



A Side-by-Side Comparison of Family Care and IRIS

Program Element	Family Care	IRIS
<p>THE BASICS What are these programs?</p>	<p>The Wisconsin Department of Health Services (DHS) contracts with managed care organizations (MCOs) to operate the long-term care program. DHS prefers to have multiple MCOs in every part of the state for people to choose from. MCOs employ care managers who work directly with the “members” and provide them with a variety of supports. MCOs contract with provider agencies in their “provider networks” to provide services to their members (this creates some accountability of providers to the MCO). Family Care also includes a self-directed services option. The Family Care benefit package includes personal care services.</p>	<p>IRIS (Include, Respect, I Self-Direct) is a Wisconsin long-term care program designed to enable people to self-direct their services. DHS contracts with ICAs (IRIS consultant agencies) and FEAs (fiscal employer agents) to provide a variety of support to IRIS participants and their families to enable them to successfully self-direct their services. That support is generally provided by IRIS consultants, with the FEAs primarily responsible for processing payment for services. Participants have “budget authority” (control over how their individual budget is spent) and “employer authority” (control over who they receive services from—they are not limited to a “provider network”). IRIS does not include personal care, but IRIS participants can obtain Medicaid personal care separately on their Medicaid card, or obtain it through the Self-Directed Personal Care program www.dhs.wisconsin.gov/iris/sdpc.htm.</p>
<p>FUNDING How are these programs funded?</p>	<p>Family Care is a Medicaid program. Each MCO receives a fixed payment (a “capitated rate”) for every person they serve, based on studies of the cost of long-term care services in that part of the state. Some people’s care plans will cost more than the Family Care rate and some will cost less. The MCO pools the money and uses it to provide individually planned services for all its members.</p>	<p>IRIS is also a Medicaid program, but it doesn’t involve capitated rates. Instead, each person is provided access to an individual IRIS budget as explained further below.</p>

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START-UP How is my eligibility determined?	The county aging and disability resource center (ADRC) conducts this screen for people newly entering the long-term care system. MCOs conduct these screens for people already receiving services in the Family Care program.	Same as Family Care, except ICAs conduct the long-term care functional screen for people already receiving services in the IRIS program. The county aging and disability resource center (ADRC) conducts this screen for people newly entering the long-term care system. MCOs conduct these screens for people already receiving services in the Family Care program.
INFORMATION Where can I get information on the MCOs and ICAs?	People receive information on the MCOs from options counselors at the ADRC and from the MCO websites.	People receive information on the ICAs from options counselors at the ADRC and from the ICA and FEA websites.
BUDGETS How will my individual budget be calculated?	People who choose Family Care as their long-term care program do not receive an individual budget for their care plan. They are members of an interdisciplinary care management team that begins with an assessment of how the member wants to live and the support he or she needs.	The long-term care functional screen results are used to determine the initial individual budget estimate for each IRIS participant. This budget estimate does not include the budget for personal care since the person receives that service separately via their Medicaid card or via the Self-Directed Personal Care program. If the initial budget estimate appears inadequate, ICAs can assist the person or his/her guardian to request additional funding to meet particular needs.
SELF-DIRECTION How does self-direction work in each program?	Individuals who select Family Care may choose to self-direct one or more of their services. Within Family Care, people typically have “budget authority” for the services they choose to direct and use “employer authority” to directly hire support staff. The MCO continues to manage all other services for the individual.	Individuals who choose IRIS self-direct all their long-term care services and supports with budget and employer authority (with support from family and friends if desired). They may directly hire support staff, directly purchase other goods or services, or purchase services from provider agencies. Individuals eligible for personal care services may choose whether to self-direct personal care with support from the IRIS Self-Directed Personal Care program oversight agency, or use their Medicaid card to access personal care through an agency.
INDIVIDUAL PLANNING In <i>managed care</i> , how will my individual plan be developed and who will be involved?	Individuals work with their care manager and the other members of their interdisciplinary team to identify their long-term care outcomes. Then a set of individualized supports and services are selected to achieve those outcomes in the most cost effective way.	See below for how individual planning is handled in the IRIS program.

