How to Start Using Health Care

1. You will get a letter and a **ForwardHealth ID card**.

   Use this card at the doctor’s office, pharmacy, dentist, eye doctor, clinic, urgent care, or hospital.

   ![ForwardHealth ID card]

   **If you DO NOT get your card in 30 days, or need a new card, call:** 800-362-3002

2. Choose your **HMO** - This is your insurance company.

   **A.** Look at the letter from BadgerCare Plus to see what HMOs you can pick.

   **B.** Think about what clinic is **near your work or home**.

   ![Clinic near home]

   **C.** Ask a doctor you like what HMO they accept for BadgerCare Plus.

   **D.** Call the HMO Enrollment Broker to pick your HMO or mail in your choice on the sheet that came with the letter.

   **HMO Enrollment Broker**
   Open from:
   7am to 6pm
   Monday - Friday
   at 800-291-2002

   **If you do not choose an HMO by the deadline in the letter, one will be picked for you. You can change your HMO during the first 3 months by calling, 800-291-2002.**

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3. Choose your **primary care provider** (PCP): Look at the list to the right for examples.

   **A.** Call your HMO and tell them you need a **primary care provider**.

   **B.** Think about clinics **near your work or home**.

   --OR-- Visit your HMO’s website to find a provider who is accepting new BadgerCare Plus patients.

   **Types of Providers:**

   **Providers for Adults:**
   - Internal Medicine Doctor
   - Family Practice Doctor
   - Nurse Practitioner
   - Physicians Assistant

   **Providers for Kids:**
   - Obstetrician / Gynecologist (OB-GYN)
   - Certified Nurse Midwife

   **Providers for Women:**
   - Pediatrician
   - Family Practice Doctor
   - Nurse Practitioner
   - Physicians Assistant

   

4. Read and keep your HMO booklet:

   **A.** Read the **booklet** your HMO sends in the **mail**. Store all materials in a place where you can easily find them.

   **B.** Write down the **names and phone numbers** of all the providers for everyone in your family.

5. Call your **primary care provider** and schedule an appointment for your yearly check-up!

   Appointments for yearly check-ups will likely be in 3-6 months, so plan ahead.

   **Call your HMO if you have questions about what medications or services your insurance covers.**