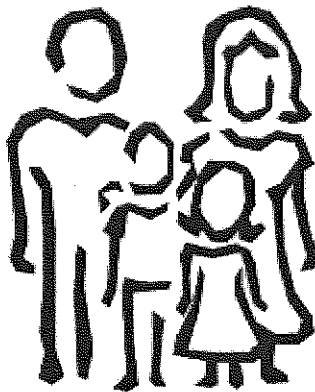


[English] For help to translate or understand this document, please call 1-800-291-2002.
[Spanish] Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.
[Russian] Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.
[Hmong] Yog xav tau kev pab txhais cov ntaub ntawv no kom koj tataub, hu rau 1-800-291-2002.
[Laotian] ເພື່ອຊ່ວຍໃນການແປ ຫລືເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາໂທລະສັບຫາ 1-800-291-2002.



Welcome to the Wisconsin Medicaid SSI HMO Program

It is time for you to choose an SSI HMO from which to receive your health care. Joining an SSI HMO has many rewards, including no copayments for most covered services and health care 24 hours a day, seven days a week.

You must choose an SSI HMO at this time. **If you decide later that SSI HMO enrollment is not for you, you may go back to Fee For Service after two months of enrollment.**

To join an SSI HMO, call the **Enrollment Specialist at 1-800-291-2002.** The Enrollment Specialist will help you choose the SSI HMO that is best for you.

The **Enrollment Specialist** can answer all your questions about SSI HMO enrollment. Call **1-800-291-2002** Monday through Friday from 7:00 a.m. to 6:00 p.m.



Call the Enrollment Specialist



1-800-291-2002



M-F, 7am-6pm

Interpreter and Hearing Impairment Services Available

WISCONSIN MEDICAID SSI HMO PROGRAM HMO ENROLLMENT CHOICE COMPLETION INSTRUCTIONS

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USE OF FORM

To enroll in a Wisconsin Medicaid SSI Health Maintenance Organization (HMO), see Instructions below. If you complete this form, **F-12024**, to enroll in an HMO, the following notice applies. The Social Security number (if available) is required per HFS 103.03(4), Wis. Admin. Code. Under s. 49.45(4), Wis. Stats., personally identifiable information about Medicaid applicants and **members** is confidential and is used only for Medicaid program administration. If you do not complete the form as requested, enrollment into the HMO of your choice may be delayed.

INSTRUCTIONS

1. You may use this form, **F-12024**, to enroll in a Medicaid SSI HMO. If you need help completing this form, call the Enrollment Specialist at 1-800-291-2002.
2. Before completing this form, you should talk with your doctor. Your doctor can tell you if he or she belongs to a Medicaid SSI HMO, and if so, which one.
3. a. Read the booklet, *A Guide to the Wisconsin Medicaid Supplemental Security Income (SSI) HMO Programs*, **P-12770**.
- b. Choose an HMO listed on the form that is best for you. Only the HMOs listed on the form are available in your area. Information on these HMOs can be found in *A Guide to the Wisconsin Medicaid Supplemental Security Income (SSI) HMO Programs*.

If you have any questions, call the Enrollment Specialist at **1-800-291-2002**. The Enrollment Specialist can help you choose an HMO and enroll you in the HMO of your choice over the telephone.

- c. You can also enroll in an HMO by sending the completed form in the enclosed envelope to:

Wisconsin Managed Care Enrollment Specialist
PO Box 510408
Milwaukee WI 53203-9962
- d. You will soon receive a letter in the mail confirming your choice.
4. If you have any questions about your Medicaid HMO enrollment, call the Enrollment Specialist at **1-800-291-2002**. The Enrollment Specialist is available from 7:00 a.m. to 6:00 p.m., Monday through Friday.

**Questions? Call the Enrollment Specialist at 1-800-291-2002.
Interpreter and Hearing Impairment services are available.**

F-12024 (10/08)

WISCONSIN MEDICAID SSI HMO PROGRAM HMO ENROLLMENT CHOICE

INSTRUCTIONS: Read the HMO Enrollment Choice Completion Instructions, F-12024A, on the reverse side of this form. Complete the items marked with on this form. **If you have any questions, call the Enrollment Specialist at 1-800-291-2002.**

Name XXXXXX X XXXXXXXX	
Address XXXXXXXXXXXXXXXXXXXXXXXXXX	
Address (City, State, Zip Code) XXXXXXXXXXXXXXXXXX, XX 99999-9999	Telephone Number 999-999-9999
<input checked="" type="checkbox"/> Report any changes to your address, telephone number, or Social Security number to the Social Security Administration or to your county / tribal social or human services department.	

