



The Wisconsin Long-Term Care Coalition

Keep Our Care at Home

Want to Make Sure Wisconsin's New Family Care/IRIS System Works for You? You have until October 30 to Make Your Voice Heard

Wisconsin's long-term care system is changing. The Department of Health Services is asking for your ideas on what could be better, and what should remain the same. Below are some things to think about as you put together your own ideas to send to the Department. You should email comments to DHSCWebmail@wisconsin.gov or send a letter in the mail to: Department of Health Services, Division of Long Term Care, Family Care and IRIS 2.0, P.O. Box 7851, Room 550, Madison, WI 53707-7851 by October 30.

Everyone Should Have Access to the Services They Need

No matter where someone lives in the state, they should have access to the services they need and have provider choice.

- A person's services should not be reduced, changed, or ended without a documented change in their needs that can be independently reviewed and challenged.
- There must be enough providers in a network to meet people's needs. The Department must create standards to tell Integrated Health Agencies (IHAs) what is required in their network.
- Rates paid to IHAs must be enough to address a person's needs and to pay for quality providers.

Take the Time to Get it Right

Long-term care services impact the most intimate aspects of people's lives. It is critical that the new system works well on Day One.

- Allow enough time for planning.
- Educate people, the community and providers on the changes to the system at every step of the way.
- Make sure monitoring and oversight is strong and IHAs are held accountable so that changes are as smooth as possible.

Keep What Works and Keep Supports Local

- Participants need to know they can keep their same providers
- The system must continue to be based in local communities. New Integrated Health Agencies (IHAs) should be regional and providers must respond to local needs, listen to community members and use community resources.
- Aging and Disability Resource Center (ADRCs) must continue to be a strong resource for community members to get un-biased information.
- Everyone should continue to have the option to self-direct with full budget and employer authority on all services.



The Wisconsin Long-Term Care Coalition

Keep Our Care at Home

Partner with Stakeholders as Equals during All Steps

No one knows the strengths and weaknesses of the long-term care system better than the people who use the programs.

- Partner with stakeholders at every step of the process, including before decisions have been made.
- Create a formal and ongoing advisory group that includes program participants, family members and caregivers, providers, advocates, community-based organizations involved in long-term care and other stakeholders.

People before Profits

Wisconsin's long-term care system should be driven by the goal of making sure that all participants are getting the services they need, not by profit.

- The new system must continue to protect consumers and taxpayers by capping IHA profits and administrative costs so most of the public funding goes toward people's services.

Prioritize Community Participation and Employment

Wisconsin's long-term care system must make living and being part of the community a focus.

- Ensure all individuals, including people whose care may have high costs, have the right to live and receive services in the community.
- Provide incentives to keep people in the community; reward IHAs for increasing the number of people who are employed in the community.
- Hold IHAs responsible for placing people in institutions of any kind, and for any length of time. The goal should be to get people back to the community as soon as possible.

Don't Make Long-Term Care All about Medical Needs

People who need long-term care supports are not always sick and do not always have major medical needs. Long-term care should continue to be about people living quality lives in the community, including being healthy.

- The new system must be about the needs of the "whole person".
- Care coordination for a person must ensure their medical, mental health and non-medical long-term care support needs are met.

Protect and Empower Consumers

- Participants need a person, like an ombudsman who is not connected to a service provider or IHA that they can call to discuss a problem with their services.