

Medicaid Resource Guide

Do you or a family member have health insurance through Medicaid? If so, follow the steps below to renew your coverage when it's time:

1. Each member is assigned a renewal date. To find yours, check your mail. The state will contact you about your coverage when it's time to **renew every six months or every 12 months**. Be on the lookout for a letter from Wisconsin Medicaid. The state may send this letter electronically (this will be on the ACCESS portal) or by mail. You may also receive a phone call from the Wisconsin Medicaid agency.
2. If additional assistance is needed, reach out to Western Region for Economic Assistance to assist you in reviewing benefits in person. An appointment is required and can be made at **(608) 785-5582**.
3. Respond to the Wisconsin Medicaid renewal form (if you get one). The letter you get from the state will let you know if you need to fill out a form to renew your coverage. Fill it out and send it back right away to help avoid a gap in your coverage or your family member's coverage. If the letter says that you were already renewed, you're all set!



If you would like to renew by mail, download and fill out the form for your specific program.

- [Wisconsin Medicaid for the Elderly, Blind, or Disabled Application Packet, F-10101](#)

To renew your Medicaid online:

1. **Log in to your ACCESS account.** Information about your benefits can be accessed online or through the MYACCESS app. Once you've logged into ACCESS, look for the alert that says, "Benefit Renewals Due For" and click the program name to get started.
2. Update your contact information with Wisconsin Medicaid. Update your information by answering all questions in each section as best as you can.
3. Some information may require you to submit documentation. Click on **"view and submit proof"** to see what you need to submit. If you do not submit your documents, you will lose your benefits.

Be sure to update your information if your mailing address, phone number, email, or other contact information has changed.

Material Tools and Resources:

- Visit dhs.wi.gov/renew for more information on how to renew
- Visit dhs.wisconsin.gov/Lacrosse to contact the Medicaid La Crosse local agency
- Visit the [La Crosse ADRC](#) for more information about aging or living with a disability
- Visit the [Western Regional for Economic Assistance](#) for assisted services in renewing



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