



Family Care and IRIS Ombudsman Program (FCIOP)

Date: October 21, 2026
Presenter: Attorney Colleen Bradley





- 46.281(1n)(e) and 46.2897 (2), Wis. Stats., provide authority for independent advocate for long-term care programs
- Wisconsin's Department of Health Services (DHS) awards a five-year contract
- DRW has won the contract since 2009



FCIOP Program

The Family Care and IRIS Ombudsman Program provides advocacy for individuals ages **18-59** who are enrolled or who want to enroll in long term care Medicaid waiver programs: Family Care, Family Care Partnership, Pace or IRIS

- ▶ 1-800-928-8778 Toll Free | 1-833-635-1968 Fax
- ▶ info@drwi.org
- ▶ disabilityrightswi.org





The Board on Aging and Long-Term Care (BOALTC) provides advocacy services to these individuals who are **60 years of age or older**

(800) 815-0015
BOALTC@wisconsin.gov



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Who is eligible for IRIS, Family Care, Family Care Partnership

Target Groups:

- Physical disability / Frail elder
- Intellectual/developmental disability
- Alzheimer's disease or other irreversible dementia
- A terminal condition with death expected within one year from the date of this screening
- Severe and Persistent Mental Illness
(Must also meet requirements for other target group)





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Functional Eligibility – also referred to as level of care (LOC)

The person needs (based on their disability) assistance with

- Activities of Daily Living (ADLs), such as bathing, dressing, eating, mobility, transfers

and /or

- Instrumental Activities of Daily Living (IADLs), such as meal preparation, grocery shopping, money management, medication management, household chores, transportation, assistance at work

and/or

- Health related services





Why people might choose one program over the other

Target Group
Self-Direction
Provider choice
Length of Disability
Budgeting
Geographic location
Services





Differences in Program Services

Wisconsin P-00507 (02/2025)





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Services Included in IRIS, Family Care, Family Care Partnership, and PACE

PACE (Program of All-Inclusive Care for the Elderly)			
Family Care Partnership			
Family Care			
IRIS			
Home and Community-Based Waiver Services	Medicaid State Plan Services Long-Term Care	Acute and Primary Medicaid Services	Medicare Services
- Adult day care - Assistive technology - Care/case management** - Communication assistance** (part of assistive technology in IRIS) - Consultative clinical and therapeutic services for caregivers - Consumer-directed supports broker - Consumer education and training - Counseling and therapeutic resources - Day habilitation services - Individual directed goods and services**	- Alcohol and other drug abuse (AODA) day treatment services (in all settings except hospital-based and physician-provided) - Alcohol and other drug abuse (AODA) services (except inpatient or physician-provided) - Community support program (excluding physician-provided) - Disposable Medical Supplies - Durable medical equipment (except for hearing aids, prosthetics, and family-planning supplies) - Home health	- Ambulance services - Ambulatory (Outpatient) Surgical Centers - Anesthesiology services - Blood - Chiropractic services - Clinic services - Dental services, dentures - End-Stage Renal Disease (Dialysis services) - Early and Periodic Screening, Diagnostic, and Treatment (under 21) - Emergency and urgent care services - Family planning services and supplies - Hearing aids and hearing aid batteries	- Medicare Part A (Hospital), Part B (Medical), and Part D (Prescription Drugs) - Ambulance services - Ambulatory surgical centers - Blood - Durable Medical Equipment, Prosthetics, Orthotics and Supplies - Cardiac rehab - Chiropractic services — extremely limited (only manipulation of the spine to correct a minor dislocation, called "subluxation") - Diabetes supplies - Diagnostic tests, x-rays and lab services - Physician services





