

Family Care



Family Care is a Medicaid **long-term care program** for older adults and adults with disabilities.

Long-term care—a service or support you may need to help with daily tasks, such as getting dressed or bathing, because of one or more of the following:

- You have a disability.
- You have a lasting chronic condition.
- You are age 65 or older.

The goal of Family Care

The goal of Family Care is to help you meet your long-term care needs and your personal goals.

- Choose your supports and services.
- Have privacy and feel safe.
- Decide how you spend your day.
- Have relationships with family and friends.
- Feel respected and treated fairly.
- Have the best possible health.
- Get involved in your community.

How Family Care works

Family Care is about getting you the supports and services you need for daily living. Here's what you can expect:

A care team that supports you

With Family Care, a team of people works together with you. Your care team includes:

- You
- A family member or loved one (*optional*)
- A care manager
- Other professionals, depending on your needs, such as a personal care worker (*optional*)
- A registered nurse

Note: If someone makes legal choices on your behalf, they will be involved in Family Care with you. They'll make sure your team hears and respects your voice.



**WISCONSIN DEPARTMENT
of HEALTH SERVICES**

P-00088D (12/2023)

Services that let you live at home

No matter where you live, your care team can help you get the supports and services you need.

A choice in the services and providers you receive.

You will:

1. **Talk with your care team about what you want.** Your care team will do an assessment to learn more about you. They'll see if you like where you live now. They'll also find out what supports you need to live the life you want.
2. **Create a care plan with your care team.** Your care plan moves you toward the goals you define in the assessment.
3. **Select providers from a network.** When you enroll in Family Care, you join a MCO (managed care organization). They work with you to get you the long-term care services you need. These services may include transportation, supportive home care, home-delivered meals, and more. You choose your services and providers from a network or through a self-directed service option.
4. **Receive services and supports.** Your MCO helps find and schedule the services that you've selected and the MCO has authorized within the benefit package.

Funding through one program

Family Care may be able to pay for all long-term care services through one program. Because all services are part of the same program, it's easier to get care and use your benefits.



Where to learn more about Family Care

To learn more, please visit the [Wisconsin Department of Health Services \(DHS\) website](https://dhs.wisconsin.gov/familycare/index.htm) (dhs.wisconsin.gov/familycare/index.htm) or scan the QR code.



To find out if you're eligible contact:

- [Your local ADRC \(aging and disability resource center\)](https://dhs.wisconsin.gov/adrc/consumer/index.htm) (dhs.wisconsin.gov/adrc/consumer/index.htm).
- [Your tribal ADRC \(aging and disability resource specialist\)](https://dhs.wisconsin.gov/adrc/consumer/tribes.htm) (dhs.wisconsin.gov/adrc/consumer/tribes.htm).
- DHSFCWebmail@dhs.wisconsin.gov.
- Medicaid Member Services at 800-362-3002.



WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

P-00088D (12/2023)