Choose your HMO from those listed below as available.

- HMO A
- HMO B
- HMO C
- HMO D
- HMO E
- HMO F
- HMO G
- HMO H

PERSON ELIGIBLE FOR HMO ENROLLMENT				
Member ID	Last Name	First Name	MI	Date of Birth
1. 9999999999	XXXXXXXXXX	XXXXXXXXXXXX	X	99/99/9999
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				

<input checked="" type="checkbox"/> List the language you speak at home.	<input checked="" type="checkbox"/> List your telephone number.
<input checked="" type="checkbox"/> SIGNATURE - Applicant or Legal Guardian	<input checked="" type="checkbox"/> Date Signed

Mail completed form to:
Wisconsin Managed Care Enrollment Specialist
PO Box 510408

Wisconsin Medicaid SSI HMO Program Guide



If you have a legal guardian, please pass this information package along to that person, or call them to let them know that important information has arrived.

[English]

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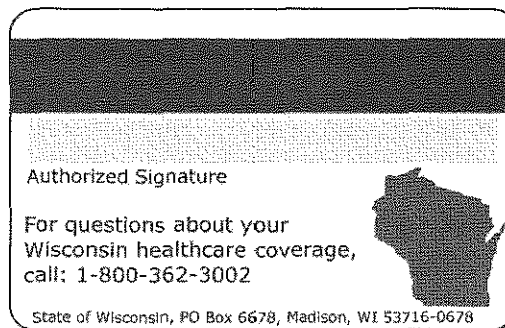
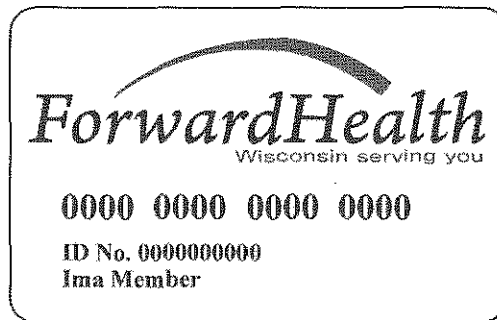
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[Hearing Impaired]

For help to understand this document, please call TDD/TTY 1-800-291-2002.

Identification Cards for the Medicaid SSI HMO Program

Each person who is enrolled in Medicaid SSI is issued a ForwardHealth card. Show your ForwardHealth card each time you receive health care services.



What is the Medicaid SSI HMO Program?

The Medicaid SSI HMO Program is a group of health plans that provide health care services for those who receive Medicaid SSI or SSI-related Medicaid because of a disability determined by the Disability Determination Bureau.

Enrolling in an HMO

The Wisconsin Medicaid SSI HMO Program is a way to provide Medicaid benefits to the SSI population. You may have the opportunity to be involved in a comprehensive health care system. This is a program that gives you access to a wide range of services that address both your medical and community service needs. The health plan considers you a valuable partner in making choices about

your health and community needs. Following are the requirements to be able to receive SSI HMO services:

- Live in one of the SSI HMO service areas,
- Be 19 years of age or older,
- Receive Medicaid SSI or SSI-related Medicaid because of a disability determined by the Disability Determination Bureau,
- Not live in an institution or nursing home,
- Not be participating in the Home and Community Waivers Program (for example CIP or COP).

Benefits of an SSI HMO

A primary care provider or primary care clinic of your choice will help you manage your health care needs.

SSI HMO members do not have copayments for covered services, except for pharmacy. SSI HMOs provide access to health care 24 hours a day, seven days a week. Some SSI HMOs provide all your health care in one location.

Additional services available include:

- An assessment of your medical and social service needs.
- A care plan that includes both medical and social services.
- A Health Care Coordinator to help you arrange for your care and services.
- Help in choosing health care providers near your home.
- Help in finding the right health care services.

Services the Medicaid SSI HMO Covers:

SSI HMOs cover medically necessary Medicaid SSI services. After you have joined an SSI HMO, call the SSI HMO to find out where to go for your health care.

