

Partnership: What's Next?

You have decided to enroll in Partnership. Within three days after your enrollment date, your managed care organization (MCO) will contact you. They will work with you to schedule a visit at your home.

Important details

My MCO:

My MCO's
phone number:

My enrollment date:

What to expect during the home visit

During the visit (and any future visits), MCO staff will get to know you. They'll ask you questions. For example, what non-prescription medicines or supplies do you often buy? What do you need help with? Your answers to these questions help them learn about your needs and how the program can support those needs.

You can have family or friends be part of the visit at your home, as well as any future visits.

After the visit at your home, you will:

- Create a care plan with your care team.
- Select providers from a network.
- Receive services and supports.



Helpful reminders

- **You should have a good experience with Partnership.** Let your care team know if you are not happy with your services or care.
- **Partnership is a voluntary program.** It is your choice to enroll. You can choose to leave the program at any time. If you want to talk about other options, contact your ADRC (aging and disability resource center) or Tribal ADRC (aging and disability resource specialist).

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- **You have the right to file an appeal or grievance.** You can ask people to review a decision you disagree with. For example, if your services are reduced or denied, your MCO will give you a document called a Notice of Adverse Benefit Determination. It tells you about your rights and how to file an appeal or grievance.
- **An ombudsman can help you file an appeal or grievance.** An ombudsman is a neutral advocate or helper. Their services are free. They can tell you about your rights and help you advocate for yourself.

For people 18–59 years old, contact:

Disability Rights Wisconsin

Toll free: 800-928-8778

TTY: 711

disabilityrightswi.org/

For people 60 and older, contact:

Wisconsin Board on Aging and Long Term Care

Toll free: 800-815-0015

TTY: 711

longtermcare.wi.gov

- **Your ADRC or Tribal ADRS is here to help.** If you have any questions or problems, contact your local ADRC or Tribal ADRS.

My local ADRC or Tribal ADRS:

ADRC or Tribal ADRS phone number:

Notes:

