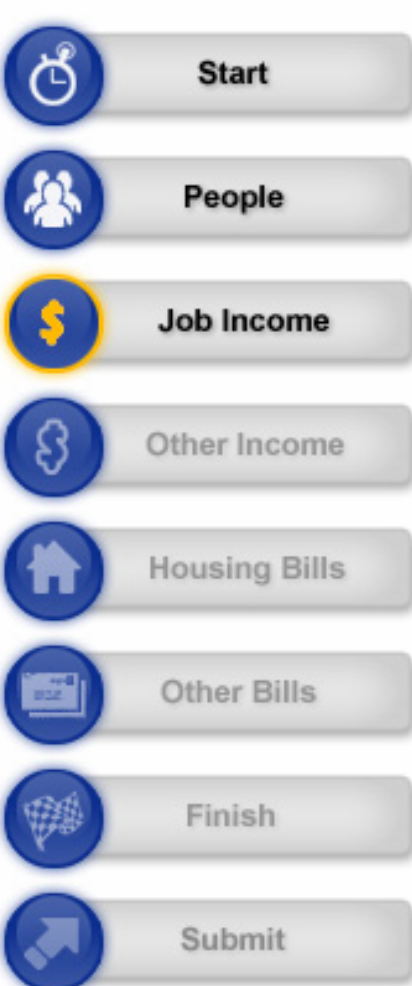
Annie

On Strike

Please check the box for anyone who has a job but is on strike.

No one





More About Annie's Job

You've told us that Annie has a job or has had a job in the last 3 months. Please answer the questions below to tell us more about this job.

Employer

* Name of Employer :

Employer Address : Address :

City : State : Zip code :

Employer Phone :

When did Annie start this job? Ex: mm/dd/yyyy

Job End

If this job recently ended or is going to end, please tell us the end date of the job and the date of the final paycheck.

Check My Benefits

- ◆ Designed to give clients clear, simple information about what their benefits are, why they may have changed, and what they need to do to keep them
- ◆ Displays information about Medicaid, FoodShare, SeniorCare and Caretaker Supplement
- ◆ Benefit Status, History, Contact, My Account
- ◆ Approx. 10,000 accounts created. (400/wk)

Creating an ACCESS account

- ◆ To use Check My Benefits, users must:
 - Provide SSN (or PIN) *and* DOB
 - Provide one of the following: Case # or Forward Card # or QUEST Card #
 - Create a log-in ID: username & password
 - After creating their account clients only have to type in username and password
- ◆ Clients can call Recipient Services hotline (800-362-3002) for technical problems.

Welcome Brittney White
(Case Number: 2700314824, Household Head: BRITTANY WHITE)



MyACCESS | **Benefit Details** | Contact Information | History

Health Care Details

This page tells you more about your Health Care benefits. If you would like to look at more information about other benefits, click on the "Back to MyACCESS" button at the bottom of the page.

Keep in mind that whenever your benefits change, you should get a letter in the mail telling you about the change. This letter will also let you know your rights if you feel the change has been made in error.

Medicaid for Families



BRITTANY



MACKENZIE

You are getting Medicaid for Families in October 2005.

We are waiting for you to:

- In October 2005, your worker will need to review the facts about your family, your money, and your bills. To keep getting benefits, you will need to provide the information your worker asks for.

We have found that:

- BRITTANY is getting Medicaid for Families in October 2005. This coverage started on 04/01/2005.
- MACKENZIE is getting Medicaid for Families in October 2005. This coverage started on 04/01/2005.
- Medicaid for Families is full-benefit health care. It will help you pay for most medical bills.

Your benefits may be different as of November. [Click here](#) to see information about your Medicaid for Families benefits as of November.



THOMAS

We have also found that:

- You cannot get this benefit because you are not related to the person who applied in a way that meets program rules.

Your benefits may be different as of November. [Click here](#) to see information about your Medicaid for Families benefits as of November.





Welcome Autumn Arnold
(Case Number: 0700376208, Household Head: JESSICA SMITH)

 **Comments**
 **Print**
 **Help**

[MyACCESS](#)
[Benefit Details](#)
[Contact Information](#)
[History](#)

FoodShare Details

FoodShare is Wisconsin's version of the federal Food Stamp Program. This page tells you more about your FoodShare benefits. If you would like to look at more information about other benefits, click on the "Back to MyACCESS" button at the bottom of the page.

Keep in mind that whenever your benefits change, you should get a letter in the mail telling you about the change. This letter will also let you know your rights if you feel the change has been made in error.

FoodShare



JESSICA



PETER



ABBY



BEN



SUSAN



FELICITY

You are getting FoodShare in October 2005.

Your benefits started on 08/27/2005.

In October 2005, your total monthly benefit amount is \$199.00.

Your next review must be completed in July 2006.

Your FoodShare benefits will be put on your QUEST card on the 3rd of each month.

We are waiting for you to:

- Please send in written proof of the amount PETER earns from his or her job before taxes or anything else is taken out of the paycheck. This is due by 09/12/2005.



DAN

We have found that:

- You cannot get this benefit because you have been convicted of a drug felony and have refused to take a drug test.

REPORT MY CHANGES

- ◆ Report income changes - Sept 2006
- ◆ RMC goal to be fully functional for most reportable changes: household, income, bills, assets, insurance, address, other.
- ◆ RMC will display all current HH info relevant to the type of change to be reported.
- ◆ Add SMRF.
- ◆ Lessen calls to ESS, more convenient for HHs. Helps HHs maintain benefits.

FUTURE OF ACCESS

- ◆ Complete RMC functionality. Add EBD MA.
- ◆ Screener may add more CARES, non-CARES programs, incl. local & regional programs.
- ◆ DHFS seeking grant to pilot CBO-facilitated applications at community sites to assist persons lacking PC access or not computer literate. Will test feasibility of immediate phone/VS interview with ESS & use of e-files.
- ◆ Re-app? HHs adding programs? HHs moving?
- ◆ Moving to greater use of e-files for all paper docs. (Notice Redesign).

Ordering materials on ACCESS

- You may order the following printed materials from DHFS:

<i>Item</i>	<i>Publication # (English)</i>	<i>Publication # (Spanish)</i>
3-fold brochure	PHC 16080	PHC 16080S
Referral card	PHC 16077	PHC 16077S
11x17 poster	PHC 16084	PHC 16084S
Check My Benefits card	PHC 16090	Not available in Spanish

- For instructions on ordering printed materials, visit www.dhfs.state.wi.us/em/access/publications.htm

ACCESS Contact Information:

**Autumn Arnold, Project
Policy/Evaluation Analyst**

608-266-0157

ArnolAD@dhfs.state.wi.us