



**Department of Health Services - State of Wisconsin
Town Hall Results
Consumer (Other Programs)**

CSP

Bobbie

What could the Department of Health Services improve?

We need care & treatment of our mentally ill.

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

None

Mental Health Services

Joshua

What could the Department of Health Services improve?

I am a veteran currently in the VA system. Before I was in the VA system I was in a county DHS. They did a horrible job. They failed to inform me that I was eligible for VA benefits, now which I am 100% compensated for. I went through 3 different doctors, all of them bad. One had terrible bedside manor. The second suggested I stop all medications completely. After pleading with him to stay on, did he only keep me on the meds. Overall my experience with the DHS was disappointing at least. My VA providers are much better.

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

None

Mental Health Services

Mary Lou

What could the Department of Health Services improve?

Integrating Certified Peer Specialist into mental health services. As a consumer and advocate I believe the specialists have been important part of my recovery. I plan to become a specialist very soon in order to give back to my community.

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

The Yale University study has shown a 44% decrease in hospitalizations for members of Optum Health Services (HMO). If I would have had specialists available to me I wouldn't have had as many hospitalizations which might have saved me from bankruptcy. By not integrating specialists into mental health service systems there has been an overreliance on expensive often less effective treatment options. Those systems are generated toward crisis management rather than crisis prevention. Please mandate the hire of specialists throughout the system including DOC, DVR, & all HMO's contracted by the dept. of health. Specialist need to be paid a living wage with benefits. The consumer can be identified early in the ER or hospitalization thus being provided with the knowledge that specialists have regarding after care. This intervention by the specialist can stop the revolving door many consumers experience without the proper CSPs.

Mental Health Services

Pattie

What could the Department of Health Services improve?

Continue Mental health dialouge. Comprehensive Community Services in Wausau is a system which effectively helps to move back to independence.

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

Open up more positions for Peer Specialists. Have more concrete accountability for funds being used for mental health.

Mental Health Services

Pam

What could the Department of Health Services improve?

I think there should be more of a proactive approach to prevent serious breakdowns rather than waiting for someone to hurt themselves or others, and then treating them. The costs of hospitalizations, crisis intervention, police involvement, all cost more than it would to take preventative steps.

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

Prevent instead of react. We need long term treatment facilities for the truly mentally ill, it's better than putting in jail or having them live on the streets.

Mental Health

Kathy

What could the Department of Health Services improve?

Communication between recovery team and consumer is often non-existent. Stop treating consumers as parts on a conveyor.

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

Greater use of peer specialists, both in-unit and in the community. Peer specialists should be part of the first response teams and intake process. They should be on staff at MHC. The presence of peer specialists throughout the process may facilitate treatment, reduce time spent on the unit, and reduce the numbers and frequency of release. Follow up in the community eases the workload of caseworkers. As many peer specialists work part time, there is the potential for tremendous cost savings for the mental health services target.

Mental Health Services

Patti Jo

What could the Department of Health Services improve?

Providers based on outcomes

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

Yes, work with probation/Pavok, Courts, CJ system to use diversion programs, alternatives to incarceration, to assist an individual to secure safe housing - job training, connections to community programs. Use evidence based practice models for recovery - utilize PACT models for recovery.

PACT

Dylan

What could the Department of Health Services improve?

Add more Pact programs

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

Have more Pact providers to save dollars.

Mental Health Services

Elissa

What could the Department of Health Services improve?

rTMS (repetitive transcranial magnetic stimulation) should be covered for depression. It is safe and effective.

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

No, I think Medicaid & BadgerCare should be expanded to cover more people.

MAPP

Ava

What could the Department of Health Services improve?

My largest fear is that I will lose MAPP. I do pay a premium for my Medicaid premium (\$25/month). About a year ago I went off of SSDI and returned to work full time. It is because of a medical procedure I receive that I am able to work full time. But if I no longer had MAPP which pays for these treatments, I am certain that I would once again have to go back on SSDI, would no longer be able to work, would have to move back into subsidized housing and be back to an in and out of the hospital lifestyle. Please do not end these programs and the access to these programs. Persons with mental illness can and do recover, but we still need our medications and ongoing care to maintain our wellness.

