

NOVEMBER 2020

# MILWAUKEE ENROLLMENT DIRECTORY



DEVELOPED BY  
MILWAUKEE HEALTH CARE  
PARTNERSHIP

FOR  
**MKEN** Milwaukee  
Enrollment  
Network  
*Connecting Milwaukee to Health Care Coverage*

This directory was developed as a referral guide for IMPACT 2-1-1, human service agencies, community health workers and other stakeholders to help Milwaukee County residents secure enrollment assistance in public health benefits or private health insurance through the Marketplace. The directory is updated on an annual basis. Please check [www.mkehcp.org](http://www.mkehcp.org), visit the Connector Tool at [www.coveringwi.org/enroll](http://www.coveringwi.org/enroll), or call 2-1-1 for the most recent enrollment site information.

The Milwaukee Health Care Partnership and Covering Wisconsin are co-conveners of the Milwaukee Enrollment Network, a public/private consortium organized to help Milwaukee County residents secure adequate and affordable health insurance.

We are very grateful to the members of the Milwaukee Health Care Partnership, the Greater Milwaukee Business Foundation on Health, and the United Way of Greater Milwaukee and Waukesha County for their funding support of enrollment outreach and education resources.



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**Important Note:** Given the COVID-19 pandemic, some agencies have limited building access and office hours may vary. Many enrollment appointments are being conducted over the phone. **Please call and the agency will let you know how they are currently serving consumers.**

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## Glossary of Terms

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**BC+** BadgerCare Plus

**CCC** The Child Care Coordination

**Child Care** Wisconsin's Child Care Subsidy Program

**EE** BC+ Express Enrollment

**FPOS** BC+ Family Planning Only Services

**FS** FoodShare Wisconsin

**Katie Beckett** The Katie Beckett Program

**MA EBD** Medicaid for Elderly, Blind and Disabled

**MAPP** The Medicaid Purchase Plan

**Medicare** Medicare

**PNCC** Prenatal Care Coordination

**SSDI** Social Security Disability Insurance

**SSI** The Supplemental Security Income

**WIC** The Special Supplemental Nutrition Program for Women, Infants, and Children

**WWWP** Wisconsin Well Woman Program

## Additional Resources

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### 2-1-1

Call 2-1-1 for local help. It is a free, confidential helpline and online resource directory that connects people to information and assistance.

[www.coveringwi.org/enroll](http://www.coveringwi.org/enroll)

Enter your ZIP code to make a health insurance appointment with local experts.

[www.access.wi.gov](http://www.access.wi.gov)

Online application and eligibility tool for public benefits in Wisconsin including FoodShare, Health Care, Family Planning Only Services, and Child Care.

### MyACCESS Mobile App

Consumers can download the app to check their benefits, get reminders and even upload documents. To learn more, go to [dhs.wisconsin.gov/forwardhealth/myaccess](http://dhs.wisconsin.gov/forwardhealth/myaccess).

### Wisconsin HMO Enrollment Program for BadgerCare and SSI Members

- 1-800-291-2002
- Monday – Friday 7:00 a.m. – 6:00 p.m.
- English, Spanish, Language Line

[www.healthcare.gov](http://www.healthcare.gov)

Health Insurance Marketplace enrollment site, live chat feature, FAQs, general information.

### 1-800-318-2596 (voice) or 1-855-889-4325 (TTY)

Ask questions or apply via phone at this toll-free call center operated by the Health Insurance Marketplace.

### Qualified Insurance Agents

Individuals needing assistance with enrollment in the Health Insurance Marketplace and other insurance coverage may also contact an insurance agent and broker. A listing of qualified agents can be found at [mkehcp.org/mken/enrollment-assistance-toolkit](http://mkehcp.org/mken/enrollment-assistance-toolkit).

