

## Welcome to the BadgerCare Plus or Medicaid SSI HMO Program

By now you have chosen your BadgerCare Plus or Medicaid SSI HMO and primary doctor. We hope you are happy with the care you are receiving.

But what if you have problems or questions about the quality of care you and your family are getting? Who do you talk to? What can be done? When can you get help? How do you get help?

The Ombuds will answer your questions and look into your complaints about access to good medical care. Call or write them today.

## Contact BadgerCare Plus or Medicaid SSI Ombuds



Monday through Friday  
8 a.m. to 4:30 p.m.  
1-800-760-0001 (TTY and  
translation services available)



BadgerCare Plus or Medicaid SSI HMO  
Ombudsmen  
P.O. Box 6470  
Madison, WI 53716-0470



Wisconsin Department of Health Services  
Division of Health Care Access and Accountability  
P-12002 (07/08)

## Wisconsin BadgerCare Plus or Medicaid SSI HMO Ombuds

Working together...  
for a healthier you



## BadgerCare Plus or Medicaid SSI HMO Programs

# Ombuds

## Who are the Ombudsmen?

If you have questions or concerns about your Wisconsin BadgerCare Plus or Medicaid SSI Health Maintenance Organization (HMO), the Ombudsmen (pronounced “Om-budz-men”) or Ombuds may be able to help you.

## What do the Ombuds do?

- Research and resolve enrollee grievances about the care or services provided by BadgerCare Plus or Medicaid SSI HMOs.
- Help BadgerCare Plus or Medicaid SSI HMO enrollees with grievances, whether informal (telephone calls) or formal (written).
- Help BadgerCare Plus or Medicaid SSI HMO enrollees understand their rights and responsibilities.
- Represent enrollee rights with BadgerCare Plus or Medicaid SSI HMOs.
- Act as a fair and impartial go-between.

## When would you contact the Ombuds?

As a BadgerCare Plus or Medicaid SSI HMO enrollee, you may call the Ombuds anytime during your HMO enrollment.

## Why would you call the Ombuds?

- Your BadgerCare Plus or Medicaid SSI HMO is billing you for services during the time of enrollment.
- You are unsure of your rights as an enrollee.
- You are unable to get a BadgerCare Plus or Medicaid SSI-covered service from your HMO.
- Your HMO has denied, reduced, or stopped BadgerCare Plus or Medicaid SSI-covered services.
- You feel you were treated unfairly or disrespectfully.

## BadgerCare Plus or Medicaid SSI HMO enrollees have the right to:

- Voice complaints.
- Be treated with respect and dignity.
- Be treated fairly and impartially.
- Receive interpreter services during the grievance process.

## How do you file a grievance?

- Call us at 1-800-760-0001, and ask to speak with an Ombud.
- Write a letter to the Ombuds explaining your problem and send it to:

BadgerCare Plus or Medicaid SSI HMO  
Ombudsmen  
P.O. Box 6470  
Madison, WI 53716-0470



**Remember: Your health care benefits will not be affected because you file a grievance. All information will be kept confidential.**