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
website http://longtermcare.state.wi.us
email boaltc@wisconsin.gov

4/2009

The Long Term Care Ombudsman

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

OMBUDSMAN

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