

Wisconsin Department of Health Services: Winter storm causing some government benefits call center closures

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DHS working to keep Wisconsinites safe, informed

In response to the ongoing winter weather and dangerously cold temperatures, Governor Tony Evers has issued a state of emergency for Wisconsin, and several counties are doing the same. This means some Wisconsin Income Maintenance Call Centers and agencies may be closed throughout the week, impacting the flow of information about BadgerCare Plus, FoodShare, Medicaid, and Wisconsin Shares benefits.

People will not be able to call in to those counties to ask questions about benefits, applications, or do on-demand FoodShare interviews. However, some counties may still have other services available, like lobby services.

Despite call centers and counties being closed, Wisconsinites can still use ACCESS to apply for benefits, report changes or view any letters, and the MyACCESS mobile app to check and manage their ongoing benefits.

We ask members not to venture outside into the frigid temperatures if they don't have to. [Take precautions](#) to avoid frostbite and hypothermia.

DHS will be sending daily updates with information about which call centers are down, and posting that information on [our website](#). Members should check local county websites and social media pages as well, to see what services may be available and get updates on closures, as call centers and agencies may close with short notice.

As of 4 p.m Tuesday, January 29, the following [public assistance consortia call centers](#) are closed on Wednesday, January 30, 2019:

- Bay Lake
- Capital (also closed Thursday, January 31)
- Central
- East Central
- Western
- Wisconsin's Kenosha Racine Partnership (WGRP)

The following counties will be closed on Wednesday, January 30, 2019 for in-person agency visits:

- Brown
- Clark
- Dane (also closed Thursday, January 31)
- Green Lake
- Forest
- Langlade
- Lincoln
- Marquette
- Oneida
- Outagamie (also closed Thursday, January 31)
- Ozaukee (also closed Thursday, January 31)
- Racine
- Vernon
- Waukesha
- Waupaca