## Navigators

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### Covering Wisconsin

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#### Open to the general public

728 N. James Lovell St., 53233 | 414-400-9489

**Contact:** Navigator on duty

- Monday – Friday 8:30 – 4:30, evening and weekend hours during Open Enrollment
- English, Marketplace language line

**BC+ | Child Care | FS | Marketplace**

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### Sixteenth Street Community Health Centers

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**Chavez Health Center | 1032 S. Cesar E. Chavez Dr. (16th St.), 53204 | 414-897-5534**

**Contact:** Patient Financial Services

- Monday – Friday 8:00 – 5:00
- English, Spanish, Language Line

**Parkway Health Center | 2906 S. 20th St., 53215 | 414-897-5534**

**Contact:** Patient Financial Services

- Monday – Friday 8:00-5:00
- English, Spanish, Language Line

**BC+ | EE | FS | FPOS | Marketplace | TB Medicaid for patients only | WIC**

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### Social Development Commission

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**SDC | 1730 W. North Avenue | 414-906-2306**

**Contact:** Shae Williams

- Monday – Friday 8:00 - 4:30
- English

**BC+ | Child Care | FS | Medicare Parts B and D | Prescription Assistance**

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## Certified Application Counselors (CACs)

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### *Open to the General Public*

### Catholic Charities of the Archdiocese of Milwaukee

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2021 N. 60th St., 53208 | 414-771-2881

**Contact:** Community Outreach Case Manager

- Monday – Friday 8:30 – 5:00
- English, Spanish

**BC+ | Child Care | FS | Marketplace | MA EBD | Medicare**

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## City of Milwaukee Health Department

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**Contact:** Community Healthcare Access Program (CHAP)

**Keenan Health Center | 3200 N. 36th St., 53216 | 414-286-8620**

- Monday – Friday 8:00 – 4:00
- English, Language Line

**Northwest Health Center | 7630 W. Mill Rd., 53218 | 414-286-8620**

- Monday – Friday 8:00 – 4:00
- English, Language Line

**Southside Health Center | 1639 S. 23rd St., 53204 | 414-286-8620**

- Monday – Friday 8:00 – 4:00
- Staff also stationed at additional sites throughout community
- English, Spanish, Language Line

**BC+ | Child Care | EE | FPOS | FS | Marketplace | MA EBD | PNCC | WIC | WWWP**

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## Gerald L. Ignace Indian Health Center

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**930 W. Historic Mitchell Street | 414-383-9526**

**Contact:** Winona Grieger, Certified Application Counselor

- Monday & Wednesday 8:00 – 5:00, Tuesday & Thursday 8:00 – 7:00, Friday 8:00 – 12:00
- English

**BC+ | EE | FS | Marketplace | MA EBD**

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## IMPACT

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**414-649-4380**

- **Contact:** IMPACT
- Monday – Friday 8:00 – 4:00
- English, Spanish, Language Line

**BC+ | Marketplace**

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## M&S Clinical Services

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**2821 N. 4th Street Suite 516, 53212 | 414-263-6000 ext. 16**

**Contact:** Mark Fossie, President

- Monday – Friday 8:00 – 4:30
- English, Spanish

**AODA/Substance Abuse Screening Referral | BC+ | Marketplace | MA EBD | Medicare | PNCC**

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## Milwaukee Enrollment Services (MiES)

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**Coggs Center | 1220 W. Vliet St., 53205 | 888-947-6583 (voice) • 711(TTY)**

**Contact:** Milwaukee Enrollment Services

- Monday – Friday 7:30 – 5:00
- English, Spanish, Hmong, and more, Language Line

**Ross Innovative Employment Solutions | 7800 W. Brown Deer Rd., 53223 | 414-760-6060**

**Contact:** Milwaukee Enrollment Services

- Monday – Friday 8:00 – 4:30
- English, Spanish, Hmong, and more, Language Line

**UMOS | 2701 S. Chase Ave., 53207 | 888-947-6583 (voice) • 711(TTY)**

**Contact:** Milwaukee Enrollment Services

- Monday – Friday 8:00 – 5:00
- English, Spanish, Hmong, and more, Language Line

**BC+ | Child Care | FPOS | FS | Marketplace | MA EBD**

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## Milwaukee Health Services, Inc.

