

# Publicly Funded Long-Term Care ADRC Operations Manual

## I. Introduction

ADRCs are the entry point for anyone seeking enrollment into one of Wisconsin's publicly funded adult long-term care programs. They provide interested customers with information about the programs, eligibility determination, assistance with enrollment, and assistance if a customer chooses to disenroll or loses eligibility. The publicly funded long-term care programs offered in Wisconsin include Family Care, Family Care Partnership, Program of All-Inclusive Care for the Elderly (PACE), and Include, Respect, I Self-Direct (IRIS). Every county in Wisconsin offers Family Care and IRIS. Not all counties offer Family Care Partnership and PACE, so it is important to be familiar with the program options and providers specific to your service area.

ADRC staff will find detailed information regarding [Eligibility Determination](#) (P-03062-04)), [Enrollment Counseling](#) (P-03062-03a), and [Disenrollment Counseling](#) (P-03062-03b) in the respective sections of this operations manual.

All ADRC staff, regardless of their specific job function, should be familiar with the publicly funded long-term care programs in their service area and the role that the ADRC has in helping people to access these programs.

## II. General Program Information

### A. Family Care

Family Care is a Medicaid long-term care program for frail elders and adults with physical or intellectual disabilities. Individuals in the program receive long-term care services to help them live in their own home or in a community-based setting whenever possible. Long-term care services include things such as assistance with bathing, dressing, making meals, going to work, and paying bills. Family Care is available in all 72 counties in Wisconsin.

Family Care services are provided by managed care organizations (MCOs). MCOs are responsible for managing and delivering services in the [Family Care benefit package](#). Services are tailored to the individual needs of each customer based on their needs, circumstances, and preferences.

For more in-depth information on the Family Care program, visit t [What is Family Care? To find out which MCOs provide Family Care in the ADRC's service region, Family Care Geographic Service Regions.](#)

## **B. Family Care Partnership**

Family Care Partnership is an integrated health and long-term care program for frail elders and adults with physical or intellectual disabilities. This means that home and community-based services, physician services, and all medical care are part of the Family Care Partnership program. The program offers team-based care management where the individual works together with their physicians, nurses, and social workers to develop a care plan and coordinate service delivery. Family Care Partnership is only available in certain locations.

Family Care Partnership services are provided by MCOs. Just like in the Family Care program, the Family Care Partnership program also tailors services based on the needs of each customer, their circumstances, and preferences.

For more in-depth information on the Family Care Partnership program, visit [Family Care Partnership: Program Overview. To find out which MCOs provide Family Care Partnership in the ADRC's service region, visit Partnership/PACE Geographic Service Regions.](#)

## **C. PACE**

The Program of All-Inclusive Care for the Elderly, or PACE, provides a full range of long-term care, health care, and prescription drugs to older people with chronic needs. PACE is only available to individuals that are age 55 or older living in Milwaukee, Racine, or Waukesha counties who meet functional eligibility requirements.

PACE combines the services offered through Medicare, Wisconsin Medicaid, and home and community-based long-term care services.

For more in-depth information on the PACE program, visit [PACE \(Program of All-Inclusive Care for the Elderly\). To find out which MCOs provide Family Care Partnership in the ADRC's service region, visit Partnership/PACE Geographic Service Regions.](#)

## D. IRIS

IRIS, which stands for Include, Respect, I Self-Direct, is a self-directed program for frail elders and adults with physical or intellectual disabilities. The IRIS program is built on the principles of self-determination and self-direction, which means that the participant has the freedom to decide how they want to live their life, including all decisions regarding long-term care services and supports. The IRIS program is available in all 72 counties in Wisconsin.

IRIS is different from other publicly funded long-term care programs in that there is no MCO involved in coordinating and delivering services to the participant. Instead, the participant is given a budget based on their long-term care needs and goals. With this budget, the participant works with the IRIS Consultant Agency (ICA) they selected to build a service plan which includes what goods, supports, and services will help to achieve their goals and uses the budget to create a service plan to meet their needs.

For more in-depth information on the IRIS program, visit [IRIS \(Include, Respect, I Self-Direct\). To find out which ICAs provide IRIS in the ADRC's service region, visit IRIS Consultant Agencies and Fiscal Employer Agents by Geographic Service Region.](#)

## E. IRIS Fiscal Employer Agents

Everyone enrolled in IRIS will get help from a fiscal employer agent (FEA). The fiscal employer agent does background checks on participant hired workers, processes payroll, manages the amount of federal and state taxes to take out of workers' checks, and helps with other employer tasks. The FEA also processes any cost share you may owe and pays vendors for services.

For more in-depth information on IRIS Fiscal Employer Agents, visit [IRIS Fiscal Employer Agents](#). To find out which FEAs provide services in the ADRC's service region, visit [IRIS Consultant Agencies and Fiscal Employer Agents by Geographic Service Region](#).