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PACE (Program of All-Inclusive Care for the Elderly)			
Family Care Partnership			
Family Care			
IRIS			
Home and Community-Based Waiver Services	Medicaid State Plan Services Long-Term Care	Acute and Primary Medicaid Services	Medicare Services
• Interpreter services*** (part of communication assistance in Family Care) • Daily living skills training • Competitive integrated employment (CIE) exploration** (part of Supported Employment in IRIS) • Financial management services** • Fiscal employer agent services*** • Health and wellness** • Home modifications • Housing counseling • IRIS consultant services*** • Live-in caregiver*** • Home delivered meals • Personal emergency response system services • Prevocational services	• Mental health day treatment services (in all settings) • Mental health services (except those provided by a physician or on an inpatient basis) • Nursing facility (all stays including Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) and Institution for Mental Disease (IMD) IMD not covered between ages 21-64) • Nursing services (including respiratory care, intermittent and private duty nursing) • Occupational therapy (in all settings except for inpatient hospital) • Personal care	• Hearing services • Hospice care • Inpatient and outpatient hospital • Laboratory, diagnostic, and x-ray services • Nurse practitioner services • Medicare deductible and coinsurance, if applicable • Physician services (including mental health and AODA services provided by a physician) • Podiatry services (foot care) • Prenatal/maternity care, including nurse midwife services • Primary care case management services • Routine vision, including eyeglasses	• Emergency and urgent care services • Home health care if homebound and need skilled nursing or therapy services • Hospice care • Inpatient hospital care • Inpatient mental health care • Outpatient mental health care • Outpatient hospital services, including outpatient surgery • Limited post-hospital skilled nursing facility if daily skilled nursing and/or rehabilitation services needed • Physical/speech/occupational therapy • Podiatry services (only treatment of injuries or diseases of the foot, no routine care) • Prescription drugs, including drugs covered under Medicare Part A, Part B, and Part D



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PACE (Program of All-Inclusive Care for the Elderly)			
Family Care Partnership			
Family Care			
IRIS			
Home and Community-Based Waiver Services	Medicaid State Plan Services Long-Term Care	Acute and Primary Medicaid Services	Medicare Services
- Relocation services - Remote monitoring and support** - Residential services (adult family home, community-based residential facility,** certified residential care apartment complex) - Respite care - Self-directed personal care - Skilled nursing (when not covered under the State Plan) - Specialized medical equipment and supplies - Community transportation - Self-directed non-emergency medical transportation** - Supported employment services (individual and small group)	- Physical therapy (in all settings except for inpatient hospital) - Respiratory care - Speech and language pathology services (in all settings except for inpatient hospital) - Transportation to receive non-emergency medical care (except ambulance)		- Very limited dental, hearing and vision services, excluding all dental services except where necessary to the provision of other, covered medical services, also excluding routine eye care and hearing exams and hearing aids. Eyeglasses and contacts limited to one pair after cataract surgery. - Substance abuse treatment (outpatient) - Various preventive services, screenings, vaccinations, and yearly wellness visit.





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PACE (Program of All-Inclusive Care for the Elderly)			
Family Care Partnership			
Family Care			
IRIS			
Home and Community-Based Waiver Services	Medicaid State Plan Services Long-Term Care	Acute and Primary Medicaid Services	Medicare Services
- Supportive home care - Training services for unpaid caregivers - Vehicle modifications - Vocational futures planning			

* Partnership members who are enrolled in Medicare

** Not an IRIS waiver service

*** IRIS only

Notes on this resource:

- IRIS participants** access all Medicaid LTC State Plan services listed in the 2nd column and all acute/primary services with their Medicaid card.
- Family Care members** access Medicaid LTC State Plan services listed in the 2nd column through the Family Care program. They access all acute/primary services with their Medicaid card.
- Family Care Partnership members** access Medicaid LTC State Plan and **most** acute/primary Medicaid services through the Family Care Partnership program. These services are listed in the 2nd and 3rd columns. However, members access some Medicaid acute/primary services through their Medicaid Card. Services Family Care Partnership members access through the Medicaid Card include:
 - Behavioral treatment services
 - Comprehensive community services (CCS)
 - Community recovery services
 - Prenatal care coordination (PNCC)
 - School-based services
 - Medication therapy management