The services your SSI HMO will cover include:

- Doctor visits and hospital care.
- Eye care, including eye glasses.
- Outpatient and emergency care.
- Prenatal care.
- Medical equipment and supplies.
- Mental health services.
- Hearing services, including hearing aids.
- Family planning services.
- Home health care.
- Personal care services.
- Physical and occupational therapy.
- Substance abuse (alcohol and other drug abuse) services.
- Dental care in certain counties. (Some Medicaid SSI HMOs cover dental care under the SSI HMO – for those who do you must see a dentist in the SSI HMO network. For the SSI HMOs that do not cover dental care – then dental care will be provided by Medicaid fee-for-service .)

How Do You Choose Your Medicaid SSI HMO?

It is important to choose the Medicaid SSI HMO that best meets your health care needs. Ask your health care providers which Medicaid SSI health plans they belong to.

Your health care providers may include:

- Primary care doctor
- Mental health provider
- Specialty doctor
- Personal care provider
- Home health care provider
- Hospital

The Medicaid SSI HMO your health care providers accept could be the one for you! Your health care providers may not all belong to one Medicaid SSI HMO. You then need to decide which provider is most important to you. Other things to consider are:

- What hours are the doctors, clinics, and other providers open that belong to that Medicaid SSI HMO?
- Do you have other health insurance? You will be expected to see health care providers who accept your other insurance as well as your Medicaid SSI health plan.

Get In Touch!

Need help? Call the **Enrollment Specialist at 1-800-291-2002!** The Enrollment Specialist can:

- Tell you if you must choose an HMO now.
- Find out if your doctor, hospital, or clinic belongs to a Medicaid SSI HMO, and if so, which one.
- Help you select a Medicaid SSI HMO over the telephone or help you fill out an Enrollment Choice form that you can mail.
- Answer your questions about how the Medicaid SSI HMO works.
- Tell you when you can go back to Medicaid fee-for-service if you are enrolled in a Medicaid SSI HMO.

Enrolling in the SSI HMO

- You can fill out, sign, and mail the Enrollment Choice Form found in this packet.
- You can call the **Enrollment Specialist at 1-800-291-2002** to give your choice of Medicaid SSI HMO over the telephone.
- You can meet the Enrollment Specialist face-to-face. Call **1-800-291-2002** for details.

What happens after I am enrolled in the Medicaid SSI HMO?

You will get a membership packet that will tell you more. The membership packet lists the doctors, hospitals, and clinics that belong to the health plan. It will also explain the services the Medicaid SSI HMO provides.

Once you are enrolled in a Medicaid SSI HMO, call the HMO to:

- Find out the services the SSI HMO provides.
- Find out the doctors and clinics you can use.
- Pick or change your primary care provider.
- Set up a date for your health assessment.

If you are not satisfied with the services, doctors, hospitals, or clinics provided by the Medicaid SSI HMO, call the **Enrollment Specialist at 1-800-291-2002**. The Enrollment Specialist can help you take the next step.

What If You Forget To Choose a Medicaid SSI HMO?

You may be assigned to a Medicaid SSI HMO if you do not make a choice. It is important for you to call the **Enrollment Specialist at 1-800-291-2002** to find out what choices you have. The letter and the Choice Form included in this packet also explain what choices you have.

What if I am not happy with my Medicaid SSI HMO?

Depending on where you live there may be different choices. You may be able to choose a different Medicaid SSI HMO or you may be able to go back to Medicaid fee-for-service. To find out what you can do call the **Enrollment Specialist at 1-800-291-2002**.

You Have Rights!

As a member of a Medicaid SSI HMO in Wisconsin, you have important rights:

- You have the right to information about your Medicaid SSI HMO and how it works.
- You have the right to ask questions and to file complaints and appeals.
- You have the right to fair treatment.

Assistance For People With Disabilities

People with disabilities have the right to receive assistance. The health care providers in your SSI HMO must assist people with disabilities. The Americans with Disabilities Act (ADA) guarantees this right. This means the doctor's office or hospital must be easy to enter and exit. Your Health Care Coordinator can make sure the doctors office or hospital meets your needs.

Assistance For People Who Are Deaf Or Hard Of Hearing

The health care providers in your Medicaid SSI HMO must provide interpreter services for people who are deaf or hard of hearing.