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**Isaac Coggs Heritage Health Center | 8200 W. Silver Spring Dr., 53218 | 414-760-3900**

**Contact:** Certified Application Counselors

- Monday – Friday 8:00 – 5:00
- English, Language Line

**MLK Heritage Health Center | 2555 N. Dr. Martin Luther King Jr. Dr., 53212 | 414-372-8080**

**Contact:** Certified Application Counselors

- Monday – Friday 7:30 – 5:00
- English, Language Line

**BC+ | Child Care | EE | FPOS | FS | Marketplace | MA EBD | WIC**

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## Outreach Community Health Centers

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**711 W. Capitol Dr., 53206 | 414-374-2400 ext. 1172**

**Contact:** Brandy Lewis, Lead Certified Application Counselor

- Monday – Friday 8:00 – 4:30
- English, Language Line

**BC+ | EE | FPOS | FS | Marketplace | MA EBD | Medicare | PNCC | SSDI | SSI**

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## Progressive Community Health Centers

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**Lisbon Avenue Health Center | 3522 W. Lisbon Ave., 53208 | 935-8000**

**Contact:** Tina Chang, Outreach & Enrollment Coordinator

- Monday – Friday 8:00 – 4:00
- English, Hmong, Language Line

**Hillside Family Health Center | 1452 N. 7th St., 2nd floor, 53205 | 935-8000**

**Contact:** Tina Chang, Outreach & Enrollment Coordinator

- Monday – Friday 8:00 – 3:00
- English, Hmong, Language Line

**BC+ | Child Care | EE | FPOS | FS | Marketplace | MA EBD**

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## Certified Application Counselors (CACs)

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*Serving Patients/Clients*

### AdvocateAurora Health

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**Serving only Aurora Health Care patients**

**Contact:** Financial Advocate: 262-532-6944 Option #3 or the Enrollment Help Line: 877-732-6334 (toll free)

- Operator will assist them in scheduling an in-person enrollment assistance appointment
- Monday – Friday (with after hours message option) 8:00 – 5:00
- English, Spanish

**BC+ | EE | FPOS | FS | Marketplace | MA EBD | WWWP**

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### Ascension Wisconsin

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**Serving the local community**

**Call the following number for an appointment with a Certified Application Counselor at any of the following locations: 414-585-3195 or 866-972-4687.**

**Ascension Angel of Hope | 209 W. Orchard Street, 2nd floor, Milwaukee, WI 53204 | 414-647-7466 or 414-647-3935**

**Contact:** Marysol Zeidler, Clinic Supervisor

- Monday – Wednesday 8:00 – 4:30, Thursday 8:00 – 5:00, and Friday 8:00 – 12:00
- English, Spanish, Language Line

**Ascension Columbia St. Mary's Hospital – Milwaukee | 2301 N. Lake Dr., 53211 | 866-972-4687**

**Contact:** Certified Application Counselor or Financial Counselor

- Monday – Friday 8:30 – 5:00
- English, Language Line

*This listing is continued on the next page*



**Ascension Columbia St. Mary's Family Health Center | 1121 E. North Ave., 53212 | 866-972-4687**

**Contact:** Certified Application Counselor for Marketplace only

- Tuesday, Wednesday and Friday: 8:30 – 12:30
- English, Language Line

**Ascension Elmbrook | 19333 W. North Ave., Brookfield 53045 | 866-972-4687**

**Contact:** Financial Advocate

- Monday – Friday 8:30 – 5:00
- English, Language Line

**Ascension Franklin Hospital | 10101 S 27th Street, 53132 | 866-972-4687**

**Contact:** Financial Advocate

- Monday – Friday 8:00 – 4:30
- English, Language Line

**Ascension Medical Group | 201 N. Mayfair Rd., Suite 200, 53226 | 866-972-4687**

**Contact:** Financial Advocate

- Monday – Friday 8:00 – 4:00
- English, Language Line

**Ascension Prospect Medical Commons | 2311 N. Prospect Ave., 53211 | 414-585-3195**

**Contact:** Certified Application Counselor or Financial Counselor

- Monday – Friday 8:30 – 4:00
- English, Language Line

**Ascension St. Joseph | 5000 W Chambers, 53210 | 866-972-4687**

**Contact:** Financial Advocate

- Monday – Friday 8:00 – 4:00
- English, Spanish, Language Line

**Ascension St. Francis Hospital | 3237 S 16th Street, 53215 | 866-972-4687**

**Contact:** Financial Advocate

- Monday – Friday 8:00 – 4:00
- English, Spanish, Language Line

**Ascension Water Tower Medical Commons | 2350 N Lake Drive #100, 53211 | 866-972-4687**

- Monday-Friday 8:40 – 5:00
- English, Spanish, Language Line

**BC+ | EE | Marketplace | MA EBD**

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## **Black Health Coalition of Wisconsin, Inc.**

