

Family Care, IRIS (Include, Respect, I Self-Direct), and Family Care Partnership

Dane County Member Forums
September 2017

Dane County Human Services

Division of Public Health, Bureau of Aging and Disability Resources

Division of Medicaid Services, Bureau of Adult Long Term Care Services



Agenda

- Introduction of team—why we work in long-term care
- Change to build a future
- Communications
- Choice
- Next steps and timelines—counseling and enrollment
- Questions and answers

Change to Build a Future

- Benefits of the program for members
 - Eliminate waitlists
 - Consumer protections
 - Services based on outcome needs
- Benefit of the program for providers
 - Avoid one size fits all
 - Efficiencies
 - Proven success
 - Avoid federally imposed state rates for county services

Change to Build a Future, cont.

- Quality oversight by state staff
 - Each managed care organization (MCO) and IRIS consultant agency (ICA) is newly certified for Dane County
 - Adequate provider networks
- Sustain Wisconsin's community-based model

Change to Build a Future— Priorities

- Your continued quality of life
- Your health and safety
- Special approaches
- Consumer selection
 - You select your program
 - Choice of provider networks if with MCO
 - No undue pressure
 - Neutral public employees guiding your counseling

Communications

- Customized to fit your needs
 - Website
 - Community forums
 - Comparison pieces
 - Videos
 - PowerPoints
 - Frequently asked questions (FAQs)
- Standard
 - Weekly meetings

New Choices of Long-Term Care Programs

Start Here



**Family Care
Partnership**



IRIS ICA Choices



FIRST PERSON
Care Consultants



Progressive Community Services, Inc.

607 Green Meadow Drive ♦ Verona, Wisconsin 53593
(608) 848-8305 ♦ Fax (608) 205-4898



Family Care MCO Choices



Family Care Partnership MCO Choices

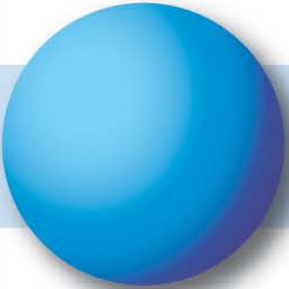
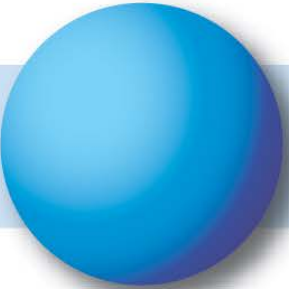
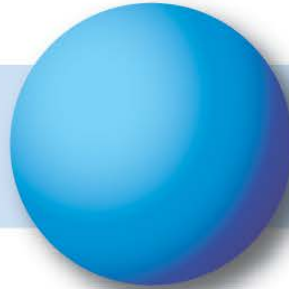
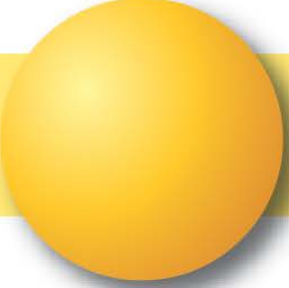
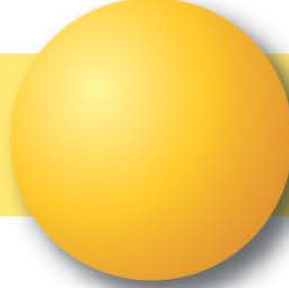



What does this mean to me?

- Family Care and IRIS both offer the full range of long-term care services.
- Family Care includes care management services and flexibility to self-direct some of your services and support.
- For IRIS, you self-direct all of your own services and support.
- Family Care Partnership includes care management services and flexibility to self-direct some of your services, support, and acute and primary care.

Examples of Services in Wisconsin's Long-term Care Programs

Note: The groups shown are a representative list of services only and are not fully inclusive.

