

APPENDIX A
Resources Available to Consumers

State Licensure/Complaints

The Wisconsin Division of Quality Assurance (DQA) is responsible for monitoring care offered by 44 different types of health and community care providers, including hospitals, nursing homes, and home health agencies. The Division carries out its responsibilities through state code development, on-site surveys, complaint investigations, and enforcement.

Contact: Division of Quality Assurance
PO Box 2969
Madison WI 53701-2969
Telephone: (608) 266-8481
TDD#: (608) 266-7376

Regional Offices:

Southern Regional Office
2135 Rimrock Road
Madison WI 53713
FAX: 608-266-8975

Southeastern Regional Office
819 N. 6th Street, Room 609B
Milwaukee WI 53203-1606
FAX: (414) 227-4139

Northeastern Regional Office
1325 South Broadway
De Pere WI 54115-5965
FAX: (920) 983-3201

Northern Regional Office
2187 N. Stevens Street, Suite C
Rhineland WI 54501-1246
FAX: (715) 365-2815

Western Regional Office
610 Gibson St., Suite 1
Eau Claire WI 54701
FAX: (715) 836-2535

Regional Field Operations Director:

Juan Flores
(608) 266-9422

Jean Rucker
(414) 227-4563

Dolores Zwiers
(920) 983-3185

Jessica Radtke
(715) 365-2801

Kathy Lyons
(715) 836-3030

Long Term Care Ombudsman

The Board on Aging and Long Term Care (BOALTC) operates the Wisconsin ombudsman program. Ombudsman staff employed by BOALTC are housed in six offices throughout Wisconsin and perform the following functions: investigate improper treatment of elderly or disabled persons receiving long-term care; monitor development of federal, state and local laws relating to long-term care; and promote public awareness and voluntary acts to resolve problems and improve conditions involving long-term care.

Contact: Board on Aging and Long Term Care
1402 Pankratz Street, Suite 111
Madison WI 53704
Toll Free: 1(800) 815-0015

Medicaid Fraud and Abuse Unit

The Medicaid Fraud Control Unit (in the Wisconsin Department of Justice) investigates allegations of Medicaid fraud or abuse.

Contact: Medicaid Fraud Control Unit
Department of Justice
17 W. Main St., P.O. Box 7857
Madison WI 53707
Telephone: (608) 266-9222

State Bureau of Aging and Disability Resources

The Bureau of Aging and Disability Resources is a unit of the Division of Disability and Elder Services, Wisconsin Department of Health Services. The Bureau of Aging and Disability Resources is the single state agency responsible for implementing Title III of the Federal Older Americans Act, oversees a county aging network, and promotes public policies to help older people.

Contact: Bureau of Aging and Disability Resources
1 W. Wilson St., Room 450
Madison WI 53703
Telephone: (608) 266-2536

Disability Rights Wisconsin

Disability Rights Wisconsin (formerly the Wisconsin Coalition for Advocacy) is the designated protection and advocacy agency for persons with developmental disabilities and mental illnesses. This agency provides statewide help and advocacy for a variety of disability-related issues and resident rights issues.

Contact: Disability Rights Wisconsin
131 W. Wilson St, Suite 700
Madison WI 53703
Telephone: (608) 267-0214 (Madison)
1(800) 928-8778 (Toll-free Madison office)
(414) 773-4646 (Milwaukee)
1(800) 708-3034 (Toll-free Milwaukee office)
(715) 736-1232 (Rice Lake)
1(877) 338-3724 (Toll free Rice Lake office)

Coalition of Wisconsin Aging Groups (CWAG) Elder Law Center

The CWAG Elder Law Center is a source of legal services and resources to Wisconsin's older citizens. It provides individual and group representation, advocacy, training and consumer and professional education with an emphasis on elder law issues affecting low-income frail, vulnerable and isolated elderly. The CWAG Elder Law Center has specific expertise in issues of public benefits, income security and long term care financing, substitute decision making alternatives, guardianship and elder abuse.

Contact: Coalition of Wisconsin Aging Groups Elder Law Center
2850 Dairy Drive, Suite 100
Madison WI 53718
Telephone: (608) 224-0606
Toll Free: 1-800-488-2596