If you have a legal guardian, please pass this information package along to that person, or call them to let them know that important information has arrived.

[English]
For help to translate or understand this document, please call 1-800-291-2002.

[Spanish]
Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.

[Russian]
Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.

[Hmong]
Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-291-2002.

[Hearing Impaired]
For help to understand this document, please call TDD/TTY 1-800-291-2002.
This booklet provides an overview of the Medicaid Supplemental Security Income (SSI) Health Maintenance Organization (HMO) program.

Identification Cards for the Medicaid SSI HMO Program
Each person who is enrolled in Medicaid SSI is issued a ForwardHealth card. Show your ForwardHealth card each time you receive health care services.

What is the Medicaid SSI HMO Program?
The Medicaid SSI HMO Program is a group of health plans that administers and provides health care services for those who receive Medicaid SSI or SSI-related Medicaid because of a disability determined by the Disability Determination Bureau.

Enrolling in an HMO
The Medicaid SSI HMO Program coordinates Medicaid health care benefits for the SSI population. The program gives you access to a wide range of services for your medical and social needs. The health plan considers you a valuable partner and is a resource to support you with helpful information as you make choices about your medical and social needs.
To enroll in an SSI HMO, you must meet all of the following program rules:

- Live in one of the SSI HMO service areas (see your Medicaid SSI HMO Choice Booklet).
- Be 19 years of age or older.
- Receive Medicaid SSI or SSI-related Medicaid because of a disability determined by the Disability Determination Bureau.
- Not live in a medical facility or nursing home.
- Not be taking part in a home and community-based waivers program, for example, Community Integration Program (CIP), Community Options Program (COP), Family Care, Family Care Partnership, IRIS (Include, Respect, I Self-Direct), or PACE (Program of All-Inclusive Care for the Elderly).

You can choose not to enroll in a Medicaid SSI HMO if you:

- Get both Medicaid and Medicare.
- Are in the Medicaid Purchase Plan (MAPP).
- Have only one SSI HMO available in the area where you live.
- Are Native American and a member of a federally recognized tribe.

Benefits of an SSI HMO
A primary care provider or primary care clinic of your choice will help you manage your health care needs.

SSI HMO members do not have copayments for covered services, except for prescriptions. SSI HMOs provide access to health care 24 hours a day, seven days a week. Some SSI HMOs provide all your health care in one location.

Additional services available include:

- An assessment of your medical and social service needs.
- A care plan that includes both medical and social services.
- A care manager to help you arrange for your care and services.
- Help in choosing health care providers near your home.
- Help in finding the right health care services.

Services the Medicaid SSI HMO Covers
SSI HMOs cover medically necessary Medicaid SSI services. After you have joined an SSI HMO, call the SSI HMO to find out where to go for your health care.
The services your SSI HMO will cover include:
- Doctor visits and hospital care.
- Eye care, including eyeglasses.
- Outpatient and emergency care.
- Prenatal care.
- Medical equipment and supplies.
- Mental health services.
- Hearing services, including hearing aids.
- Family planning services.
- Home health care.
- Personal care services.
- Physical and occupational therapy.
- Substance abuse (alcohol and other drug abuse) services.
- Dental care in certain counties. Some Medicaid SSI HMOs cover dental care. If so, you must see a dentist in your SSI HMO network. For the SSI HMOs that do not cover dental care, dental care is provided by Medicaid fee-for-service.

How do you choose your Medicaid SSI HMO?
It is important to choose the Medicaid SSI HMO that best meets your health care needs. You can ask your health care providers which Medicaid SSI HMOs they belong to, or you can call the HMO enrollment specialist at 1-800-291-2002 to see which HMOs include your health care providers and clinics. If you do not make a selection, an HMO will be chosen for you, which may not include your health care providers.

Your health care providers may include a:
- Primary care doctor.
- Mental health provider.
- Specialty doctor.
- Personal care provider.
- Home health care provider.
- Clinic.
- Hospital.

Your health care providers may not all belong to one Medicaid SSI HMO. You then need to decide which provider is most important to you when choosing your SSI HMO.
Other things to consider are:

- The office hours for the doctors, clinics, and other providers in that Medicaid SSI HMO.
- If you have other health insurance. You will be expected to see health care providers who accept your other insurance as well as your Medicaid SSI health plan.

**Continuing Your Care**
SSI HMOs must continue a new member’s current care. This means that after enrolling in your SSI HMO, you must continue to see your current provider who is not in your SSI HMO network for up to 90 days. You may ask your SSI HMO to invite your provider to join the SSI HMO network.

**How to get Help**
Call the **enrollment specialist at 1-800-291-2002**. The enrollment specialist will:
- Tell you if you must choose an HMO now.
- Find out which Medicaid SSI HMO(s) your doctor, hospital, or clinic belongs to.
- Help you select a Medicaid SSI HMO over the telephone or help you fill out an enrollment choice form that you can mail.
- Answer your questions about how the Medicaid SSI HMO works.

**Enrolling in the SSI HMO**
- You can fill out, sign, and mail the enrollment choice form found in this packet.
- You can call the **enrollment specialist at 1-800-291-2002** to give your choice of Medicaid SSI HMO over the telephone.
- You can meet the enrollment specialist face to face. Call **1-800-291-2002** for details.