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**Serving Primarily North side of the City of Milwaukee**

**3020 W. Vliet Street, 53208 | 414-933-0064**

**Contact:** Dr. Patricia McManus

- Monday – Thursday, 10:00 – 4:00 PM
- English

**BC+ | Marketplace**

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## **Froedtert & the Medical College of Wisconsin, Froedtert Hospital**

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**Serving Froedtert & the Medical College of Wisconsin health network**

**Froedtert Hospital | 9200 W. Wisconsin Ave., 53226 | 414-805-6206**

**Contact:** Financial Counselor

- Monday-Friday 8:00am-4:30pm
- English, Spanish, Language Line

**Specialty Clinics Building, 1st Floor, Suite 1996 | 9200 W Wisconsin Ave., 53226 | 414-805-6206**

**Contact:** Financial Counselor

- Monday-Friday 8:00am-4:30pm
- English, Spanish, Language Line

**Froedtert Hospital, 2nd Floor | 9200 W Wisconsin Ave., 53226 | 414-805-6206**

**Contact:** Financial Counselor

- Monday-Friday 8:00am-4:30pm
- English, Spanish, Language Line

**Clinical Cancer Center | 9200 W Wisconsin Ave., 53226 | 414-805-6206**

**Contact:** Financial Counselor

- Monday-Friday 8:00am-4:30pm
- English, Spanish, Language Line

**BC+ | EE | FPOS | FS | Marketplace | MA EBD | PNCC**

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## **Vivent Health**

**Formerly AIDS Resource Center of Wisconsin (ARCW)**

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**Serving only patients and clients of Vivent Health**

**820 N. Plankinton Ave., 53203 | 414-225-1555**

**Contact:** Mark Hanson, Insurance Coordinator

- Monday – Friday 8:30 – 5:00
- English, Spanish, Language Line

**BC+ | FS | Marketplace | MA EBD | Medicare | SSDI | SSI**

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## Winged Victory Project

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**Serving only Milwaukee County Behavioral Health Division (BHD) patients and Whole Health Clinical Group (WHCG) clients**

**Milwaukee County Behavioral Health Division | 9455 Watertown Plank Rd., 53226 | 414-257-4854**

**Contact:** Julie Abramowski, Program Manager, Winged Victory Project

- Requires a referral from BHD staff
- Monday – Friday 7:30 – 5:00
- English, Language Line

**Whole Health Clinical Group (WHCG) | 932 S. 60th Street, 53214 | 414-476-9675**

**Contact:** Elizabeth Callahan

- Tuesdays & Thursdays, 6:30 – 2:30
- Requires a referral from WHCG staff
- English, Language Line

**BC+ | FPOS | FS | Marketplace | MA EBD | Medicare | SSDI | SSI**

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## Wisconsin Community Services (WCS)

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**Serving WCS clients, individuals with Occurring Disorders (Mental Health & Substance Abuse) and those involved with the Criminal Justice/Department of Corrections.**

**3732 W. Wisconsin Avenue, Suite 310, 53208 | 414-343-3569**

**Contact:** Pauita Payton-Murphy, Program Director

- Wednesdays 12:30 – 4:30
- English, Spanish

**BC+ | FS | Marketplace**

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## Public Benefits Only

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*Open to the General Public*

### Aging Resource Center of Milwaukee County

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**Serving those who are age 60 years or older**

**Coggs Center | 1220 W Vliet Street, Suite 300, 53205 | 414-289-6874**

**Contact:** Information and Assistance Call Center

- Monday – Friday, 7:00 – 5:00 pm
- English, Spanish, Language Line

**MA EBD applications for publicly-funded Long Term Care | SSI-E**

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## Bread of Healing Clinic

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**Bread of Healing Clinic – Cross Lutheran Church | 1821 N. 16th Street, 53205 | 414-977-0001**

**Contact:** Barbara A. Horner-Ibler, MD. Medical Director

- Monday – Friday, 9:00 – 5:00
- English

**Bread of Healing Clinic – Florist Clinic at Traveler’s Rest Ministries | 4975 N. 40th St., 53209 | 414-977-0001**

**Contact:** Barbara A. Horner-Ibler, MD. Medical Director

- Wednesdays 1:30 – 7:00
- English

**Bread of Healing Clinic – Eastbrook Church | 5385 N. Green Bay Road, 53209 | 414-228-5220 Ext. 107 or 210**

**Contact:** Barbara A. Horner-Ibler, MD. Medical Director

- Mondays 10:00 – 4:00, Third Saturday 9:00 – 11:30
- English

**BC+ | FS | FPOS | MA EBD**

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## Children’s Wisconsin

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**Serving only Children’s Wisconsin patients**

