



## Department of Health Services - State of Wisconsin Town Hall Results

### Long-Term Care (from Consumers)

**Wendy**

**What could the Department of Health Services improve?**

Help employers understand the effects of mental health on their employees, how mental health issues affect work performance, how they may not be able to continue to work and then to provide long term disability so the person does not have to live in poverty, or struggle to survive both mentally, emotionally, and financially.

**Do you have any cost savings suggestions for the Department of Health Services?**

Divest money from insurance claims related to LTD and put that money towards the consumer who needs it. A lot of money is spent on beaurocratic red tape of claims having to go through several people, which costs money, skip all those people. Refine the process and create a rubric with more straight forward benchmarks that help people to get assistance faster and more streamlined. Why is it a yes/no decision nothing in between. I received LTD once and had problems with work and was denied the second time. I've had to go back to work not really ready and able to, but had no choice. How are we going to help treat people with mental illnesses? The solid care of people with mental illness is not wholly available in WI. With services being cut more and more, quality of life continues to decrease, which causes more of a loss of hope for a day to day survival.

**Adam**

**What could the Department of Health Services improve?**

Maintain Medicaid for mental health programs

**Do you have any cost savings suggestions for the Department of Health Services?**

Fund enhanced community programs

**Jessica**

**What could the Department of Health Services improve?**

One location to contact where all services help and information can be easily located.

**Do you have any cost savings suggestions for the Department of Health Services?**

None

**Gladys**

**What could the Department of Health Services improve?**

Transportation to work shops.

**Do you have any cost savings suggestions for the Department of Health Services?**

Fill the car up when transporting consumers.

**Marilyn**

**What could the Department of Health Services improve?**

The new privacy law went to far and tons of people are falling through the cracks because no one can get help until they are in crisis and parents and friends are held in suspension unable to connect with professionals.

**Do you have any cost savings suggestions for the Department of Health Services?**

Hundreds of \$ are being thrown in the trash just in the hi rise in my neighborhood alone. These are crutches, walkers, lift chairs, shower chairs, etc. Why not loan instead of buy. Most of these items can be sterylized. Also people call an ambulance for any reason because its free of charge. If they were charged even a small amount they wouldn't be quite so quick to call especially when there are other ways to get transportation.

**Crystal**

**What could the Department of Health Services improve?**

Better treatment & approachable care

**Do you have any cost savings suggestions for the Department of Health Services?**

With peer support and self direction and respite care homes in 72 counties they are evidence based that work instead of going to ER or psychiatric hospitals before we have a crisis. Have them peer specialist ran. We need CIT officers.

**Houston**

**What could the Department of Health Services improve?**

Keep BadgerCare, SeniorCare, IRIS, Long Term Care via COP, CIP, and Katie Beckett.

**Do you have any cost savings suggestions for the Department of Health Services?**

Expand COP & CIP, IRIS, & Katie Beckett. These programs have proven that community based care is less costly than institutional care, never mind that people can more easily participate in the community as fully as they are able to if they are not in institutions. Disabled man on Title 19 has wife attendant with no health insurance. The wife became sick finally went to the ER too late and died.

**Jane**

**What could the Department of Health Services improve?**

Continue to provide the flexible, self-directed, funding through the IRIS program. People who have choices about their lives, will be more happy, healthy and productive. Medicaid funding/restrictions/process for acquiring durable medical equipment is full of barriers and discriminatory practices for the people who depend on this funding.

**Do you have any cost savings suggestions for the Department of Health Services?**

Support service provider agencies who provide cross-categorical services, client-centered supports and have a philosophy that promotes independence and quality of life for individuals with disabilities, should be the norm not the exception. Research Todd Steven and Associates of Oshkosh and discover what 'Support Without Walls' looks like. Also, make full use of the newly released Medicaid rules designed to make the program more flexible, efficient, and provide better care for lower costs. Wisconsin is one of 15 states that has a chance to make good choices and promote the least restrictive environments with flexible programming. It is the duty and the responsibility of the Wisconsin Department of Health Services to not only utilize these federal funds, apply the guidelines of the new rules to all of its current policies and newly innovative services, but to be accountable to the people who will benefit from a service system that believes all people have a place in our communities. 'Cost savings' does not mean 'cut services'. It means develop what works and trim what does not.

**Cynthia**

**What could the Department of Health Services improve?**

Thank you for FC and IRIS. It provides her with a chance to live in her community and not a nursing home.

**Do you have any cost savings suggestions for the Department of Health Services?**

None

**Christine**

**What could the Department of Health Services improve?**

Use of peer specialists.

**Do you have any cost savings suggestions for the Department of Health Services?**

Peer Specialty saves money. Peer specialists are mental health consumers with jobs. They work in many settings, including hospitals and community settings. Training peer specialists is not costly and is time-effective. Peer specialists embody recovery and this leads to recovered consumers on a wide scale. Recovered consumers integrate in society free of supports.

