

What is an Ombudsman?

The word *Ombudsman* (Om-budz-man) is Scandinavian. In this country the word has come to mean an advocate or helper. An Ombudsman protects and promotes the rights of long term care consumers. Ombudsmen work with Family Care members, their families and providers to achieve individualized quality care and quality of life. In Wisconsin, the Board on Aging and Long Term Care has statutory authority to provide advocacy services on behalf of potential or actual Family Care Members age 60 or older.

• Our services are provided at no charge.

Maybe We Can Help: When to Call an Ombudsman?

- If you have questions or concerns about your care
- If you are not living where you wish to live
- If you are having difficulty getting the services you need
- If it has been determined that you are ineligible for services
- If your requested services have been reduced or denied

How Can an Ombudsman Help?

A Long Term Care Ombudsman Can:

- Provide information, technical assistance and training to Members, families and providers about how to obtain needed services and supports.
- Investigate complaints, provide assistance in preparing and filing complaints and grievances.
- Provide individual case advocacy assistance related to the appropriate interpretation of Family Care statutes, rules and regulations.
- Promote the rights and choices of Family Care Members, including advocacy in cases of involuntary disenrollment or termination of benefits.
- Provide consultation services to help residents and families effectively interact with service providers to ensure the timely provision of quality supports and service.
- Intervene on behalf of Members when disputes arise with the State, County, Managed Care Organization or the Care Management Team.

The Board on Aging and Long Term Care

Serving persons age 60 and older
1-800-815-0015

“Resolving concerns before a crisis occurs”

Family Care Advocacy Services for Persons ages 18-59

Persons ages 18-59 who have questions or concerns about Family Care participation are asked to contact the Family Care Ombudsman Program at Disability Rights Wisconsin, contacting the office nearest to them:

Madison: 608-267-0214

800-928-8778

Milwaukee: 414-773-4646

800-708-3034

Rice Lake: 715-736-1232

877-338-3724

Who Can Contact an Ombudsman?

- Family Care Members, their guardians, families, and interested others.
- Aging and Disability Resource Centers, Managed Care Organizations, care managers, service providers.
- Anyone who has questions or concerns about the rights of long term care consumers or suspects that someone in a long term care setting is not receiving proper care.

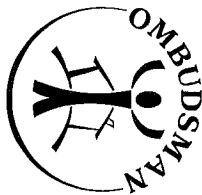
Residents have many rights under federal and state law. Ombudsmen can help protect these rights. You may contact us with questions or problems. *You have an undeniable right to express concerns without fear of retaliation or reprisal.*

All complaints are kept confidential and may be made anonymously.

1-800-815-0015

Complaints can be made by phone, fax, email or letter

1-800-815-0015



State of Wisconsin
Board on Aging and Long Term Care
Ombudsman Program
1402 Pankratz St., Suite 111
Madison, WI 53704-4001
608-246-7001 fax
1-800-815-0015
<http://longtermcare.wi.gov>
boaltc@wisconsin.gov

website
email

The Long Term Care Ombudsman



A Voice for
Family Care &
Partnership Members
(Aged 60 and Older)



Language translation
services available

Who Can Contact an Ombudsman?

Residents aged 60 and over who live in licensed or certified long-term care settings

Persons aged 60 and over who are in the Family Care, Family Care Partnership, PACE, or IRIS programs

Families, friends, or legal decision-makers of long-term care consumers

Staff working in long-term care settings, managed care organizations (MCOs), staff of IRIS ICAs or FEAs

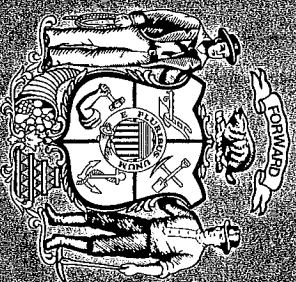
Aging and Disability Resource Centers, Adult Protective Services staff and other community agency advocates

Anyone who has questions or concerns about the rights of long-term care consumers, or who suspects that a long-term care consumer is not receiving proper care or treatment

Ombudsman services are free of charge. All complaints are kept confidential.

1-800-815-0015

boaltc@wisconsin.gov



State of Wisconsin

Board on Aging and Long Term Care

Ombudsman Program

1402 Pankratz Street, Suite III

Madison, WI 53704-4001

Toll-free: 1-800-815-0015

Fax: 1-608-246-7001

Online complaints: boaltc@wisconsin.gov

Website: longtermcare.wi.gov

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State of Wisconsin Board on Aging and Long Term Care

Long-Term Care
Ombudsman Program

A Voice for Long-Term Care Consumers
Aged 60 and Over



Protecting rights guaranteed under
state and federal law

Language translation services
available

What is an Ombudsman?

The word **Ombudsman** (Om-budz-man) is Scandinavian. An ombudsman protects and promotes the rights of long-term care consumers. Ombudsmen work with long-term care consumers aged 60 and over, as well as with others involved in their care, to ensure highest quality of care and life.

The Long-Term Care Ombudsman Program is required by law. In Wisconsin, the Board on Aging and Long-Term Care Ombudsman Program has statutory authority to provide advocacy services to long-term care consumers aged 60 and over.

Our services are confidential and provided at no charge.

When to call an Ombudsman?

If you are having difficulty getting the services or care you need

If you have questions or concerns about your care in a nursing home or assisted living community

If your requested services under Family Care or IRIS have been reduced or denied

If you need information about or assistance with an appeal, grievance or state fair hearing

If your rights are being denied by your provider, legal decision-maker, care team or others

1-800-815-0015

How can an Ombudsman Help?

Serving persons aged 60 or over, a long-term care ombudsman can:

Provide information, technical assistance and training about managed long-term care services and supports, choosing a residential care community, rights of long-term care consumers, how to obtain needed services and supports

Investigate and resolve complaints about care and treatment, reduction or denial of requested services, rights violations

Promote and assist with a client's right to due process in appeals, grievances and state fair hearings

Intervene with legal decision-makers who appear to disregard or disrespect rights

Provide consultation services to help avoid problems, or to solve problems before they become crises

Speak to community and provider groups about long-term care issues, especially issues about consumer rights

Work with resident and family councils, community organizations, provider networks, and state and federal government and quality improvement organizations

You have the right to express concerns without fear of retaliation.