**Children’s Wisconsin | 9000 W. Wisconsin Ave., 53226 | 414-266-5700**

**Contact:** Financial Counselor

- Financial Counselor will assist in scheduling an enrollment assistance appointment
- Monday – Friday 9:00 – 5:00
- English, Spanish, Language Line

**Daniel M. Soref Family Resource Center | 9000 W. Wisconsin, 1st floor, 53226 | 414-266-6333**

**Contact:** Children & Youth With Special Health Care Needs (CYSHCN) Southeast Regional Center

- Monday – Friday 9:00-5:00
- English, Language Line

**BC+ | Child Care | EE | FS | Katie Beckett**

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## Disability Resource Center of Milwaukee County

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**Serving residents ages 18-59 with a disability**

**Coggs Center | 1220 W. Vliet St., Suite 300, 53205 | 414-289-6660**

**Contact:** Disability Benefit Specialist

- Monday – Friday 8:00 – 4:30
- English, Language Line

**MA EBD | Medicare | SSI | SSDI**

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## Hunger Task Force

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### **Coggs Self-Service Center | 1220 W. Vliet St., 53205 | 414-343-9009**

**Contact:** Fue Xiong, Lead ACCESS FoodShare Assistant

- Monday – Friday 8:00 – 4:30
- English, Hmong, Language Line

### **Community Advocates Downtown | 728 N. James Lovell Street, 53233 | 414-758-0401**

**Contact:** Crystal Custalow, ACCESS FoodShare Assistant

- Monday – Friday 8:00 – 4:30
- English, Language Line

### **Community Advocates Northwest | 4906 W. Fond du Lac Avenue, 53216 | 414-758-0401**

**Contact:** Crystal Custalow, ACCESS FoodShare Assistant

- Tuesday & Thursday 8:00 – 4:30
- English, Language Line

### **International Learning Center | 639 N. 25th Street, 53233 | 414-430-3391**

**Contact:** Mar Mar Lin, ACCESS FoodShare Assistant

- Monday – Thursday 8:00 – 4:30
- English, Burmese, Language Line

### **Robles Self Service Center | 723 W. Mitchell Street, 53204 | 414-897-0460**

**Contact:** Carmen Del Valle, Lead ACCESS FoodShare Assistant

- Monday – Friday 8:00 – 4:30
- English, Spanish, Language Line

### **Pantry Outreach | 414-758-0549**

**Contact:** Fue Xiong, Lead ACCESS FoodShare Assistant

- Monday – Friday 8:00 – 4:30
- English, Hmong, Laos, Thai, Language Line

### **Senior Outreach | 414-588-7132**

**Contact:** Tammy Keen, Elderly, Blind, Disabled Benefits Specialist

- Monday – Friday 8:00 – 4:30
- English, Language Line

### **Veterans' Outreach | 414-331-0648**

**Contact:** Latoya Marshall, ACCESS FoodShare Assistant

- Monday – Friday 8:00 – 4:30
- English, Language Line

### **MATC – West Allis | 1200 S. 71st Street, 53214 | 414-758-1463**

**Contact:** Jennifer Immler, ACCESS FoodShare Assistant

- Wednesdays & Thursdays 8:00 – 4:00
- English, Language Line

*This listing is continued on the next page*

**MATC – Downtown| Foundation Hall - 8th Floor | 1027 N. 7th Street, 53203 | 414-758-1463**

**Contact:** Jennifer Immler, ACCESS FoodShare Assistant

- Mondays & Tuesdays 8:00 – 4:00
- English, Language Line

**BC+ | Child Care | FS | MA EBD**

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## **Riverworks**

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**526 E. Concordia Ave., 53212 | 414-906-9650**

**Contact:** Financial Opportunity Center Program Assistant

- Monday – Thursday, 9:00 – 2:00
- English

**BC+ | Child Care | FPOS | FS**

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## **Public Benefits Only**

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*Serving Patients/Clients*

### **The Cathedral Center, Inc.**

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**Serving single women and families with children who are eligible for homeless services and referred by 211**

