

Step 3: Formal External Appeals, cont.

Complaints Relating to Managed Care

DHS MCO - Family Care Grievances
888-203-8338
Email: dhsfamcar@wisconsin.gov

Complaints Relating to IRIS

DHS IRIS Grievances
888-203-8338
Email: dhsirisingrievances@wisconsin.gov

Step 4: State Fair Hearing Process

ADRC Customers have the right to a state appeal, if filed within 45 days, after the receipt of the notice of action or failure to act regarding the following types of appeals:

1. Determination of ineligibility for long-term care benefits;
2. Determination cost sharing for long-term care benefits;
3. Determination that the person is eligible for, but not entitled to, the Family Care benefit as specified in s 46.286(3) stats.;
4. Determination in regard to divestment, treatment of trust amounts and protection of income and resources of couple for maintenance of community spouse; and
5. Failure of a Case Management Organization to provide timely services and support.

To access the state appeal process, call, write or fax the request to:

Division of Hearings & Appeals
P.O. Box 7875
Madison, WI 53707-7875
608-266-3096
Fax: 608-264-9885

Or print the request form from: <https://doa.wi.gov/Pages/LicensesHearings/DHAWFSHrgRequestForms.aspx>

For all other matters, the Department's review process must be utilized prior to using the State Fair Hearing Process

Advocacy Organizations

The ADRC maintains a list of advocacy organizations that may be available to help you file an appeal. It will be provided upon request.

Board on Aging & Long Term Care Ombudsman Program

1402 Pankratz Street Suite 111
Madison, WI 53704
800-815-0015
www.longtermcare.wi.gov

For Adults with Disabilities ages 18-59

Disability Rights Wisconsin

131 W. Wilson St., Suite 700
Madison, WI 53703
800-928-8778
www.disabilityrights.org

Options for Independent Living, Inc.

555 Country Club Road
Green Bay, WI 54313
920-490-0500
888-465-1515
WI Relay: 711
Email: info@optionsil.com

The ADRC of Brown County is an equal opportunity employer and provider functioning under an affirmative action plan.

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Your Rights *and The Complaint & Appeal Process*

"Building a community that values, empowers and supports seniors, adults with disabilities and their caregivers"

300 S. Adams Street
Green Bay, WI 54301
920-448-4300
adrcofbrowncounty.org

ADRC Customer Rights & The Complaint - Appeal Process

As a customer of the Aging & Disability Resource Center (ADRC) of Brown County you have the right to be treated with dignity and respect.

As an ADRC customer you have the right to register complaints/appeals and exercise your full due process rights regarding services provided by the ADRC, Managed Care Organization or the self-directed supports program called IRIS, (*Include, Respect - I Self Direct*). There will be no reprisal to you for using the process.

If you wish, the ADRC of Brown County Client Right's Specialist is available to assist you at any point during the process should you request it. To contact the Client Rights Specialist, please call 920-448-4300.

Please Note: You may access step 3 of this process, without having gone through Step 1 and 2. Accessing Step 4 is subject to specific criteria as listed in the section titled - Step 4: State Fair Hearing Process.

You are responsible for initiating your complaint/appeal within 45 days of the event.

To file an internal informal or formal complaint/appeal, call, write, fax or email the complaint to:

ADRC of Brown County
300 S. Adams Street
Green Bay, WI 54301
920-448-4300
WI Relay: 711
Fax: 920-448-4306
Email: bc.adrc@co.brown.wi.us

Step 1: Internal *Informal* Process

Many complaints/appeals can be resolved at this level. You are encouraged to contact the ADRC to register your complaint/appeal before initiating the formal process. The informal process begins on the date that the ADRC receives it, whether it is in writing on a complaint/appeal form, blank sheet of paper or by any other method through which you ordinarily communicate.

Once the complaint/appeal is received, an ADRC Supervisor will have 10 business days to resolve it. This may include a face-to-face meeting with you and anyone you wish to bring with you. You will be notified of the outcome of your complaint/appeal and of the time limits for accessing other steps of the process. If the internal informal process does not resolve your issue, the internal formal complaint/appeal process is the recommended next step.

You will have 10 business days from the conclusion of *Step 1* to request *Step 2*.

Step 2: Internal *Formal* Process

Internal formal complaint/appeals should be addressed to the ADRC Director. If the internal *informal* complaint/appeal process is bypassed, the internal *formal* complaint/appeal time limit for filing within 45 days of the event must be followed.

The ADRC Director will work with you to resolve your complaint/appeal within 15 business days of the time the *formal* complaint/appeal was received.

Step 3: Formal External Appeals

The external formal complaint/appeal process can be accessed before, during or after, the ADRC internal processes, but no later than 45 days after the event or the ADRC decision from Step 1 or 2.

Complaints Relating to the ADRC

ADRC Quality Assurance Specialist
Office for Resource Development
Division of Long Term Care
WI Dept. of Health Services
P. O. Box 7851
Madison, WI 53707-7851

608-266-2536
Fax: 608-267-3203

Email: DHSRCTeam@wisconsin.gov
Type "ADRC Complaint" in the subject line.