

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



Wisconsin Board on Aging and Long Term Care

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Long Term Care Ombudsman Program

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**A voice for Long Term Care
Consumers Aged 60 and Over**

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 the 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

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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 rights 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.