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

None

Medical Assistance, SSI

Lori

What could the Department of Health Services improve?

Get doctors to treat and find the cause of an ailment on the first visit instead of having the patient come back multiple times for the same problem. The office visits for repeat health problems has to be a huge expense. I feel it is an abuse of the system by doctors who knowingly not treat the person who is on state health insurance and do not do the lab work or other necessary tests on the first visit for that problem. These doctors are eating away at the system and patients are suffering too. I strongly feel that there needs to be a better system for mental health patients. Not providing/approving through the pharmacy the medications which were prescribed by the psychiatrists at DHS is only incurring further medical visits, paper work trail and costs per patient. It is increasing the patients risk for exacerbating their mental illness due to delay in getting medications and or therapies. Patients cannot just STOP taking their medication. St Croix county is growing and developing fast and there needs to be an improvement in access to care in this county. Dentists which take the Badgercare is desperately needed as well as inpatient mental health facilities and therapy centers.

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

Stop sending duplicate mailings out on healthcare coverage and benefits.

Practically all for racine county...but specifically COMPASS, Unified, and Autism related services

Heidi

What could the Department of Health Services improve?

The employment of educated people, if not up-to-date with MINIMUM the past decade or more of federal legislation regarding their own jobs!

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

Yes, minimize the cost putting into schools NOT BY necessarily cutting funding to the teachers [or do so, personally I don't see their complaint...] but instead of putting those who SHOULD BY ADA IDEA PART C SPECIFICALLY SECTION 504; KEEP 2-YEAR-OLDS or less(!) such as my son in their homes with evidence based ABA intensive-level at home treatment services for autism--instead of 'fitting them all in' a special education program, and letting them fall behind. NO CHILD LEFT BEHIND! Early intervention? Birth to Three? I receive many services being on both Disability and TANF; and NO ONE ONCE referred me [rather my son] where to go. He should have gotten an IFSP prior to an IEP @the age of 2! I am outraged! When I complain of this, people at these so called 'agencies' have no clue what I'm talking about. Ex: at the Social Security Office, I have been told not only once, but perhaps 5 times by DIFFERENT people that my son does not qualify for DISABILITY INCOME other than SSI!!! Um, HELLO!!! He has autism! I don't 'need' that little amount because I 'need' extra money for groceries, I NEED Government workers who know the law-at the local, state, and I would HOPE Federal level!

Medicare Expansion

Patti

What could the Department of Health Services improve?

Stop teaching learned helplessness. I had a small budget but worked full time when I went to University. I was At or near the poverty level. But I managed to keep health insurance on myself. By providing Medicaid to those at or below 133% of the Federal Poverty Level, you are encouraging an entitlementality that encourages people to sit back and let the government do for them what they need to do for themselves. Quite frankly between income tax, property tax and purchase tax, I can't afford more. But as a tax payer, I am the government and in spending more, you are holding me hostage. What reason do I have left to continue to work hard? So stop teaching learned helplessness.

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

None

Medicaid disability cancer

Marie

What could the Department of Health Services improve?

Give more information on what is going to happen to the people who are on disability. How these changes will affect us? What parts will be eliminated? What parts will be improved upon for the people who have a disability? Why employers do not hire people with disabilities (because they cost more for medical coverage)?

