



Tell Me More about... Addressing My Concerns

What do you do if you are unhappy with your experience in your program?

People who choose to enroll in long-term care programs: Family Care, Partnership, PACE (Program of All-Inclusive Care for the Elderly) and IRIS (Include, Respect, I-Self Direct); have rights. If you are unhappy with a decision, one of the first steps is to say something. If you are enrolled in Family Care, Partnership or PACE, you can talk with your care team about your concerns. If you are enrolled in IRIS, you can talk with your IRIS consultant agency or fiscal employer agent. Often concerns can be resolved without filing an appeal or grievance.

What choices do you have if you want to file a grievance or appeal?

Managed care and IRIS programs give you several choices when you have a concern about your services. You can:

- File a grievance or appeal with the managed care organization (MCO), IRIS Consultant Agency (ICA) or fiscal employer agent (FEA).
- Ask for a review by the Wisconsin Department of Health Services (DHS), which is the agency that oversees Family Care, Partnership, PACE, and IRIS.
- Ask for a state fair hearing.

Your family, a friend or a provider may file an appeal or grievance on your behalf when they have your permission or your guardian's permission. Also, you can file a grievance with an MCO, ICA or FEA at any time, but you must file an appeal, a request for DHS review or a request for fair hearing within 45 days from the date of the action or incident being appealed. Within that timeframe, you can choose to use any or all of the three ways listed above to file an appeal. You can use these methods together or at different times.

Each program will provide you with appeal and grievance procedures. No agency involved may treat you differently because you filed an appeal, grievance, or requested a fair hearing. Listed below is the contact information for the Division of Hearing and Appeals:

Family Care, Partnership, PACE and IRIS Request for Fair Hearing
Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875

Phone: 608-266-3096
TTY: 608-264-9853
Fax: 608-264-9885

<https://doa.wi.gov/Pages/LicensesHearings/DHAWorkandFamilyServicesUnit.aspx>



Are there other agencies that can help?



The Department of Health Services contracts with an agency, MetaStar to operate a complaint and grievance hotline. MetaStar works on the department's behalf to resolve participant complaints and grievances. MetaStar also provides concurrent reviews for IRIS-related appeals accepted by the Division of Hearings and Appeals. During the concurrent review process, MetaStar works with the participant and IRIS partner agencies, to try to come to a mutually agreeable outcome, prior to a hearing. MetaStar's contact information is listed below:

DHS Grievances
c/o MetaStar
2909 Landmark Place
Madison, WI 53713

Hotline phone number: (888) 203-8338
Fax: (608) 274-8340

Is there an advocate that can help?

Ombudsmen are advocates who are available to respond to your concerns in a timely fashion. The Ombudsmen will typically use informal negotiations to resolve your issues. The Aging and Disability Resource Center (ADRC) can provide you with specific contact information for the ombudsman in your area.