Assistance For People Who Speak Different Languages

The health care providers in your Medicaid SSI HMO must provide interpreter services for people who speak different languages.

Assistance For People Who Are Blind Or Visually Impaired

If you are blind or visually impaired, you can get a copy of a Medicaid SSI HMO member handbook and other information in Braille or on audiotape.

Civil Rights

All people applying for or getting benefits are protected against discrimination based on race, color, national origin, sex, age or disability. State and federal laws require all Medicaid benefits to be provided on a nondiscriminatory basis. If you believe you have been discriminated against in any way that relates to applying for Medicaid or getting Medicaid services, contact:

Affirmative Action/Civil Rights Compliance Officer
Department of Health
PO Box 7850, Madison WI 53707-7850
1-608-266-9372 or 1-888-701-1251 (TTY)

Or, you may also register complaints at the federal level with:

U.S. Dept. of Health and Human Services
Director/Office for Civil Rights-Region V
233 N Michigan Ave, Ste 240
Chicago, IL 60601
1-312-886-2359 or 1-312-353-5693 (TTY)

You Have Responsibilities

To get the best health care, you have to be responsible for:

- Telling the doctors and nurses how you feel.
- Getting medical care when you need it.
- Taking your prescriptions and following the doctors' advice.
- Following the Medicaid SSI HMO's rules for getting health services.
- Keeping the appointments you make.
- Asking your doctor, Medicaid SSI HMO, or care coordinator questions.
- Telling your Medicaid SSI HMO what you think so that they can help you get the best health care.

If you have Problems or Questions

If you have questions or problems about your doctor, health care, or your Medicaid SSI HMO we want you to know what to do.

There are people that will help you get the health care you need. There are also many ways to solve problems and answer questions.

Examples of Problems and Questions:

- Being refused care.
- Unable to get an appointment.
- Unable to see the doctor of your choice or a specialty doctor.
- Unable to find someone who speaks your language.
- Unhappy with the health care provider's attitude.
- Not getting help when you call the SSI HMO's 800 number.
- Being denied medically necessary equipment or services.
- Getting a bill your Medicaid SSI HMO should pay.

If these questions or problems happen to you, you can make things better.

Who to Call for Problems:

- The HMO Member Advocate. Call your HMO.
- Medicaid SSI Ombudsman at 1-800-760-0001.
- Enrollment Specialist at 1-800-291-2002.
- External Consumer Advocate at 1-800-708-3034 or (414) 773-4646.
TDD at 1-888-758-6049.

Wisconsin

Medicaid SSI HMO

Choice Booklet



HMO Enrollment Specialist
1-800-291-2002

Department of Health Services

If you have a legal guardian, please pass this information package along to that person, or call them to let them know that important information has arrived.

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[Hearing Impaired]

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It is time for you to make a choice about how you will receive your Medicaid SSI health care. You may be able to receive your health care through a Wisconsin Medicaid SSI HMO (Health Maintenance Organization). The following information will help you make an important choice.

Many people who receive Medicaid SSI or SSI-related Medicaid because of a disability determined by the Disability Determination Bureau must try Medicaid SSI HMO enrollment. If you must try SSI HMO enrollment, you can choose the HMO you will join.

You can choose not to enroll in a Medicaid SSI HMO if you:

- Receive both Medicaid and Medicare,
- Are in the Medicaid Purchase Plan (MAPP),
- Were enrolled in the Medicaid SSI HMO program at any time in the past, or
- Have only one HMO available in the area where you live.

You are not eligible to enroll in an HMO if you are participating in the Home and Community Waivers Program (for example, CIP or COP).

You still have choices if you must enroll and are not happy with the HMO you joined.

If two or more HMOs serve the area where you live, you may:

- Choose a different HMO during the first 120 days of your HMO enrollment or
- Ask to go back to fee-for-service (regular) Medicaid after 60 days in the HMO. You must make this request no later than the 120th day of your HMO enrollment.

If only one HMO serves the area where you live, you may:

- Ask to go back to fee-for-service (regular) Medicaid anytime during the first 90 days of your HMO enrollment.

The **HMO Enrollment Specialist** is available toll free at **1-800-291-2002** from 7:00 a.m. to 6:00 p.m., Monday through Friday, to answer your questions about Medicaid SSI HMO enrollment. The HMO Enrollment Specialist provides language translations for those who need it.

