

Your Rights and the Complaint and Grievance Process

As a customer of the Aging & Disability Resource Center (ADRC) of the Northwoods you have the right to be treated with dignity and respect.

As an ADRC customer you have the right to register complaints/appeals and exercise your full due process rights regarding services provided by the ADRC.

There will be no reprisal to you for using the process. If you wish, ADRC of the Northwoods staff are available to assist you at any point during the process should you request it. To contact an ADRC Specialist please call **800-699-6704**.

Please Note: You may access step 3 of this process, without having gone through Step 1 and 2. Accessing Step 4 is subject to specific criteria as listed in the section titled - Step 4: State Fair Hearing Process.

You are responsible for initiating your complaint or appeal within 45 days of the event you are grieving.



adrcofthenorthwoods.org

Informal Internal Grievance

To file an internal informal or formal complaint/appeal, call, write, fax or email the complaint to:

ADRC of the Northwoods

100 W. Keenan Street
Rhineland, WI 54502
Phone: 1-800-699-6704
TTY: Wisconsin Relay
Fax: 1-715-369-6245

E-Mail: info@adrcofthenorthwoods.org

Step 1: Internal Informal Process

Many complaints/appeals can be resolved at this level. You are encouraged to contact the ADRC to register your complaint/appeal before initiating the formal process. The informal process begins on the date that the ADRC receives it, whether it is in writing on a complaint/appeal form, blank sheet of paper, by phone, or any other method through which you ordinarily communicate. Once the complaint/appeal is received, an ADRC Supervisor 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 of the outcome of your complaint/appeal and of the time limits for accessing other steps of the process. If the internal informal method does not resolve your issue, the internal formal complaint/appeal process is the recommended next step.

You will have 10 business days from the conclusion of Step 1 to request Step 2.

Step 2: Internal Formal Process

Internal formal complaints/appeals should be addressed to the ADRC Regional Manager. If the internal informal complaint/appeal process is bypassed, the internal formal complaint/appeal time limit for filing within 45 days of the event must be followed.

The Aging & Disability Resource Center Regional Manager will work with you to resolve your complaint/appeal within 15 business days of the time the Formal complaint/appeal was received.

Step 3: External Formal Process

The external formal complaint/appeal process can be accessed before, during or after, the ADRC internal processes, but no later than 45 days after the event or the ADRC decision from Step 1 and/or 2.

Complaints Relating to the ADRC:
ADRC Quality Assurance Specialist Office for
Resource Center Development WI Dept. of
Health Services

P.O. Box 7851
Madison, WI 53707-7851
Phone: 608-266-2536
Fax: 608-267-3203

E-Mail: DHSRCTeam@wisconsin.gov
Type "ADRC Complaint" in subject line.

Step 4: State Fair Hearing Process

ADRC customers have the right to a state appeal, if filed within 45 days, after receipt of a notice of a decision or failure to act regarding the following types of appeals:

- Determination of ineligibility for long-term care benefits.
- Determination of cost sharing for long-term care benefits.
- Determination that the person is eligible for, but not entitled to, the Family Care benefit.
- Determination in regard to divestment, treatment of trust amounts and protection of income and resources of a couple for maintenance of community and spouse.
- Failure of a managed care organization to provide timely services and support.

Advocacy Organizations
External advocates are available should you want assistance with any of these steps.



To access the state appeal process, call, write or fax the request to:

Division of Hearings & Appeals
P. O. Box 7875
Madison, WI 53707-7875
Phone: 1-608-266-3096
Fax: 1-608-264-9885

Or print the request form from:
<http://dha.state.wi.us/home/WFS/WFSHrgReqForm.pdf>

For all other matters, the Department's review process must be utilized prior to using the State Fair Hearing Process.

For persons 60 years of age or older:

**Board on Aging & Long Term Care
Ombudsman program**
214 N. Hamilton Street
Madison, WI 53703
Toll-free: 1-800-815-0015

*For adults with disabilities
ages 18 – 59:*

Disability Rights Wisconsin
131 W. Wilson Street, Suite 700
Madison, WI 53703
Toll-free: 1-800-928-8778



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Our Mission

"Providing information, assistance and advocacy to older adults, persons with disabilities, and their families to promote healthy choices, independence, and an enhanced quality of life. A tradition of excellence, information and caring beyond expectation."

Serving:

Forest County
Forest County Potawatomi
Lac Du Flambeau Tribe
Oneida County
Sokaogon Chippewa Tribe
Taylor County
Vilas County

1-800-699-6704

adrcofthenorthwoods.org

100 W. Keenan Ave. Rhinelander, WI 54501