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
- Staff working in long-term care settings, managed care organizations (MCOs), staff of IRIS ICAs or FEAs
- Family Care, Family Care Partnership, PACE, or IRIS programs
- Persons 60 and over who are in long-term care settings

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

1-800-815-0015
boalt@wisconsin.gov

Online complaints: boalt@wisconsin.gov
Website: longtermcare.wi.gov

Rev. 4/2018

State of Wisconsin
Board on Aging and Long Term Care
1402 Pankratz Street, Suite 111
Madison, WI 53704-4001
Toll-Free: 1-800-815-0015
Fax: 709-246-7001

State of Wisconsin
Ombudsman Program
Long Term Care Ombudsman Program
A Voice for Long-Term Care Consumers
Aged 60 and Over

Language translation services available

Protecting rights guaranteed under state and federal law
without fear of retaliation.
You have the right to express concerns
organizations
government and quality improvement
networks & state and federal
community organizations, providers,
WORK with resident and family councils,

Issues about consumer rights
about long-term care issues, especially
Speak to community and provider groups
before they become crises
Provide consultation services to help
appearance to disregard of disrespectful rights
Interview with legal decision-makers who
and state fail hearings
To determine in appeals, grievances
Promote and assist with a client's rights
Request services, rights violations
Investigate and resolve complaints about
needed services and supports
Long-term care consumers' how to obtain
A residual or long-term care services and supports, choosing
Providing information, technical assistance

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

Ombudsman Help?

How can an

When to call an Ombudsman?

Other(s)
Provider's legal decision-maker, care team or
If your rights are being denied by your
hearing
with an appeal, grievance or state fair
If you need information about assistance
If your requested services are reduced or denied
If you need information about services or care you need
Living Community
Your care in a nursing home of assisted
If you have questions or concerns about

1-800-815-0015

(Other)

What is an Ombudsman?

Our services are confidential and provided
care consumers are 60 and older
provide advocacy services to long-term care
The Long-Term Care Ombudsman Program
is required by law in Wisconsin, the board
to ensure the highest quality of care and life.
well as with others involved in their care.
we consumers' ombudsman work with long-t
and promotes the rights of long-term care
If you need information about services or care you need
you or your family have been reduced or denied
If you have questions or concerns about
living community
your care in a nursing home of assisted
If you are having difficulty getting the

4th place