	IRIS	Family Care	Partnership
Medicaid Waiver Services Supportive home care Home modifications Home-delivered meals Lifeline Assisted living Employment			
Medicaid Card Services Home health Medical supplies Nursing home Personal care Mental health Alcohol or other drug treatment	Accessed through Medicare or Medicaid card		
Acute and Primary Medicare or Medicaid Emergency room visit Hospitalization Doctor visits Lab tests Prescription drugs Dental care	Accessed through Medicare or Medicaid card	Accessed through Medicare or Medicaid card	

Examples of Covered Services

- Juan receives rides to work from Madison Metro who has a contract with Dane County. Will Juan receive transportation under IRIS, Family Care, and Family Care Partnership?
- Yes, this is an included service.

Examples of Covered Services

- In IRIS, Juan hires his own transportation provider.
- In Family Care/Partnership, if transportation is listed on his care plan, Juan could either:
 - Self-direct and hire his transportation provider; or
 - Have his Family Care or Family Care Partnership team coordinate this service for him with one of the MCO's providers.

Examples of Covered Services

- Mandy received personal care services in Dane County. Shelly helps Mandy to shower, get dressed, and prepare meals. Will personal care services be covered under IRIS, Family Care, and Family Care Partnership?
- Yes, personal care services are included.

Examples of Covered Services

- In IRIS, Mandy could either purchase this service with her Medicaid card or choose to self-direct this service and hire a worker.
- In Family Care/Partnership, Mandy could either:
 - Self-direct and/or work with an agency to hire her personal care provider.
 - Have her Family Care or Family Care Partnership team coordinate this service for her with one of the MCO's providers.

Examples of Covered Services

- Bob works at two locations three times a week for a total of 15 hours. Kris helps Bob at his job and also helps his friends, Tom and Bill, as a job coach. Will supported employment be covered under IRIS, Family Care, and Family Care Partnership?
- Yes, supported employment services are included.

Examples of Covered Services

- In IRIS, Bob can choose to self-direct this service and hire a worker or coordinate these activities with his friends.
- In Family Care/Partnership, Bob could either:
 - Self-direct and hire his supported employment provider.
 - Have his Family Care or Family Care Partnership team coordinate this service for him with one of the MCO's providers and with the other providers of Tom and Bill.

Your Experience Matters

- Family Care and IRIS are similar to your current program: Community Options Program (COP) or Community Integration Program (CIP).
 - Same goals
 - Similar services
 - Same eligibility requirements to participate
 - You continue to remain at the heart of the programs
- You choose which program is best for you.

Where do I go for help?



Handouts:

- Folder
- Specialized Dane County materials
- Benefits overview
- Counseling handout

Ombudsman Programs

- Ombudsmen provide help if you experience challenges in Family Care or IRIS or if you are having difficulty accessing the long-term care programs.
- You are assigned an individual ombudsman (like an advocate) to work on a particular issue.
- Ombudsmen do not work for MCOs, IRIS agencies, or ADRCs. They are independent.
- Ombudsman services are free and confidential.



Ombudsman Programs

- If you are in Family Care and you are **age 60 or older**, contact the Board on Aging and Long Term Care (BOALTC) at 1-800-815-0015.
- If you are in Family Care or IRIS and you are **ages 18-59**, contact the Family Care and IRIS Ombudsman Program at Disability Rights Wisconsin at 1-800-928-8778.



Timeline

Options Counseling

- October 1, 2017
- April 14, 2018

Enrollment

- February 1, 2018
- April 30, 2018

How soon will the Aging and
Disability Resource Center call me?

My services are very important,
will they change?

Is it possible for me to keep my
same providers?

I want to keep my care manager. Is that possible?

I have services every day.

With these new programs, how are decisions made about services? And my care plan?

How soon do I need to pick a program?

I'm worried I may have to move; will that happen?

Who do I talk to if I have a problem,
concern, or complaint?

Questions and Answers



Website Links

- Department of Health Services
www.dhs.wisconsin.gov
- Family Care
www.dhs.wisconsin.gov/familycare/index.htm
- IRIS
www.dhs.wisconsin.gov/iris/index.htm

Bureau of Adult Long Term Care Services Contacts

- Associate Director: JoAnna Richard
Phone: 608-266-0886
Email: joannam.richard@dhs.wisconsin.gov
- Associate Director: Betsy Genz
Phone: 608-215-7006
Email: betsy.genz@dhs.wisconsin.gov

Thank you