

## **FREQUENTLY ASKED QUESTIONS-**

### **Q1: How do I apply for benefits (BadgerCare, FoodShare, Childcare, Caretaker Supplement, Elderly, Blind and Disabled Medicaid and Institutional MA)?**

A1: There are several ways that you can apply for benefits.

1. You can apply for benefits online at [www.access.wisconsin.gov](http://www.access.wisconsin.gov) 24/7.
2. You can call the Dunn County Dept. of Human Services at 715.232-1116 Monday-Friday between the hours of 8:00am to 4:30pm and request an application be mailed to you.
3. You can stop into our office at 3001 US Hwy 12 East, Suite 160 in Menomonie Monday-Friday between the hours of 8:00am to 4:30pm and pick up an application.

### **Q2: How long does the process take to apply and be approved for benefits?**

A2: The allotted processing time for a regular application is 30 days from the date that we receive your application in our office, which we refer to as your application filing date. We make every effort to process requests as quickly as we can. When you turn in verifications or report changes, the processing timeline is generally 10 days from the date that we receive and date-stamp the documents in our office. Documents are processed in the order that they are received.

### **Q3: Is there anything I can do to speed up the process?**

A3: Providing the needed verifications for applications, changes and renewals is the easiest way to speed up the process. You can find a general list of verification requirements in the instruction section of a paper application or thru <https://access.wisconsin.gov/> However, there will be times that we may need to request further information. All programs require that you verify earned and unearned income; therefore, submitting you're most recent 30 days of paystubs from your job is always helpful and can save time. Or if you are self-employed, submitting your complete tax records from the previous filing year (both personal and business) for example.

### **Q4: What is the fax number I can fax my verifications to?**

A4: The fax number to the Central Data Processing Unit (CDPU) is 1.855-293-1822.

### **Q5: How do I schedule an appointment?**

A5: You can reach the Great Rivers Call Center at 1-888-283-0012 or our receptionist at 715-232-1116 or 715-231-2800 to schedule or reschedule an appointment.

### **Q6: When or why do I need an appointment or interview?**

A6: If you are applying for or renewing Child Care or FoodShare benefits, you are required to complete an interview even if you submit a written application. For convenience, interviews can be completed in person or by phone.

### **Q7: Where do I call if I have questions regarding my case?**

A7: If you have general questions/inquiries or if you want to report changes (for example, a change in income, household composition, address, rent/mortgage amount) you can contact the Great Rivers Call Center at 1.888.283.0012.

**Q8: Why can't I talk to an individual worker and what does it mean to have my case assigned to a team rather than an individual caseworker like it used to be?**

A8: In January 2012, Dunn County became one of 10 counties to make up the **Great Rivers Consortium (GRC)** to provide services to the most vulnerable and low-income individuals in our region. In order to more effectively and efficiently serve applicants/recipients, Dunn County pooled cases into two team areas: the Family Team (for parents, legal guardians of children, pregnant woman, and children) and the EBD-LTC Team (for individuals 65 years or older, blind, disabled and/or receiving Long Term Care services). Because any staff member on a team can address your need, the team structure provides better continuity of service during peak workload times and staffing shortages.

**Q9: Why do I get letters in the mail saying my case has been closed when I turned everything in?**

A9: If you are in the process of completing your renewal, but the renewal has not been fully completed by mid-month of the review month, we are required to notify you that your benefits are scheduled to terminate at the end of the month. We are required by State policy to provide you with a minimum of a 10-day notice prior to the month that your benefits will be affected. In order to meet this requirement, letters are generated approximately 13 calendar days prior to the end of the month automatically. If you have submitted documentation around that time frame, and we have not yet processed the documents, we cannot prevent the mandatory notice from being mailed. This does not mean that we have not received the documents, but rather may mean documents are received and waiting to be processed.

**Q10: I have turned in everything you asked for so why do you still need more information?**

A10: We make every attempt to use the information that you provide to us; however there are times when we receive documents that are not sufficient per program guidelines and we will need to ask for additional information or clarification. It is important you read all of the notices that you receive and look for the section titled 'From your Worker' as in many instances we will add specific information to assist you in understanding what is needed. For example 'because you have requested a 3-month backdate on your healthcare application we will need all paystubs from December through March'.

**Q11: What is the CDPU?**

A11: The Centralized Document Processing Unit (CDPU) is a virtual agency where members can submit documentation, and send proof/verification by fax using a coversheet called a Document Tracking Sheet (DTS) —members receive a Document Tracking Sheet (DTS) in the mail as part of a request for information, or they can obtain a DTS by logging in to their ACCESS account at <https://access.wsconsini.gov/> and printing one.

The fax number for the CDPU is 1.855.293.1822. You can also mail your documents to the CDPU at:

CDPU  
PO Box 5234  
Janesville, WI 53547-5234

Members are encouraged to write their case number or ACCESS number on the first page of a fax.

The CDPU is managed by the state and the county/local agencies cannot view the documents that you submit until they have been processed by CDPU staff.