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<p>INDIVIDUAL PLANNING In <i>self-direction</i>, how will my individual plan be developed and who will be involved?</p>	<p>During the assessment process described above, individuals identify the services they would like to self-direct. Individuals will work with their team to establish a budget. Typically that budget is based upon what the MCO would have otherwise paid for the services.</p>	<p>Within their monthly budget amount, and with the help of a chosen IRIS consultant and anyone else they choose, individuals create their own plan of supports and services. The ICA approves the support and service plan. For individuals who choose Self-Directed Personal Care, the oversight agency uses the Personal Care Screening Tool to determine the personal care budget, <i>which is in addition to the IRIS budget</i>.</p>
<p>SERVICES What kinds of services are covered in each program?</p>	<p>The table attached to this document lists the services available through Family Care. www.dhs.wisconsin.gov/publications/p0/p00570.pdf</p>	<p>The table attached to this document lists the services available through IRIS. www.dhs.wisconsin.gov/publications/p0/p00570.pdf</p>
<p>SUPPORT BROKERS Will I be able to receive support broker assistance?</p>	<p>Support broker services are in the Family Care “nursing home level of care” benefit package. Family Care members should be prepared to explain which of their long-term outcomes will necessitate the assistance of a care team.</p>	<p>IRIS funding can be used for support broker services. However, IRIS participants should be prepared to explain which of their long-term outcomes will necessitate the assistance of a support broker above and beyond the assistance of an IRIS consultant. Participants also need to consider how much of their IRIS budget they can allocate to a support broker in addition to the other paid services in their budget.</p>
<p>SERVICE PROVIDERS What are my choices for who will provide the services included in my plan?</p>	<p>People in Family Care may select from service providers within the MCO’s provider network. Individuals who choose to self-direct certain services may also select their own workers for those services, including family, friends, and neighbors.</p>	<p>For any of their services, people in IRIS may hire any eligible service provider, and may also hire their own workers, including family, friends, and neighbors. Participants may also hire provider agencies as providers. All providers must be qualified.</p>
<p>SERVICES After I choose my services and providers, who will arrange for me to receive those services?</p>	<p>Within Family Care, members are supported by a care manager who has primary responsibility for arranging and coordinating the services that have been selected following the interdisciplinary care management team assessment and individual planning process.</p>	<p>IRIS participants (with help from family or friends, as needed) directly contact any agencies or individuals they want to provide their services. They are assisted by their chosen IRIS consultant to process all required paperwork to enable services to begin.</p>
<p>PAYMENT How will my services be paid for?</p>	<p>The MCO arranges for all payments either directly through contracts with agencies within the MCO’s provider network, or through a contracted FEA for staff hired directly by an individual using self-directed supports.</p>	<p>The individual's chosen IRIS FEA will set up payments and pay claims that are listed on the IRIS service and support plan after the individual authorizes payment.</p>

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<p>ONGOING ASSISTANCE Who will help me sustain and strengthen my connections to friends and the community?</p>	<p>There are a variety of ways in which MCOs may provide assistance in strengthening and building connections to friends and the community. Individuals interested in Family Care may want to learn more about this from the MCOs' websites.</p>	<p>IRIS consultants may provide assistance in helping a participant think about strengthening and building connections to friends and community, both through IRIS services and through ideas and connections the IRIS consultant may have. Individuals interested in IRIS may want to learn more about this from ICAs' websites.</p>
<p>CRISES Who will help me if I'm having a crisis?</p>	<p>MCOs within Family Care will provide assistance at times of crisis through the individual's care management team and through the providers within the MCO's network.</p>	<p>An individual's ICA is available to help an individual when a crisis arises. Assistance may range from problem-solving to referral to an appropriate agency. The program requires participants to have an emergency backup plan.</p>
<p>QUALITY Who will oversee the quality of my services?</p>	<p>MCOs have provider network managers that oversee the quality of services within agencies with whom they contract. The member's care management team also addresses quality concerns about the person's services. DHS also has oversight staff that monitor quality.</p>	<p>Individuals who choose IRIS have primary responsibility for ensuring the quality of the services they purchase and holding their service providers accountable. IRIS consultants are available to help participants think about quality issues. Each ICA and FEA has quality management plans and DHS has staff that monitor quality.</p>
<p>CUSTOMER SATISFACTION What if I am dissatisfied with any of my services?</p>	<p>The individual is a member of his or her interdisciplinary care management team. That team will assist the member with any concerns about services. Participants may also contact one of the ombudsman programs, Disability Rights Wisconsin or the Board on Aging and Long Term Care.</p>	<p>While the individual has primary responsibility to address concerns with particular services, the individual's IRIS consultant is available to help an individual think about how to best address any concerns. Members may also contact the ombudsman program, Disability Rights Wisconsin.</p>
<p>SAFETY Who will ensure my safety?</p>	<p>An individual's care management team prioritizes health and safety as an essential element of a person's ability to live a good life. While safety is not something that can ever be "guaranteed" within our human frailties, it is an area of focus within all of Wisconsin's long-term care programs. The DHS-MCO contract contains certain provisions that hold MCOs accountable for paying attention to the safety of their members.</p>	<p>An individual's ICA prioritizes health and safety as an essential element of a person's ability to live a good life. While safety is not something that can ever be "guaranteed" within our human frailties, it is an area of focus within all of Wisconsin's long-term care programs. IRIS consultants also have some responsibilities to support the participant's capacity to ensure his or her own safety.</p>