**Karen**

**What could the Department of Health Services improve?**

None

**Do you have any cost savings suggestions for the Department of Health Services?**

I think people on any health insurance plan should pay more for being a smoker, overweight, etc. Perhaps a tax deduction for anyone within their BMI range is also an incentive for being healthier. I think the government should also change the food stamp/quest program by allocating so much money on the card for vegys/fruit, another amount for healthy grains, etc. These people tend to be making poor food and health choices and are a drain on the states resources. With todays computer systems, you would think this would be easy to implement.

**John**

**What could the Department of Health Services improve?**

Provide either 1) free universal health care for the citizens of Wisconsin or 2) a government-run public option to compete with insurance companies in Wisconsin.

**Do you have any cost savings suggestions for the Department of Health Services?**

The Department of Health Services will have more money if corporate tax loopholes are closed and when the wealthiest of Wisconsin pay their fair share of taxes.

**Damian**

**What could the Department of Health Services improve?**

Why did Ms. Rhoades object to Health WI? Was there anything worthwhile in it? What will Gov. Walker do to improve access and affordability over and beyond making cuts?

**Do you have any cost savings suggestions for the Department of Health Services?**

None

**Pat**

**What could the Department of Health Services improve?**

None

**Do you have any cost savings suggestions for the Department of Health Services?**

1) Co-pay's for BadgerCare Plus 2) Charging BadgerCare Plus consumers a fee for the insurance.

**Jane**

**What could the Department of Health Services improve?**

Allow more flexibility for Children's Long Term Redesign Waiver

**Do you have any cost savings suggestions for the Department of Health Services?**

Social workers should not be paid to administer benefits.

**Ardyth**

**What could the Department of Health Services improve?**

Don't cut, innovate.

**Do you have any cost savings suggestions for the Department of Health Services?**

Peer run centers that are alternatives to hospitalization (such as those in Georgia & Nebraska).

**Sally**

**What could the Department of Health Services improve?**

None

**Do you have any cost savings suggestions for the Department of Health Services?**

Refurbish equipment (wheelchairs), reuse vehicles (wheelchair accessible).

**Amy**

**What could the Department of Health Services improve?**

Help keep Gov. Walker from shredding our budget in all of the areas that people need assistance most. These are people, including me, who cannot always take care of themselves and I'd like to know what Walker will do with all of the homelessness and rise in mental health diagnoses (because people, without Badger Care, can't get their meds), and ultimately (and most sadly) the new population of criminals.

**Do you have any cost savings suggestions for the Department of Health Services?**

Fight. Fight for us. Don't let this mogul of a business man turn our state into a for-profit enterprise. This is not a business like he is used to being so successful with. These are people's basic rights. Stop him....I don't know how, but stop him.

**Tami**

**What could the Department of Health Services improve?**

Streamline prior authorization process for different therapies (physical, occupational, speech).

**Do you have any cost savings suggestions for the Department of Health Services?**

Changing or eliminating Medicaid would eventually cost the state more by increasing medical bills and the need for durable goods.

**Trudy**

**What could the Department of Health Services improve?**

None

**Do you have any cost savings suggestions for the Department of Health Services?**

Create insurance system that uses a card similar to the food stamp card system.

**Karley**

**What could the Department of Health Services improve?**

None

**Do you have any cost savings suggestions for the Department of Health Services?**

My suggestion relates to the children's autism waiver. I would suggest that parents of full time school aged children have the OPTION to reduce the number of hours during the school year. The current requirement of 80 hours per month, while at a therapeutic level is very beneficial, I think for children in school full time, it puts a lot of pressure on them. I do stress that parents be given the option and not that the reduction of hours be mandatory. I know many school aged children with autism have modified school days based on their disability, and many that are home-schooled. These children would have no problems meeting the 80 hours per month and it would be a great disservice to reduce their hours. My son has received services for the past year and has made some great gains. I do worry as he gets older (he is currently in 1st grade), how he will cope with school full time, increased academics, full time therapy, and homework. I know of other families with older children on the waiver that have the same concerns.

**Prunckle**

**What could the Department of Health Services improve?**

I'm very please with the level of care that is provided through my Badger Care Plus Core Plan. It would be nice if a larger variety of prescriptions were offered, but largely the care received is excellent. It is unfortunate that DHS services may be cut by the current legislators. I implore the lawmakers of Wisconsin to not cut services offered by DHS.

**Do you have any cost savings suggestions for the Department of Health Services?**

A moderate increase in co-pay would be tolerable. Offering access to more services online or via touch-tone phone menus may generate more cost savings. Ideally the original Universal Healthcare proposed by the Obama Administration would have solved a lot of these problems. Further cost savings could be achieved through streamlining the medical billing process. This would create savings on both ends.