The HMO Enrollment Specialist can:

- Tell you if your doctor accepts any of the Medicaid SSI HMOs.
- Enroll you in the SSI HMO of your choice right over the telephone or help you complete the choice form.
- Stop your HMO enrollment if you meet the requirements to go back to fee-for-service (regular) Medicaid.

Please call the **HMO Enrollment Specialist** at **1-800-291-2002** with your choice, or return the enclosed choice form as soon as possible. If we do not hear from you, an HMO may be chosen for you. Thank you for making this important choice about your Medicaid health care!



Who to Call:

To enroll in an HMO or to have your enrollment questions answered, call the **HMO Enrollment Specialist** at **1-800-291-2002** from 7:00 a.m. to 6:00 p.m., Monday through Friday.

Specific Questions About Health Care Services:

If you have questions about the health care services an HMO provides or other general questions about an HMO, call the HMO's member services. See the HMO Service Area section for information on the counties these HMOs serve.

 <p>Anthem BlueCross BlueShield</p>	<p><i>Anthem BlueCross BlueShield</i> 1-855-690-7800 1-800-855-2880</p>
 <p>CARE WISCONSIN HEALTH PLAN</p>	<p><i>Care Wisconsin Health Plan</i> 1-855-463-0026</p>
<p>Compcare</p>	<p><i>Compcare</i> 1-888-203-7771 or 715-552-4310 1-800-947-3529 TDD</p>
 <p>group health Cooperative of eau claire</p>	<p><i>Group Health Cooperative of Eau Claire</i> 1-888-203-7770 1-800-947-3529 TDD</p>
 <p>iCare INDEPENDENT CARE HEALTH PLAN</p>	<p><i>Independent Care Health Plan</i> 1-800-777-4376 1-800-947-3529 TDD</p>



Managed Health Services
1-888-713-6180
1-800-446-6136 TDD



Molina Healthcare
1-888-999-2404
414-847-1789 TDD



Network Health Plan
1-888-713-6180
1-800-446-6136 TDD



UnitedHealthcare Community Plan
1-800-504-9660
1-800-947-6644 TDD



Trilogy Health Insurance
414-755-3619 or 855-530-6790
414-755-3615 TDD



Overview

You can use this report card to help you choose the most appropriate HMO for your needs. The report card rates the quality of health care that Wisconsin Medicaid members received from SSI Health Maintenance Organizations (HMOs) in 2014. It shows quality ratings for **four major areas of care**:

1. **Staying Healthy:** This rating is based on the percentage of women who were screened for breast cancer.
2. **Living with Illness:** This rating is based on testing that diabetic members received for their cholesterol and hemoglobin A1c.
3. **Mental Health:** This rating is based on care that members received for depression, alcohol and other drug dependence, tobacco counseling and follow-up care after getting out of a mental health hospital.
4. **Emergency Room (ER) Visits:** This rating is based on the number of times members went to the ER.

The report card also gives an **Overall Quality rating of 1 to 5 for each HMO**, with 5 being the best score. The Overall Quality rating is the average rating for all areas of care.

Star Rating System

Each HMO received 1 to 5 stars (with more stars being better) in each major area of care. The rating for each area of care is based on how well the HMO did compared to other Medicaid HMOs in the U.S. Wisconsin’s statewide averages for major areas of care were also compared with U.S. averages. If data for other Medicaid HMOs in the U.S. was not available, HMOs were compared with other Medicaid HMOs in Wisconsin.

# of Stars	Explanation
★★★★★ = Excellent	The HMO was in the top 25% of all Medicaid HMOs in the U.S. It did better than 75% (or, 3/4) of all Medicaid HMOs. Or, if data for other Medicaid HMOs in the U.S. was not available, five stars mean that the HMO was at or above 110% of the state average.
★★★★☆ = Very Good	The HMO was in the top 33% of all Medicaid HMOs in the U.S. It did better than 67% (or, 2/3) of all Medicaid HMOs. Or, if data for other Medicaid HMOs in the U.S. was not available, four stars mean that the HMO was between 100% and 109% of the state average.
★★★☆☆ = Good	The HMO was in the top 50% of all Medicaid HMOs in the U.S. It did better than 50% (or, one-half) of all Medicaid HMOs. Or, if data for other Medicaid HMOs in the U.S. was not available, three stars mean that the HMO was between 90% and 99% of the state average.
★★☆☆☆ = Fair	The HMO was below average compared to other HMOs in the U.S. It did better than 33% (or, 1/3) of all Medicaid HMOs in the U.S. Or, if data for other Medicaid HMOs in the U.S. was not available, two stars mean that the HMO was between 80% and 89% percent of the state average.
★☆☆☆☆ = Poor	The HMO was in the lowest 1/3 of all Medicaid HMOs in the U.S. Or, if data for other Medicaid HMOs in the U.S. was not available, the HMO was at or below 79% of the state average.