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

A suggestion for eliminating some cost is to allow people to send documentation to county and state levels through a secure internet site to you. Secure site would be the other person has virus scan and firewall on their computer. Many people have scanners on their printers which they can scan the documentation in and eliminating paper information being sent to you. Less handling of paper, postage and information is on the receivers computer to process in a faster manner. The Department of health services would be able to confirm the information through the internet, sometimes if they feel a problem exists they could initialize a person to connect in person with a case worker. Faxes have been to shown that they leave an imprint for anyone to manipulate in a negative way. I have worked with surveys to find out information, perhaps one could be created for people to answer on line or paper form to find people who are manipulating the system. Perhaps scare the providers and indicate they are all under review, hopefully the people who are using the system will realize they will be dealt with legally. I enjoy seeking out information on the web/internet to find information for others. I have not seen or found employment that would utilize this process. I think it would be interesting employment.

cost

Jean

What could the Department of Health Services improve?

The cost of health ins for seniors.

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

Let young (55 yr old) retirees buy into medicare. We would have healthier clientel and less cost.

Crisis Services Mental Health

Jason

What could the Department of Health Services improve?

None

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

Use of peer run services & peer implemented services.

Is there any insurance out there for single people who do not have a job at the present time

Peggy

What could the Department of Health Services improve?

It was my understanding that all Wisconsinites would be able to get better health care, what happened to this?

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

None

Wis. medical assistance services in general

Michael

What could the Department of Health Services improve?

None

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

reduce paperwork/forms, utilize computer technology for efficiencies, better interagency coordination for reduction in duplicity, more efficient use of 'health teams' for patient care, use of health care coordinators for more frequent users in the system, more user friendly program qualification guidelines.

BadgerCare Core Plan

Doug

What could the Department of Health Services improve?

Reinstate my perscription coverage. For some reason it has been canceled and I was not contacted regarding that.

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

No.

Peer Specialty

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-efficient. Peer specialists embody recovery and this leads to recovered consumers on a wide scale. Recovered consumers integrate in society free of supports.

medicaid/ Southwest Wis Family Care

Patricia

What could the Department of Health Services improve?

Try to get the needs and input from the seniors and people that are being served by this program, and in a more efficient and timely manner, also a more respectful attitude to us. When we have a prescription from our doctor, that should be enough to show that a need is apparent. When I was visited by the nurse and social worker, I was told that just because I have a prescription from my doctor, doesn't mean that I will get what he or she has written for.

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

by discussion with the patient, with good information given, most people want to help save our government money where we can, sometimes we are treated as though we just want to get things, this is not so, we care about how government money is spent and used. We may be older citizens, but we still have brains.

Cost of Medical Care

Rosalyn

What could the Department of Health Services improve?

Require that hospitals and clinics STOP spending billions of dollars on Television, Radio, Newspaper and magazine Ads and pass savings on to Consumers and save billions of dollars for Medicare, Advocare and Badger Care along with co-pays being lots lower. Require that Hospitals & Clinics STOP paying doctors based on the number of procedures, surgeries or tests. This causes too many unnecessary procedures. Require that doctors not make profit depending on numbers or kinds of prescriptions they order for patients. This Department needs to Negotiate price of drugs with pharmaceutical companies

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

None

Medicaid-MAPP, PASS & T19

Daniel

What could the Department of Health Services improve?

None

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

Allow individuals who qualify for medicaid through receiving SSI to retain their medicaid if they return to work and their income exceeds SSI limits. However, require the individual to pay a premium of 5-10% of their income less employer provided premiums. I understand there are programs to assist with this, such as MAPP or PASS. However, these programs are often unknown, confusing or have income restrictions that exclude individuals who could work full-time in good paying fields like law, finance, computer science, etc.

Mental Health Services

Michael

What could the Department of Health Services improve?

Support the creation of peer-run respite centers by funding their development and by making these services reimbursable under Medicaid.

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

None

Children Long Term Redesign Waiver

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.

Mental Health

Arnold

What could the Department of Health Services improve?

Peer support as evidence based practice. Revisit Peer Link Model. Wants mandate for county to hire peer specialist at a living wage with benefits.

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

Use Peer Specialists.

Medicaid and Medicare

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.

Mental Health & AODA Services

Stephanie

What could the Department of Health Services improve?

Community based treatment, use of certified peer specialists.

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

None

children's autism waiver

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.