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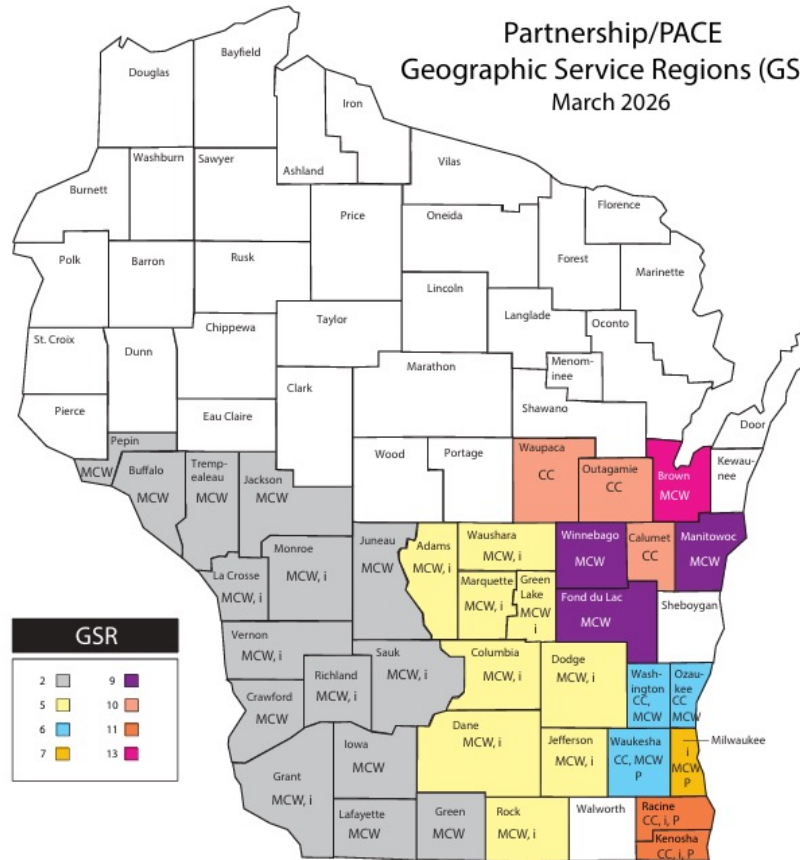
- Tuberculosis-related services
 - Prescription drugs (outpatient and physician-administered)
 - Residential substance use disorder treatment
 - Substance use disorder health home pilot program
- **Individuals enrolled in IRIS, Family Care, or Family Care Partnership may also be eligible for Medicare.**
These individuals access most acute/primary services with their Medicare card. However, individuals enrolled in certain Family Care Partnership plans get both their Medicaid and Medicare services through the Family Care Partnership program. This is indicated by the dashed line in the chart above.
 - **Individuals enrolled in PACE access all Medicaid and Medicare services through the PACE program.**
- Contact a [Local Aging and Disability Resource Center](#) to learn if you are eligible for a publicly funded long-term care program and to find out which programs are available in your area.





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Partnership/PACE
Geographic Service Regions (GSR)
March 2026



WISCONSIN DEPARTMENT
of HEALTH SERVICES
P-01789 (03/2026)

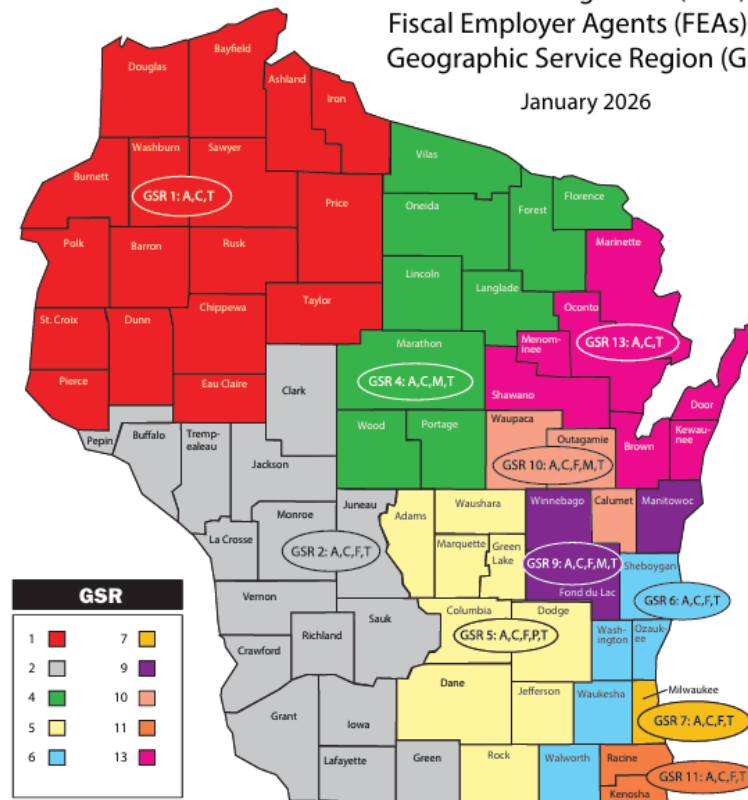




Disability Rights
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IRIS Consultant Agencies (ICAs) and Fiscal Employer Agents (FEAs) by Geographic Service Region (GSR)