**Q12: What is the difference between calling the local “teams” and the Call Center? Why does it take so long to get a return call from anyone and what if I want to talk to a live person?**

A12: The Call Center is staffed by Economic Support agents from across the consortium, including Dunn County. When you call the Call/Change Center you will be able to speak to a live person within a few minutes. They will be able to assist you with most questions; however there may be times that you will be referred back to your local agency for further assistance. The local teams are assigned daily tasks and diligently working on processing applications, documents and renewals as well as returning calls, conducting interviews with customers, meeting with customers in appointments, as well as staffing the Great Rivers Call Center.

**Q13: Why can't you use the documentation I submitted for my FoodShare and BadgerCare application for a Wisconsin Home Energy Assistance Program (WHEAP) application?**

A13: The WHEAP program is administered by a different State department than FoodShare and BadgerCare and applications are processed in a separate and different system. Staff may not be able to view or use the documents that you have provided for other programs once they have been filed as a case record. To avoid confusion and delays, it is highly recommended you indicate on the documents whether you are submitting the documents for WHEAP purposes vs. FoodShare and BadgerCare Plus purposes. We also encourage you to write a case number or applicant ID number as well.

## **FOODSHARE BENEFITS**

**Q14: How long after my FoodShare benefits are approved will I have access to them?**

A14: If you already have a Wisconsin Quest card (EBT card), your benefits will be on your card the following day. If this is the first time you are receiving FoodShare benefits, you will be mailed a Wisconsin Quest card from Madison the evening that your benefits are approved. You should receive your card in approximately 5-7 days. Your benefits will be available for your use as soon as you call and activate your card. Note if you have ever received FoodShare benefits in the past, you will not automatically receive another card at the time of a new application. If you no longer have that card, you will need to call Quest Customer Services at 1.877.415.5164 and request a new card be sent to you.

**Q15: What if I lose my FoodShare card?**

A15: If you lose or misplace your FoodShare card, you can call Quest Customer Services at 1.877.415.5164 and they will deactivate your lost card and send you a new card. Once you receive the new card you will again need to call to activate it.

## **BADGERCARE BENEFITS**

**Q16: Why do the doctor's office and/or the pharmacy say that I have no medical coverage when I have turned in everything and I was told that I had been approved?**

A16: The system that we use to determine your eligibility and the system that the doctor's/clinics/pharmacy use to see your program eligibility status are separate systems. It takes approximately 48 hours for our system to interface with theirs. Therefore it can be 2-3

days before health care providers will see your benefit and coverage information. If you are experiencing an urgent situation, you can contact the Great Rivers Call Center at 1-888-283-0012 to assist you.

**Q17: Where do I mail my premium payments?**

A17: Your INITIAL premium will need to be sent to the local agency. You can either drop the payment off or mail the payment to:

Dunn Co. Dept. of Human Services  
401 Technology Drive. E, Suite 300  
Menomonie, WI 54751

All subsequent premiums should be mailed to:

BadgerCare Plus  
PO Box 93187  
Milwaukee WI

Make your checks payable to BadgerCare Plus and be sure to include your case number on the check.

You can also have your premiums withdrawn from your checking account automatically by completing the form found at <http://www.dhs.wisconsin.gov/forms/F1/F13026.pdf>. This is a simple way to ensure your premiums are deducted on time in an effort to avoid any possible lapse in coverage.

**Q18: Why do I have to pay premiums for back months when I had no need for insurance during those months?**

A18: When you submit an application for benefits, the date that we receive your application becomes your filing date. This is the beginning of your application and will be the first month of coverage for you if you are found eligible. The application period along with financial guidelines determines whether and when you have a monthly premium. As with any insurance plan, you cannot pick and choose the months you want to pay your premiums based on when coverage is needed, but rather paying premiums to maintain continuous coverage to ensure it is there if/when you need it.

**CHILD CARE BENEFITS**

**Q19: Why is my childcare authorization ending?**

A19: There can be many reasons as to why your childcare authorization may be ending. The following are some common examples:

1. You have a Six-Month Report Form due or an annual review needs to be completed.
2. Our agency has not received some pertinent information to determine an accurate authorization for child care services.
3. If your child is a school age child, we will set your authorization to terminate at the end of the school year. This prevents hours from being calculated incorrectly for summer months.
4. If you are a college student we will set your child's authorization to begin and end with your school schedule.

If you have questions about your child care authorization, please contact:

Sandy Eckert

- Phone: 715-231-2810
- Fax: 715-233-0322
- Email: [seckert@co.dunn.wi.us](mailto:seckert@co.dunn.wi.us)

**Q20: Why is my childcare provider telling me that they are not being paid?**

A20: There can be several reasons for this. If you have received notices that show your authorization has been entered and you have verified that your child care benefits have not closed, your child care provider should call Sandy Eckert at 715-231-2810.

**ACCESS**

**Q21: Why can't I get into ACCESS?**

A21: If you have created an account in access and are not able to access your account, you may have to reset your password, which you can do from the login page on access. Look for the statement "If you have forgotten your User ID or password, **click here**" located under the login button. Follow the instructions from there. If you continue to have problems, you can contact member services at 1.800.362.3002.

It is highly recommended you write down your ACCESS account information and store it in a secure place.

09/17/13