



DIVISION OF DISABILITY AND ELDER SERVICES

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MEMORANDUM

DATE: September 30, 2005

TO: Family Care CMOs and Aging and Disability Resource Centers

FROM: Monica Deignan, Managed Care Section Chief
Bureau of Long-Term Support

SUBJECT: What "Choice" means in Family Care

The original proposal for long-term care reform in Wisconsin, published in July, 1998, described in general terms how the redesigned system would provide "More Choices for More People." During the five years the Family Care benefit has been available in Fond du Lac, La Crosse, Milwaukee, Portage and Richland Counties, care managers and program managers, both at the local and state level, have grapples with operationalizing this concept of choice while learning to effectively administer managed care organizations.

For the past several months, CMO directors and state staff have been working on a document to help care managers and other program stakeholders better understand what choice means in the Family Care program. That document is attached to this memorandum. While the document can be shared with consumers and families, it was written with care managers in mind. We plan to develop and distribute a companion document that is written more specifically for consumers. In the mean time, the "Being a Full Partner in Family Care" booklet is still a good explanation for consumers of what their choices are in Family Care.