

Family Care: What's Next?

You have decided to enroll in Family Care. 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:

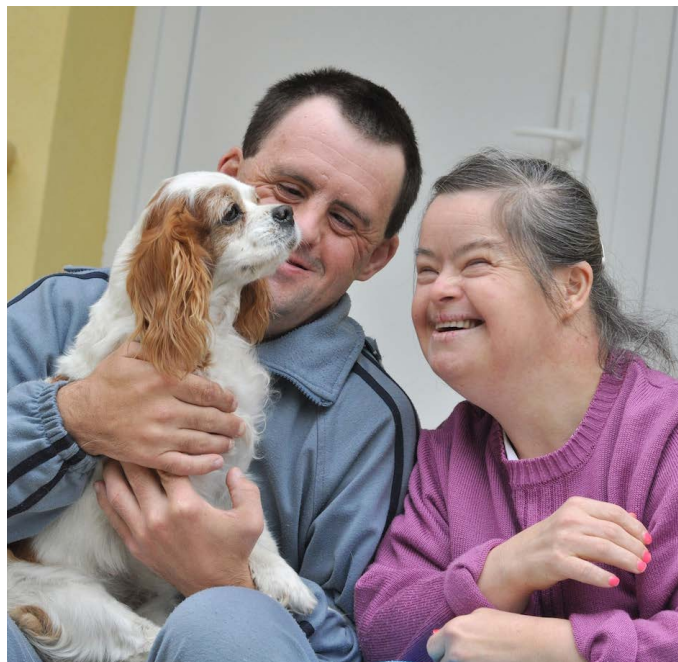
What to expect during the home visit

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 Family Care.** Let your care team know if you are not happy with your services or care.
- **Family Care 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 ADRS (aging and disability resource specialist).

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

ADRC or Tribal ADRS phone number:

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longtermcare.wi.gov.

