

Ombudsman services for consumers age 60+ are available from the Wisconsin Board on Aging and Long Term Care at 1-800-815-0015.

[www.longtermcare.state.wi.us](http://www.longtermcare.state.wi.us)

More information about Disability Rights Wisconsin, including the Family Care Ombudsman Program, is available at: [www.disabilityrightswi.org](http://www.disabilityrightswi.org)

More information about Wisconsin Department of Health Services and Family Care is available at: <http://www.dhs.wisconsin.gov/lcarea/>

*This publication has been created and produced with financial support through a contract with the State of Wisconsin Department of Health Services.*



## WHERE TO CALL

People age 18-59 who are applying for or members of Family Care or Partnership may contact the Family Care Ombudsman Program at the Disability Rights Wisconsin office nearest them.

Ombudsman services are free.

**Madison:** 608-267-0214  
Toll-free: 800-928-8778\*

**Milwaukee:** 414-773-4646  
Toll-free: 800-708-3034\*

**Rice Lake:** 715-736-1232  
Toll-free: 877-338-3724\*

\* For consumers with disabilities and their families.

TTY/Textnet for all offices: 888-758-6049

- Tenemos empleados quienes hablan español.
- Language translation on the phone provided for non-English speakers.
- Alternative formats of this brochure available upon request.
- Also visit [disabilityrightswi.org](http://disabilityrightswi.org)

## Wisconsin's Family Care Ombudsman Program



- Confused about your benefits and rights under Family Care or the Partnership programs?
- Need help in securing the quality and quantity of services you need?
- Do you disagree with any changes in your care plan?
- Are you living in the setting of your choice?
- Do you need help in finding meaningful work?

*The Family Care Ombudsman Program is here for you.*

## ADVOCACY AVAILABLE

Disability Rights Wisconsin (DRW) is now providing ombudsman services to Wisconsin Family Care and Family Care Partnership (Partnership) applicants and members age 18-59. An Ombudsman (OM-budz-man) is an advocate.

Family Care is a State of Wisconsin program for the delivery of managed long-term care services included in Wisconsin's Medicaid home and community-based programs. The Partnership Program integrates all Medicaid and Medicare health and long-term care services.

Eligibility for Family Care or Partnership is determined by county Aging and Disability Resource Centers (ADRCs). The State of Wisconsin contracts with managed care organizations (MCOs) to arrange and provide services.

Anyone 18-59 years of age who is applying for or a member of Family Care or Partnership is eligible for DRW's Ombudsman services. The ombudsman can assist individuals living in their own homes, supported apartments or any other residential settings.

## FAMILY CARE'S GOALS

Family Care's goals are to provide flexibility and to foster independence and quality of life by:

- empowering consumers to make choices about services and supports;
- improving access to those services;
- focusing on achieving consumers' goals for living, employment, health and social outcomes.

## HOW THE FAMILY CARE OMBUDSMAN PROGRAM CAN HELP

The Family Care Ombudsman Program can help consumers achieve those goals. It offers many free services. It can:

- provide information and education on rights
- inform applicants and members of services and supports in the benefit package
- investigate complaints
- resolve and mediate issues
- work with enforcement agencies
- represent consumers in grievances and hearings

## TYPES OF ISSUES

The Family Care Ombudsman Program can help Family Care and Partnership applicants, members, their guardians and families with questions such as:

- consumer choice and involvement in service planning
- quality and quantity of services
- consumer direction in services
- appropriate notice and explanation before any reduction in services
- access to meaningful employment
- choice of living arrangement
- access to Family Care and Partnership services for young adults transitioning from the school system



The Family Care Ombudsman Program has offices in Milwaukee, Madison and Rice Lake and is available to advocate for Family Care and Partnership applicants and members across the state.