

**APPENDIX A**  
**Resources Available to Consumers**

**State Licensure/Complaints**

The Wisconsin Division of Quality Assurance (DQA) is responsible for monitoring care offered by 44 different types of health and community care providers, including hospitals, nursing homes, and home health agencies. The Division carries out its responsibilities through state code development, on-site surveys, complaint investigations, and enforcement.

**Contact:** Division of Quality Assurance  
PO Box 2969  
Madison WI 53701-2969  
Telephone: (608) 266-8481  
TDD#: (608) 266-7376

**Regional Offices:**

Southern Regional Office  
2135 Rimrock Road  
Madison WI 53713  
FAX: 608-266-8975

Southeastern Regional Office  
819 N. 6<sup>th</sup> Street, Room 609B  
Milwaukee WI 53203-1606  
FAX: (414) 227-4139

Northeastern Regional Office  
1325 South Broadway  
De Pere WI 54115-5965  
FAX: (920) 983-3201

Northern Regional Office  
2187. Stevens Street, Suite C  
Rhineland WI 54501-1246  
FAX: (715) 365-2815

Western Regional Office  
610 Gibson St., Suite 1  
Eau Claire WI 54701  
FAX: (715) 836-2535

**Regional Field Operations Director:**

Pat Virnig, Interim Director  
(608) 266-9422

Jean Rucker  
(414) 227-4563

Joanne Powell  
(920) 983-3187

Jessica Radtke, Interim Director  
(715) 365-2801

Kathy Lyons, Interim Director  
(715) 836-3030

## **Long Term Care Ombudsman**

The Board on Aging and Long Term Care (BOALTC) operates the Wisconsin ombudsman program. Ombudsman staff employed by BOALTC are housed in six offices throughout Wisconsin and perform the following functions: investigate improper treatment of elderly or disabled persons receiving long-term care; monitor development of federal, state and local laws relating to long-term care; and promote public awareness and voluntary acts to resolve problems and improve conditions involving long-term care.

**Contact:** Board on Aging and Long Term Care  
1402 Pankratz Street, Suite 111  
Madison WI 53704  
Toll Free: 1(800) 815-0015

## **Medicaid Fraud and Abuse Unit**

The Medicaid Fraud Control Unit (in the Wisconsin Department of Justice) investigates allegations of Medicaid fraud or abuse.

**Contact:** Medicaid Fraud Control Unit  
Department of Justice  
17 W. Main St., P.O. Box 7857  
Madison WI 53707  
Telephone: (608) 266-9222

## **State Bureau of Aging and Disability Resources**

The Bureau of Aging and Disability Resources is a unit of the Division of Disability and Elder Services, Wisconsin Department of Health Services. The Bureau of Aging and Disability Resources is the single state agency responsible for implementing Title III of the Federal Older Americans Act, oversees a county aging network, and promotes public policies to help older people.

**Contact:** Bureau of Aging and Disability Resources  
1 W. Wilson St., Room 450  
Madison WI 53703  
Telephone: (608) 266-2536

## **Disability Rights Wisconsin**

Disability Rights Wisconsin (formerly the Wisconsin Coalition for Advocacy) is the designated protection and advocacy agency for persons with developmental disabilities and mental illnesses. This agency provides statewide help and advocacy for a variety of disability-related issues and resident rights issues.

**Contact:** Disability Rights Wisconsin  
131 W. Wilson St, Suite 700  
Madison WI 53703  
Telephone: (608) 267-0214 (Madison)  
1(800) 928-8778 (Toll-free Madison office)  
(414) 773-4646 (Milwaukee)  
1(800) 708-3034 (Toll-free Milwaukee office)  
(715) 736-1232 (Rice Lake)  
1(877) 338-3724 (Toll free Rice Lake office)

## **Coalition of Wisconsin Aging Groups (CWAG) Elder Law Center**

The CWAG Elder Law Center is a source of legal services and resources to Wisconsin's older citizens. It provides individual and group representation, advocacy, training and consumer and professional education with an emphasis on elder law issues affecting low-income frail, vulnerable and isolated elderly. The CWAG Elder Law Center has specific expertise in issues of public benefits, income security and long term care financing, substitute decision making alternatives, guardianship and elder abuse.

**Contact:** Coalition of Wisconsin Aging Groups Elder Law Center  
2850 Dairy Drive, Suite 100  
Madison WI 53718  
Telephone: (608) 224-0606  
Toll Free: 1-800-488-2596