January 2026



GSR			
1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16

FEA
All FEAs are available statewide: GT Independence iLIFE Premier Financial Management Services

ICA
A Advocates4U C Connections F First Person Care Consultants M Midstate Independent Living Choices, Inc. P Progressive Community Services, Inc. T TMG





Right to a Hearing

The individual will usually receive a notice of adverse benefit determination, notice of action, or coverage decision letter

- **eligibility** for long-term care (LTC) programs such as IRIS, Family Care, and Family Care Partnership
- **services** delayed, denied, reduced, suspended or terminated
 - * timing to request an appeal/fair hearing can be critical for receiving benefits during the hearing process
- **cost** for long term care (cost share)





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Family care appeal - managed care organization (MCO)

- **Internal appeal with agency is mandatory before fair hearing for Family Care, Family Care Partnership and Pace [unless process exhausted]**

IRIS appeal

- **DHS review, not mandatory, prior to fair hearing**





42 CFR § 431.220(a)(1)

(a) The State agency must grant an opportunity for a hearing to the following:

(1) Any individual who requests it because he or she believes the agency has taken an action erroneously, denied his or her claim for eligibility or for covered benefits or services, or issued a determination of an individual's liability, or has not acted upon the claim with reasonable promptness including, if applicable—



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Grievances may be filed at any time for any reason

Grievances for Family Care, Family Care Partnership and Pace are made to the individual's managed care organization

Grievances for IRIS:

DHSIRISGrievances@wisconsin.gov

(888) -515-4747



FCIOP Assistance



**Information and
Education**



Investigation



**Informal
Negotiations**



**Technical
Assistance/
Representation**





Resources

- Federal Regulations Family Care 42 CFR 438; Medicaid Appeals/IRIS 42 CFR 431
- Waivers [Family Care 1915c Waiver](#); [IRIS Home and Community-Based Waiver](#)
- State Statutes sec. 48.2805-46.2897; Chapter 227
- Administrative DHS 10; HA 3
- DHS/MCO Contract [2026 Family Care and Family Care Partnership Contract, effective Jan. 1, 2026](#)
- IRIS/Fiscal Employment Agency (FEA) contract [2026 IRIS ICA Provider Agreement–Effective January 1, 2026](#)
- IRIS Policies DHS website
- [IRIS \(Include, Respect, I Self-Direct\) | Wisconsin Department of Health Services](#)
 - Go to tab on left: Resources and Reports
 - Go to top in middle: Program authority and operations
- Decisions: [DOA DHA Decisions](#) [Public Assistance and Social Services (PASS) Decisions]
- <https://www.elderlawwis.com/subscribe/>



Questions about enrolling in Long-Term Care Programs

Individuals enroll in Medicaid Long-Term Care Programs by contacting their Aging and Disability Rights Center (ADRC)

[ADRC Professionals: How to Enroll in Medicaid Long-Term Care Programs | Wisconsin Department of Health Services](#)





Questions about Medicare/Medigap/Medicare Advantage Plans

Wisconsin Office of the Commissioner of Insurance
Consumer's Guide to Medicare Advantage in Wisconsin [pi-099.pdf](#)

Questions about Medicare Medigap program:

[BOALTC Ombudsman Program](#)

BOALTC (800) 242-1060
BOALTC@wisconsin.gov

Questions about Medicare:

[SHIP: Medicare Counseling for Wisconsin Residents | Wisconsin Department of Health Services](#)

BOALTC (800) 242-1060
BOALTC@wisconsin.gov





Questions about SSI Managed Care Program or help enrolling in the program:

Disability Rights Wisconsin SSI Managed Care External Advocate Project:

(877) 338-3724

info@drwi.org

Questions about BadgerCare:

Enrollment/re-enrollment:

800-362-3002

[ACCESS](#) ([ACCESS in Spanish](#))

BadgerCare Plus or Medicaid HMO Ombudsman

(800)-760-0001





Questions?

- ▶ 1-800-928-8778 Toll Free | 1-833-635-1968 Fax
- ▶ info@drwi.org
- ▶ disabilityrightswi.org