**845 N. Van Buren Street, 53202 | 414-831-0394, ext. 2153**

**Contact:** Kristen Halula

- Monday – Friday, 9:00 – 4:00
- English, Spanish, Language Line

**BC+ | FS | Child Care**

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## **Disability Rights Wisconsin**

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**Serving EBD Medicaid recipients enrolled in the SSI-related Medicaid HMOs, and Medicare recipients under the age of 60 with Medicare Part D enrollment**

**6747 W. Washington St., Suite 3230, 53214 | 414-773-4646**

**Contact:** Julie Dixon-Seidl, SSI Managed Care External Advocacy Project Coordinator  
Ginger Rogers, Disability Drug Benefit Helpline Project Coordinator

- Monday – Friday, 9:00 – 5:00
- English, Language Line

**MA EBD | Medicare | Medicare Part D plan enrollment**

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## Free & Community Clinic Collaborative (FC3)

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### Serving only FC3 clinic patients

**Cross Lutheran Church, 1821 N. 16th St., 53205 | 414-465-8026**

**Contact:** Beth Thorson

- Monday – Friday 9:00 – 4:00
- English

**BC+ | FS | FPOS | MA EBD**

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## The Guest House of Milwaukee, Inc.

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### Serving clients who are either currently housed in shelter, utilizing our clinic or residing in a permanent housing program

**1216 N. 13th Street, 53205 | 414-345-3240**

- English

**BC+ | FS | Medicare**

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## Planned Parenthood of Wisconsin

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### Serving Planned Parenthood patients

**Capitol Drive Health Center | 801 East Capitol Drive, 53212 | 414-967-4945**

**Contact:** Center Manager

- Monday & Thursday 11:00 – 7:00; Wednesday & Friday 9:00 – 5:00
- English, Spanish, Language Line

**Jackson Street Health Center | 302 N Jackson St., 53202 | 414-276-8777**

**Contact:** Center Manager

- Monday – Friday 8:30 – 4:30
- English, Spanish, Language Line

**Wisconsin Avenue Health Center | 2207 W. Wisconsin Ave., 53233 | 414-931-8181**

**Contact:** Center Manager

- Monday & Tuesday 11:00 – 7:00; Wednesday 11:00 – 5:00; Thursday & Friday 9:00 – 5:00; Saturday 10:00 – 2:00
- CAC outstation hours: Monday 11:00 – 5:00
- English, Spanish, Language Line

**Mitchell Street Health Center | 1710 S. 7th St. Suite 300, 53204 | 414-645-8383**

**Contact:** Center Manager

- Monday & Friday 9:00 – 5:00; Tuesday & Thursday 11:00 – 7:00; Wednesday 11:00 – 5:00; Saturday 10:00 – 2:00
- CAC outstation hours: Tuesday TBD
- English, Spanish, Language Line

*This listing is continued on the next page*

**Lincoln Plaza Health Center | 2239 S 108th Street, 53227 | 414-541-2772**

**Contact:** Center Manager

- Monday & Thursday 11:00 – 7:00; Tuesday & Friday 9:00 – 5:00; Wednesday 12:00 – 5:00; first and third Saturday 10:00 – 2:00
- English, Spanish, Language Line

**Health Center Services:** EE | FPOS

**CAC Outstation Services:** BC+ | Child Care | FS | Marketplace | MA EBD

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## **The Salvation Army Emergency Lodge**

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**Serving those who are homeless**

**1730 North 7th Street, 53205 | 414-265-6360**

**Contact:** Nancy Szudzik, Shelter Director

- Monday – Friday 8:30 – 12:30
- English, Spanish

**BC+ | FS**

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## **St. Ben's Clinic**

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**Serving only clinic patients**

**1027 N. 9th St., 53233 | 414-765-0606**

**Contact:** Bill Mullooly, Social Worker

- Monday, Wednesday, Thursday 9:00 – 3:00
- English, Language Line

**BC+**

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## **West Allis Health Department**

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**Serving only residents of West Allis or West Milwaukee**

**7120 W. National Ave., 53214 | 414-302-8600**

- Monday – Friday 8:00 – 5:00
- English, Language Line

**BC+ | CCC | EE | PNCC | WIC | WWWP**

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