

Step 3
Formal External Complaint
(con't.)

Grievances relating to services provided by a Managed Care Organization or an IRIS Consultant Agency

shall be direct to
Metastar DHS Family Care Grievances
c/o Metastar, Inc
2909 Landmark Place
Madison, WI 53713
info@metastar.com
Phone: 800-362-2320
Fax: 608-274-5008

The ADRC will, upon request provide assistance to IRIS participants or MCO members residing the the ADRC service area in filing complaints for external review.

Step 4
State Fair Hearing Process

A State Fair Hearing occurs before an impartial administrative law judge in which the petitioner or the petitioner's representative presents the reasons why an action or inaction by the Department, a county agency, an ADRC or an ICA or MCO in the petitioner's case should be corrected.

Step 4
State Fair Hearing Process
(con't.)

A customer may directly appeal to the office of Hearings & Appeals within 45 calendar days after receipt of notice of a decision/adverse action or failure to act regarding the following types of appeals:

- Appeals regarding the functional ineligibility determinations including a determination of a non-nursing home level of care.
- Appeals regarding financial ineligibility determinations for long term care benefits.

These requests for a Fair Hearing must be filed in writing with the Division of Hearings and Appeals in the Department of Administration:

Request for Fair Hearing
c/o DOA Division of Hearings & Appeals
P.O. Box 7875
Madison, WI 53707.7875
1-608-266-3096 (Voice)
1-608-264-9853 (TTY)
608-264-9885 (Fax)

Customers may use any or all complaint & appeal processes outlined in this brochure and in any order



Your Rights & The Complaint & Appeal Procedure

September 2022

Aging & Disability Resource Center (ADRC) Complaint Procedure

As a customer of the ADRC of Monroe County you have the right to be treated with dignity and respect.

As an ADRC customer you have the right to file complaints/grievances related to the work of the ADRC. There will be no retaliation to you for using the grievance process.

The staff of the ADRC are available to assist you at any point during the process should you request it. To contact the Manager of the ADRC please call 608-269-8691.

Definitions

Complaint: A grievance, difficulty, disagreement or dispute. An expression of dissatisfaction about a situation that the person making the complaint wants to see rectified

Grievance: A complaint

Appeal: An official request to change the outcome of a determination related to eligibility for public benefits or the reduction, elimination, or denial of services provided as part of a public benefit.

Complainant: An ADRC customer, or person authorized to act on the customer's behalf, to expressing or filing a complaint.

Petitioner: An ADRC customer, or person authorized to act on the customer's behalf, filing an appeal or fair hearing request.

To file an informal or formal internal grievance call, write or e-mail (or use any other method through which you ordinarily communicate) the complaint to:

The ADRC of Monroe County
315 W. Oak Street, Suite A
Sparta, WI 54656
888-339-7854
ADRC@co.monroe.wi.us

Step 1

Informal Internal Complaint

Many grievances can be resolved at this level. You are encouraged to contact an ADRC Social Worker and/or the ADRC Manager to register your complaint before initiating the formal process. The informal process begins on the date that the ADRC receives it.

Once the grievance is received, the ADRC staff will have 10 business days to resolve it. This may include a face-to-face meeting with you and anyone you wish to bring with you. You will be notified in writing of the outcome of your grievance and of the time limits for accessing other steps of the process.

You will have 10 business days from the completion of the informal internal grievance process to appeal the decision and request a formal internal review.

If the informal internal method does not resolve your issue, the formal internal grievance process is the recommended next step.

Step 2

Formal Internal Complaint

Formal internal complaints should be addressed to the Aging & Disability Resource Center Manager. If the informal internal grievance process is bypassed, the formal internal grievance time limit for filing within 45 calendar days of the occurrence of the event must be followed.

The ADRC Manager will respond to your complaint within 10 business days and will complete the inquiry and report within 15 days from the date the formal complaint was first presented.

Step 3

Formal External Complaint

An External Review is a complaint made to the WI Department of Health Services with the expectation that the appropriate agency will complete a timely review, investigation and analysis of the facts in an attempt to resolve concerns and problems expressed by a complainant.

Complaints Relating to the ADRC

ADRC Complaints

Office for Resource Center Development

Division of Public Health

WI Department of Health Services

PO Box 7851

Madison, WI 53707-7851

Phone: 608-266-2536

FAX: 608-267-3203

Email: DHSRCTeam@wisconsin.gov