

# Frequently asked questions about Family Care and IRIS

- **What is changing?**

You currently receive long-term care services and supports through county-run CIP and COP programs. Effective October 1, 2015, long-term care services in Marinette County will be available through programs called Family Care and IRIS. CIP and COP will be phased out this year and all current CIP and COP consumers will receive their long-term care services and supports through either Family Care 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 and IRIS is 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 "Include, Respect, I Self-Direct" (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 and IRIS will become available in Marinette County on October 1, 2015.

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

As Family Care and IRIS become available in Marinette 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.

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

The State will contract with Care Wisconsin and Lakeland Care District to provide the Family Care program in Marinette County. 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 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 Agency 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 *Pam Daye at the Aging and Disability Resource Center at 715-732-3850 or Glenn Sartorelli at Marinette County Human Services at 715-732-7700*, to ask any questions or discuss any concerns you might have.

**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.