

## 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](mailto:boaltc@wisconsin.gov)**



State of Wisconsin

Board on Aging and Long Term Care

Ombudsman Program

1402 Pankratz Street, Suite 111

Madison, WI 53704-4001

Toll-free: 1-800-815-0015

Fax: 1-608-246-7001

Online complaints: [boaltc@wisconsin.gov](mailto:boaltc@wisconsin.gov)

Website: [longtermcare.wi.gov](http://longtermcare.wi.gov)

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## State of Wisconsin Board on Aging and Long Term Care

Long-Term Care  
Ombudsman Program

A Voice for Long-Term Care Consumers  
Aged 60 and Over



**Protecting rights guaranteed under  
state and federal law**

**Language translation services  
available**

## 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 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 IRLS 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

# 1-800-815-0015

## 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.

