

# Wisconsin Medicaid SSI HMO Program Guide



**If you have a legal guardian, please pass this information package along to that person, or call them to let them know that important information has arrived.**

**[English]**

For help to translate or understand this document, please call 1-800-291-2002.

**[Spanish]**

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.

**[Russian]**

Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.

**[Hmong]**

Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-291-2002.

**[Hearing Impaired]**

For help to understand this document, please call TDD/TTY 1-800-291-2002.

## Identification Cards for the Medicaid SSI HMO Program

Each person who is enrolled in Medicaid SSI is issued a ForwardHealth card. Show your ForwardHealth card each time you receive health care services.



## What is the Medicaid SSI HMO Program?

The Medicaid SSI HMO Program is a group of health plans that provide health care services for those who receive Medicaid SSI or SSI-related Medicaid because of a disability determined by the Disability Determination Bureau.

## Enrolling in an HMO

The Wisconsin Medicaid SSI HMO Program is a way to provide Medicaid benefits to the SSI population. You may have the opportunity to be involved in a comprehensive health care system. This is a program that gives you access to a wide range of services that address both your medical and community service needs. The health plan considers you a valuable partner in making choices about

your health and community needs. Following are the requirements to be able to receive SSI HMO services:

- Live in one of the SSI HMO service areas,
- Be 19 years of age or older,
- Receive Medicaid SSI or SSI-related Medicaid because of a disability determined by the Disability Determination Bureau,
- Not live in an institution or nursing home,
- Not be participating in the Home and Community Waivers Program (for example CIP or COP).

## **Benefits of an SSI HMO**

A primary care provider or primary care clinic of your choice will help you manage your health care needs.

SSI HMO members do not have copayments for covered services, except for pharmacy. SSI HMOs provide access to health care 24 hours a day, seven days a week. Some SSI HMOs provide all your health care in one location.

Additional services available include:

- An assessment of your medical and social service needs.
- A care plan that includes both medical and social services.
- A Health Care Coordinator to help you arrange for your care and services.
- Help in choosing health care providers near your home.
- Help in finding the right health care services.

## **Services the Medicaid SSI HMO Covers:**

SSI HMOs cover medically necessary Medicaid SSI services. After you have joined an SSI HMO, call the SSI HMO to find out where to go for your health care. The services your SSI HMO will cover include:

- Doctor visits and hospital care.
- Eye care, including eye glasses.
- Outpatient and emergency care.
- Prenatal care.
- Medical equipment and supplies.
- Mental health services.
- Hearing services, including hearing aids.
- Family planning services.
- Home health care.
- Personal care services.
- Physical and occupational therapy.
- Substance abuse (alcohol and other drug abuse) services.
- Dental care in certain counties. (Some Medicaid SSI HMOs cover dental care under the SSI HMO – for those who do you must see a dentist in the SSI HMO network. For the SSI HMOs that do not cover dental care – then dental care will be provided by Medicaid fee-for-service .)

## **How Do You Choose Your Medicaid SSI HMO?**

It is important to choose the Medicaid SSI HMO that best meets your health care needs. Ask your health care providers which Medicaid SSI health plans they belong to.

Your health care providers may include:

- Primary care doctor
- Mental health provider
- Specialty doctor
- Personal care provider
- Home health care provider
- Hospital

The Medicaid SSI HMO your health care providers accept could be the one for you! Your health care providers may not all belong to one Medicaid SSI HMO. You then need to decide which provider is most important to you. Other things to consider are:

- What hours are the doctors, clinics, and other providers open that belong to that Medicaid SSI HMO?
- Do you have other health insurance? You will be expected to see health care providers who accept your other insurance as well as your Medicaid SSI health plan.

## Get In Touch!

**Need help?** Call the **Enrollment Specialist at 1-800-291-2002!** The Enrollment Specialist can:

- Tell you if you must choose an HMO now.
- Find out if your doctor, hospital, or clinic belongs to a Medicaid SSI HMO, and if so, which one.
- Help you select a Medicaid SSI HMO over the telephone or help you fill out an Enrollment Choice form that you can mail.
- Answer your questions about how the Medicaid SSI HMO works.
- Tell you when you can go back to Medicaid fee-for-service if you are enrolled in a Medicaid SSI HMO.

## Enrolling in the SSI HMO

- You can fill out, sign, and mail the Enrollment Choice Form found in this packet.
- You can call the **Enrollment Specialist at 1-800-291-2002** to give your choice of Medicaid SSI HMO over the telephone.
- You can meet the Enrollment Specialist face-to-face. Call **1-800-291-2002** for details.