**What happens after I am enrolled in the Medicaid SSI HMO?**
You will get a membership packet from the Medicaid SSI HMO that will tell you more. The membership packet lists the doctors, hospitals, and clinics that belong to the health plan. It will also explain the services the Medicaid SSI HMO provides.
Once you are enrolled in a Medicaid SSI HMO, call the HMO to:

- Find out the services the SSI HMO provides.
- Find out the doctors and clinics you can use.
- Pick or change your primary care provider.
- Set up a date for your health assessment.

If you are not satisfied with the services, doctors, hospitals, or clinics provided by the Medicaid SSI HMO, call the enrollment specialist at 1-800-291-2002. The HMO enrollment specialist can help you take the next step, including changing your Medicaid SSI HMO.

After enrolling in an SSI HMO, you have 90 days to change your mind and enroll in a different SSI HMO. After 90 days of SSI HMO enrollment, you will be unable to change your SSI HMO for nine additional months. Each year, members get a letter with the option to switch to a different SSI HMO.

What if you forget to choose a Medicaid SSI HMO?
You will be assigned to a Medicaid SSI HMO if you do not make a choice. It is important for you to call the HMO enrollment specialist at 1-800-291-2002 to find out what choices you have. The letter and enrollment choice form included in this packet also explains what choices you have.

It is important to choose your own SSI HMO so that you can be sure your doctors and clinics are in the SSI HMO’s network. If an SSI HMO is chosen for you, your doctors or clinics may not be in the SSI HMO’s network.

What if I am not happy with my Medicaid SSI HMO?
After enrolling in an SSI HMO, you have 90 days to change your mind and enroll in a different SSI HMO. Depending on where you live, there may be different choices. You may be able to choose a different Medicaid SSI HMO. To find out what you can do call the enrollment specialist at 1-800-291-2002.
You Have Rights!
As a member of a Medicaid SSI HMO in Wisconsin, you have the following rights:
- You have the right to continue care with your current provider for the first 90 days of enrollment.
- You have the right to prior authorizations honored at the same level of care for at least 90 days after enrollment.
- You have the right to information about your Medicaid SSI HMO and how it works.
- You have the right to ask questions and to file complaints and appeals.
- You have the right to fair treatment.

Assistance for People With Disabilities
People with disabilities have the right to receive assistance. The health care providers in your SSI HMO must assist people with disabilities. The Americans with Disabilities Act guarantees this right. This means the doctor’s office or hospital must be easy to enter and exit. Your SSI HMO’s care manager can make sure the doctor’s office or hospital meets your needs.

Assistance for People Who are Deaf or Hard of Hearing
The health care providers in your Medicaid SSI HMO must provide interpreter services for people who are deaf or hard of hearing.

Assistance for People Who Speak Different Languages
The health care providers in your Medicaid SSI HMO must provide interpreter services for people who speak different languages.

Assistance for People Who Are Blind or Visually Impaired
If you are blind or visually impaired, you can get a copy of a Medicaid SSI HMO member handbook and other information in Braille or on audiotape.
Civil Rights
All people applying for or getting benefits are protected against discrimination based on race, color, national origin, sex, age, or disability. State and federal laws require all Medicaid benefits to be provided on a nondiscriminatory basis. If you believe you have been discriminated against in any way that relates to applying for Medicaid or getting Medicaid services, contact:

Affirmative Action/Civil Rights Compliance Officer
PO Box 7850
Madison, WI  53707-7850
1-608-266-9372 or 1-888-701-1251 (TTY)

Or you may also register complaints at the federal level with:

U.S. Dept. of Health and Human Services
Director/Office for Civil Rights-Region V
233 N. Michigan Ave., Ste. 240
Chicago, IL  60601
1-312-886-2359 or 1-312-353-5693 (TTY)

You Have Responsibilities
To get the best health care, you have to be responsible for:
• Telling the doctors and nurses how you feel.
• Getting medical care when you need it.
• Taking your prescriptions and following the doctor’s advice.
• Following the Medicaid SSI HMO’s rules for getting health services.
• Keeping the appointments you make.
• Asking your doctor, Medicaid SSI HMO, or care manager questions.
• Telling your Medicaid SSI HMO what you think so that they can help you get the best health care.

If You Have Problems or Questions
If you have questions or problems about your doctor, health care, or your Medicaid SSI HMO, there are resources available to you.
There are people who will help you get the health care you need. There are also many ways to solve problems and answer questions.

Examples of problems and questions:

- Being refused care
- Unable to get an appointment
- Unable to see the doctor of your choice or a specialty doctor
- Unable to find someone who speaks your language
- Unhappy with the health care provider’s attitude
- Not getting help when you call the SSI HMO’s 800 number
- Being denied medically necessary equipment or services
- Getting a bill your Medicaid SSI HMO should pay

If these questions or problems happen to you, you can contact:

- Your HMO to speak with the HMO member advocate.
- The Medicaid SSI ombudsman at 1-800-760-0001.
- The SSI managed care external consumer advocate at 1-800-708-3034 or 414-773-4646.