

Our Mission

*To promote independence
and quality of life by
providing innovative solutions
to health and long-term care needs*

Experience You Can Trust

Care Wisconsin is a nonprofit care management organization that is working in collaboration with Washington County, the State of Wisconsin, service providers and agencies in your community.

Care Wisconsin has strong roots as a health and human services agency—we opened one of the state's first adult day care centers in 1976. Since then, we have developed programs to offer frail seniors with chronic conditions and adults with developmental and/or physical disabilities more choices for maintaining independence.

For over 12 years, we have provided and coordinated health and long-term care services through the innovative Wisconsin Partnership Program. We share our experience as we join your county and others in leading long-term care reform and the expansion of Family Care.

To learn more about us, please call toll-free 1-800-963-0035 or visit www.carewisc.org on the Web.

How Can You Become a Member?

During the transition to Family Care in Washington County, you are eligible to enroll in our Family Care Program if you are currently in a waiver program. If you are on the waiver waiting list, contact the Aging and Disability Resource Center for information.

The county's Aging and Disability Resource Center will assist you in reviewing your options and will enroll you in the program of your choice. Membership is voluntary, and you can enroll or disenroll at any time.

After the transition period in your county, adults will be eligible for Family Care if they:

- are age 18 or over and have a developmental and/or physical disability; or
- are age 65 or over;
- have long-term care needs;
- meet functional and financial requirements; and
- reside in Washington County.

Our Family Care Program is offered in other counties in Wisconsin, so if you move outside of Washington County you may be able to continue your enrollment.

For More Information

If you would like more information or assistance, please contact the Washington County Aging and Disability Resource Center at (262) 335-4497 or toll-free 1-877-306-3030, Monday–Friday, 8 a.m. to 4:30 p.m. Address: 333 East Washington Street, Suite 1000, West Bend, WI 53095.

You can also contact Care Wisconsin:

Local Office

2021 South 18th Avenue, Suite 201
West Bend, WI 53095
(262) 306-5131 • 1-866-293-0608
WI Relay 711

Main Office

2802 International Lane
Madison, WI 53704
(608) 240-0020 • 1-800-963-0035
WI Relay 711
Web site: www.carewisc.org

Interpreter and translation services are available free of charge. This document may be available in other formats upon request. If you have special needs, call 1-800-963-0035 for assistance.

Family Care, offered by Care Wisconsin, is a public program that provides long-term care services through the Wisconsin Department of Health and Family Services. Care Wisconsin has a contract with Wisconsin Medicaid and is a state-certified care management organization.

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FAMILY CARE
IN WASHINGTON COUNTY
A Program of Care Wisconsin

Do You Need Extra Support
and Long-Term Care?

Care Wisconsin Can Help



The new Family Care Program covers your home and community-based long-term care services—and provides you with your own care team to ensure your needs are met.

Family Care in Washington County is offered by Care Wisconsin, a nonprofit care management organization founded over 30 years ago. Our mission is to support people in their choice to live as independently as possible and maintain quality of life.

As a member of Family Care, you can access Care Wisconsin's local provider network for needed services, such as in-home personal care, medical equipment, assisted living, transportation and help with employment.

We believe you should have a say in how and when your care is provided. That's why we make you the most important member of your care team.

Member-Centered Approach

Your care team includes you, a care manager/ social worker and a registered nurse. Together, you will discuss what's important to you and what personal goals or long-term care outcomes you want to achieve. You will determine what you are able to do for yourself, what supports you have already and what your needs are.

Using a process called the Resource Allocation Decision method, your care team will create a personalized service plan. The service plan will focus on the outcomes you want and the resources you may need to achieve those outcomes. Together, we will put in place the right services in the right amounts at the right time to support your changing needs.

You also have the opportunity to arrange, direct and purchase some or all of your services through the Self-Directed Supports option.

We are committed to working with you to find safe, healthy and cost-effective ways to meet your outcomes.

Benefits and Services

Our Family Care Program includes the same long-term care benefits and services you have received from the Community Options Program (COP) and/or Community Integration Program (CIP), as well as some Medicaid services.

- Personal Care
- Transportation
- Home Health Services
- Medical Equipment and Supplies
- Skills Training
- Therapy Services
- Care in Skilled Nursing and Other Long-Term Care Facilities
- Coordination of Other Medicaid and Medicare Services
- And More

A complete list of benefits and services is available from your county's Aging and Disability Resource Center.

Your Providers

When you enroll in Family Care, you will have the extra support of a care team plus access to an extensive local provider network in Washington County and throughout our service area. You have the opportunity to participate in the selection of your hands-on care providers.

You can receive a directory of Care Wisconsin's providers from your county's Aging and Disability Resource Center.

Your Satisfaction Is Very Important

We listen to what our members have to say and conduct annual member satisfaction surveys to identify new ways to enhance services.

Seniors, adults with disabilities and/or their representatives help us improve our services. Our high standards for quality care ensure we meet and exceed all state and federal regulations.

What People Say About Us

“After joining Care Wisconsin, I feel less stressed...It's like seeing the light at the end of the tunnel.” *Member*

“They look at me, the whole person, and listen to what I say.” *Member*

“It's a feeling of freedom that makes us better able to care for her the many, many other hours of the week. Care Wisconsin is our salvation.” *Family Caregiver*

“It's a tremendous relief knowing that highly skilled professionals are watching over my mother. They involve me in her care planning and respect her choices.” *Family Caregiver*

“Care Wisconsin has developed extensive programs designed to keep and maintain people in their homes. These programs provide not just medical care, but the social services and support services that people need.” *Physician*