Wisconsin Department of Health Services
2014 HMO Report Card – SSI

Medicaid SSI HMO Ratings

No averages are available for other Medicaid SSI HMOs in the U.S.

HMOs earned stars based on how they compared to statewide averages for Wisconsin.

Medicaid SSI HMO	Staying Healthy	Living with Illness	Mental Health	Emergency Department	Overall (out of 5)
Anthem	Began serving Medicaid SSI members in 2015. No data for 2014.				
CareWisconsin	Began serving Medicaid SSI members in 2014. Not enough data for 2014.				
CompCare	Not enough data for 2014.				
Group Health Cooperative - Eau Claire	★★★★★	★★★★★	★★★	★★★★★	3.6
Independent Care Health Plan (iCare)	★★★	★★★	★★★★★	★★	3.1
MHS Health Wisconsin	★★★	★★★★★	★★★	★★★★★	3.1
Molina Healthcare	★★★	★★★	★★	★★★★	2.1
Network Health Plan	★★	★★★★★	★★★	★★★★★	3.3
Trilogy Health Insurance	Began serving Medicaid SSI members in 2014. Not enough data for 2014.				
UnitedHealthcare Community Plan	★★★★	★★★★★	★★★★★	★★★	3.6

Medicaid SSI HMO Service Area

The following chart indicates the counties that the Wisconsin Medicaid SSI HMOs serve. The key to the chart is at the bottom of the page.

	Adams	Ashland	Barron	Bayfield	Brown	Buffalo	Burnett	Calumet	Chippewa	Clark	Columbia	Crawford	Dane	Dodge	Door	Douglas	Dunn	Eau Claire	Florence	Fond du Lac	Forest	Grant	Green	Green Lake	Iowa	Iron	Jackson	Jefferson	Juneau	Kenosha	Kewaunee	La Crosse	Lafayette	Langlade	Lincoln	Manitowoc
Anthem Blue Cross Blue Shield					A			A					A	A	A				A	A	A			A				A	A				A		A	
Compcare		A							A							A		A				A	A		A							A			A	
Care Wisconsin	A							A		A	A	A	A	A						A		A	A	A	A						A	A				
Group Health Cooperative-Eau Claire		A				A			A		A	A				A		A			A	A	A		A	A					A	A	A	A		
Independent Health Care Plan (iCare)	A				A								A	A	A					A		A	A				A	A	A	A	A				A	
MHS Health Wisconsin		A		P	A			A	A	A				A	A	A		A		A	A			A		P		A		A	A			A	A	A
Molina Healthcare					A			A		P				A	A				A	A	A			A				A		A	A			A	A	A
Network Health Plan		A		P	A			A	A	A				A	A	A		A		A	A			A		P		A		A	A			A	A	A
Trilogy					A									A																						
UnitedHealthcare Community Plan	A	A	A	A	A		A	A	A		A	A	A	A	A			A	A	A	A		A	A				A		A	A	A		A	A	A

