

# Aging and Disability Resource Center (ADRC) Customer Service Agreement

ADRCs help people learn about their options to find the support they need. They give information, answer questions, and guide people through important steps. ADRCs help people who are age 17 years and 6 months or older with a disability and anyone age 60 or older. You do not need to meet any income or program rules to talk with an ADRC or receive options counseling.

As part of options counseling, the specialist may talk with you about public programs that help pay for long-term care. If you are interested, the ADRC will see if you qualify for a long-term care program by using a long-term care functional screen. They can also help with the financial eligibility process and how to apply for Medicaid.

If you qualify, the ADRC will help you understand your choices. This is called enrollment counseling. You can choose the program that works best for you. Your choices may include Family Care, IRIS, and where available, Partnership or PACE. After you choose a program, the ADRC will give you information about agencies in your area that you may enroll with. They will also help you finish the enrollment process.

## What to know about ADRC services

- You choose if you want help. ADRC services are voluntary, but you must use them to access government-funded long-term care programs. You pick your own provider. ADRC staff can give you choices, but they can't choose a provider for you.
- ADRC help is short-term. The ADRC does not stay involved long term.
- The ADRC will work with you or someone that you've said can speak for you, such as your legal decision maker.

## How we keep your information safe

ADRC services are private. The ADRC will not share your personal information unless you say it is okay to do so. The ADRC's [confidentiality policy \(P-02923-06\) \(PDF\)](#) allows the agency to share your information only when there is a need to do so, and the ADRC will inform you when information is shared.

By signing this form, you agree that the ADRC may share some of your information with the Wisconsin Department of Health Services (DHS). This information is shared to make sure the program is working well, to report data, and to improve services.

## Count on us to provide unbiased information and options

You have many options to choose from. ADRCs listen to what you want and help you to make informed choices. ADRCs may offer some programs directly, but they will never try to guide your choice for their own benefit or to help the agency. ADRCs provide unbiased information about all the services available in your community.

## **Customer Service Agreement Acknowledgement**

By signing this document, I understand that ADRC services are voluntary and that part of receiving ADRC services involves the sharing of information between the ADRC and the Wisconsin Department of Health Services. I also understand that the ADRC, as an agency, may operate other programs and services or have contractual relationships with service providers. The ADRC will never attempt to influence my decisions about programs, services, or providers.

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Customer signature (or authorized representative)

Date

## **Functional Eligibility Determination Acknowledgement (if applicable)**

By signing below, I understand that the ADRC is completing a screen to determine functional eligibility for publicly funded long-term care programs. I understand that the ADRC will complete a functional eligibility determination within 30 days from the date on this form and will notify me, in writing, if the determination is delayed beyond 30 days. I also understand that Medicaid financial eligibility is **not** determined by the ADRC; however, the ADRC may assist customers with the Medicaid application process.

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Customer signature (or authorized representative)

Date