## **What happens after I am enrolled in the Medicaid SSI HMO?**

You will get a membership packet that will tell you more. The membership packet lists the doctors, hospitals, and clinics that belong to the health plan. It will also explain the services the Medicaid SSI HMO provides.

Once you are enrolled in a Medicaid SSI HMO, call the HMO to:

- Find out the services the SSI HMO provides.
- Find out the doctors and clinics you can use.
- Pick or change your primary care provider.
- Set up a date for your health assessment.

If you are not satisfied with the services, doctors, hospitals, or clinics provided by the Medicaid SSI HMO, call the **Enrollment Specialist at 1-800-291-2002**. The Enrollment Specialist can help you take the next step.

## **What If You Forget To Choose a Medicaid SSI HMO?**

You may be assigned to a Medicaid SSI HMO if you do not make a choice. It is important for you to call the **Enrollment Specialist at 1-800-291-2002** to find out what choices you have. The letter and the Choice Form included in this packet also explain what choices you have.

## **What if I am not happy with my Medicaid SSI HMO?**

Depending on where you live there may be different choices. You may be able to choose a different Medicaid SSI HMO or you may be able to go back to Medicaid fee-for-service. To find out what you can do call the **Enrollment Specialist at 1-800-291-2002**.

## **You Have Rights!**

As a member of a Medicaid SSI HMO in Wisconsin, you have important rights:

- You have the right to information about your Medicaid SSI HMO and how it works.
- You have the right to ask questions and to file complaints and appeals.
- You have the right to fair treatment.

## **Assistance For People With Disabilities**

People with disabilities have the right to receive assistance. The health care providers in your SSI HMO must assist people with disabilities. The Americans with Disabilities Act (ADA) guarantees this right. This means the doctor's office or hospital must be easy to enter and exit. Your Health Care Coordinator can make sure the doctors office or hospital meets your needs.

## **Assistance For People Who Are Deaf Or Hard Of Hearing**

The health care providers in your Medicaid SSI HMO must provide interpreter services for people who are deaf or hard of hearing.

## **Assistance For People Who Speak Different Languages**

The health care providers in your Medicaid SSI HMO must provide interpreter services for people who speak different languages.

## **Assistance For People Who Are Blind Or Visually Impaired**

If you are blind or visually impaired, you can get a copy of a Medicaid SSI HMO member handbook and other information in Braille or on audiotape.

## **Civil Rights**

All people applying for or getting benefits are protected against discrimination based on race, color, national origin, sex, age or disability. State and federal laws require all Medicaid benefits to be provided on a nondiscriminatory basis. If you believe you have been discriminated against in any way that relates to applying for Medicaid or getting Medicaid services, contact:

Affirmative Action/Civil Rights Compliance Officer  
Department of Health  
PO Box 7850, Madison WI 53707-7850  
1-608-266-9372 or 1-888-701-1251 (TTY)

Or, you may also register complaints at the federal level with:

U.S. Dept. of Health and Human Services  
Director/Office for Civil Rights-Region V  
233 N Michigan Ave, Ste 240  
Chicago, IL 60601  
1-312-886-2359 or 1-312-353-5693 (TTY)

## **You Have Responsibilities**

To get the best health care, you have to be responsible for:

- Telling the doctors and nurses how you feel.
- Getting medical care when you need it.
- Taking your prescriptions and following the doctors' advice.
- Following the Medicaid SSI HMO's rules for getting health services.
- Keeping the appointments you make.
- Asking your doctor, Medicaid SSI HMO, or care coordinator questions.
- Telling your Medicaid SSI HMO what you think so that they can help you get the best health care.

## **If you have Problems or Questions**

If you have questions or problems about your doctor, health care, or your Medicaid SSI HMO we want you to know what to do.

There are people that will help you get the health care you need. There are also many ways to solve problems and answer questions.

Examples of Problems and Questions:

- Being refused care.
- Unable to get an appointment.
- Unable to see the doctor of your choice or a specialty doctor.
- Unable to find someone who speaks your language.
- Unhappy with the health care provider's attitude.
- Not getting help when you call the SSI HMO's 800 number.
- Being denied medically necessary equipment or services.
- Getting a bill your Medicaid SSI HMO should pay.

If these questions or problems happen to you, you can make things better.

**Who to Call for Problems:**

- The HMO Member Advocate. Call your HMO.
- Medicaid SSI Ombudsman at 1-800-760-0001.
- Enrollment Specialist at 1-800-291-2002.
- External Consumer Advocate at 1-800-708-3034 or (414) 773-4646.  
TDD at 1-888-758-6049.