A = HMO serves entire county
 P = HMO serves only part of county

	Marathon	Marinette	Marquette	Menominee	Milwaukee	Monroe	Oconto	Oneida	Outagamie	Ozaukee	Peppin	Pierce	Polk	Portage	Price	Racine	Richland	Rock	Rusk	St. Croix	Sauk	Sawyer	Shawano	Sheboygan	Taylor	Trempealeau	Vernon	Vilas	Walworth	Washburn	Washington	Waukesha	Waupaca	Wausara	Winnebago	Wood			
Anthem Blue Cross Blue Shield		A	A	A	A	A	A	A	A	A			A	A		A		A					A	A	A				A		A	A	A	A	A	A	A		
Compcare	A														A		A										A			A									
Care Wisconsin			A			A			A	A							A	A								A	A					A	A	A	A				
Group Health Cooperative-Eau Claire	A							A			A		A	A	A		A						A			A	A	A		A								A	
Independent Health Care Plan (iCare)		A			A	A	A		A	A						A		A							A	A	A		A		A	A	A					A	
MHS Health Wisconsin	A	A	A	A	A		A	A	A	A			P	A	A	A		A	A				A	A	A			A	A	P			A	A	A	A	A	A	
Molina Healthcare	A	A	A		A		A	A	A	A				A		A								A	A	A			A	A		A	A	A	A	A	A	A	
Network Health Plan	A	A	A	A	A		A	A	A	A			P	A	A	A		A	A				A	A	A			A	A	P			A	A	A	A	A	A	
Trilogy		P		A	A		A		A	A							P															A	A	A	A	A			
UnitedHealthcare Community Plan	A	A	A	A	A	A	A	A	A	A		A	A	A	A	A		A		A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A

A = HMO serves entire county
P = HMO serves only part of county

Welcome to the
BadgerCare Plus or
Medicaid SSI HMO
Program

By now you have chosen your
BadgerCare Plus or Medicaid SSI
HMO and primary doctor. We hope
you are happy with the care you are
receiving.

But what if you have problems or
questions about the quality of care
you and your family are getting? Who
do you talk to? What can be done?
When can you get help? How do you
get help?

The Ombuds will answer your
questions and look into your
complaints about access to good
medical care. Call or write them
today.

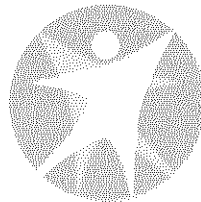
Contact
BadgerCare Plus or
Medicaid SSI Ombuds



Call
Monday through Friday
8 a.m. to 4:30 p.m.
1-800-760-0001 (TTY and
translation services available)



Write
BadgerCare Plus or Medicaid SSI HMO
Ombudsmen
P.O. Box 6470
Madison, WI 53716-0470



Wisconsin
BadgerCare Plus or
Medicaid SSI HMO
Ombuds

Working together...
for a healthier you



BadgerCare Plus or
Medicaid SSI HMO Programs

Ombuds

Who are the Ombudsmen?

If you have questions or concerns about your Wisconsin BadgerCare Plus or Medicaid SSI Health Maintenance Organization (HMO), the Ombudsmen (pronounced "Om-budz-men") or Ombuds may be able to help you.

What do the Ombuds do?

- Research and resolve enrollee grievances about the care or services provided by BadgerCare Plus or Medicaid SSI HMOs.
- Help BadgerCare Plus or Medicaid SSI HMO enrollees with grievances, whether informal (telephone calls) or formal (written).
- Help BadgerCare Plus or Medicaid SSI HMO enrollees understand their rights and responsibilities.
- Represent enrollee rights with BadgerCare Plus or Medicaid SSI HMOs.
- Act as a fair and impartial go-between.

When would you contact the Ombuds?

As a BadgerCare Plus or Medicaid SSI HMO enrollee, you may call the Ombuds anytime during your HMO enrollment.

Why would you call the Ombuds?

- Your BadgerCare Plus or Medicaid SSI HMO is billing you for services during the time of enrollment.
- You are unsure of your rights as an enrollee.
- You are unable to get a BadgerCare Plus or Medicaid SSI-covered service from your HMO.
- Your HMO has denied, reduced, or stopped BadgerCare Plus or Medicaid SSI-covered services.
- You feel you were treated unfairly or disrespectfully.

BadgerCare Plus or Medicaid SSI HMO enrollees have the right to:

- Voice complaints.
- Be treated with respect and dignity.
- Be treated fairly and impartially.
- Receive interpreter services during the grievance process.

How do you file a grievance?

- Call us at 1-800-760-0001, and ask to speak with an Ombud.
- Write a letter to the Ombuds explaining your problem and send it to:

BadgerCare Plus or Medicaid SSI HMO
Ombudsmen
P.O. Box 6470
Madison, WI 53716-0470



Remember: Your health care benefits will not be affected because you file a grievance. All information will be kept confidential.