

FREQUENTLY ASKED QUESTIONS ABOUT FAMILY CARE, PARTNERSHIP AND IRIS

- **What is changing?**

You currently receive long-term care services and supports through the county-run Community Integration Program (CIP) or Community Options Program (COP). Effective February 1, 2018, long-term care services in Dane County will be available through programs called Family Care, Partnership and IRIS (Include, Respect, I Self-Direct). Dane County residents in CIP and COP will be transitioned to Family Care, Partnership or IRIS beginning in February. CIP and COP will phase out next spring and all current CIP and COP consumers will receive their long-term care services and supports through either Family Care, Partnership or IRIS. You can choose which of these programs you want.

- **What do I need to do now?**

You do not need to do anything right now. The local Aging and Disability Resource Center (ADRC) will contact you to talk about the upcoming changes and to fully explain these changes.

- **Why are these programs changing?**

The Department of Health Services and counties have been working to improve Wisconsin's long-term care services. The new programs are designed to maintain or improve the quality of the services you receive and to serve more people. Family Care, Partnership and IRIS are different from your current program in that they can coordinate all the services a person needs to maintain or improve their health and well-being. The IRIS program is designed for people who want to take full responsibility for managing their long-term care services.

- **When are these programs changing?**

Family Care, Partnership and IRIS will become available in Dane County on February 1, 2018. Dane County residents enrolled in CIP and COP will be transitioned to Family Care, Partnership or IRIS beginning on that date.

- **What will happen to my current program?**

As Family Care, Partnership and IRIS become available in Dane County, the COP-W, and CIP programs will be discontinued. This is because these programs are replaced by Family Care and IRIS.

- **I understand my current long-term care program will be ending. What choices will I have about continuing to get long-term care services?**

You will have a choice whether to enroll in one of the new programs. Some of the services you get right now are only available when you enroll in one of these new programs. Services will continue to be available through your Medicaid Forward Card, if you are eligible for Medicaid.

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- **Who will operate the new programs?**

The State will contract with Care Wisconsin (CW) and My Choice Family Care to provide the Family Care program in Dane County. The State will contract with Care Wisconsin and iCare to provide the Partnership Program. IRIS is managed by the State through contracted agencies referred to as the IRIS Consultant Agency (ICA) and the Fiscal Employer Agent (FEA).

- **If I enroll in one of the new programs, then how will decisions be made regarding the services I receive? Will my services change?**

You will continue to get services during the transition. If you enroll in Family Care, you will have a case manager or service and support coordinator. You will also have a nurse working with you. Both of these people will work with you as a team to determine the services you need to effectively meet your long-term care needs.

If you enroll in Partnership, you will have a team-based care management. Under this arrangement, you as the participant, your physician, and a team of nurses and social workers develop a care plan together. The team coordinates all service delivery of your long-term care needs.

If you enroll in IRIS, you will be responsible to coordinate your home and community-based services waiver plan, which includes hiring, scheduling, and budgeting for your service providers. You will work with an IRIS Consultant Agency and Fiscal Employer Agent to meet program requirements and to assist you with these tasks.

- **Will my family or guardian still be able to help me?**

Yes, your family, guardian or others will still be able to help develop your care plan when you enroll in one of these programs.

- **Who should I call if I have questions or concerns about the upcoming changes?**

If you would like more information now, you can call the Aging and Disability Resource Center (ADRC) at (608) 240-7400 to ask any questions or discuss any concerns you might have. Representatives from the ADRC will be at the community forum to provide you additional contact information and answer questions.

- **Who should I call if I have questions or concerns about the Family Care and IRIS program?**

Please contact the Department of Health Services toll free at 1-855-885-0287.