

## ADRC Consumer Rights & the Complaint and Appeal Process

Aging & Disability Resource Center (ADRC) of Walworth County consumers have the right to be treated with dignity and respect.

Any ADRC consumer or person acting on a consumer's behalf may express or file a complaint and exercise their full due process rights regarding services provided by the ADRC. The ADRC will refrain from any reprisal or threat of reprisal against any consumer registering a complaint.

### Informal Internal Complaint Procedure

Many complaints can be resolved at this level, and ADRC consumers are encouraged to contact an ADRC Specialist and/or the ADRC Director to register their complaint before initiating the formal process. The informal process begins on the date that the ADRC receives it, whether it is verbally or in writing on a complaint form, blank sheet of paper or by any other method through which the consumer ordinarily communicates.

Once the complaint is received, the ADRC Director will have 10 business days to resolve it. This may include a face-to-face meeting with the consumer

and anyone the consumer wishes to have at the meeting. The consumer will be notified, in writing, of the outcome of the complaint.

If the informal internal method does not resolve the issue, the consumer will have 10 business days from the conclusion of the informal internal complaint process to request a formal internal complaint.

### Formal Internal Complaint Procedure

Formal internal complaints should be addressed to the ADRC Director. If the informal internal complaint procedure is bypassed, the formal internal complaint must be within 45 days of the occurrence of the event.

To file an informal or formal internal complaint, call, write, fax or email the complaint to:

ADRC of Walworth County  
1910 County Road NN  
PO Box 1005  
Elkhorn, WI 53121  
262-741-3400 (Voice)  
1-800-365-1587 Toll-free  
262-741-3436 (Fax)

E-Mail: [walcoadrc@co.walworth.wi.us](mailto:walcoadrc@co.walworth.wi.us)

The ADRC Director will work with the consumer to resolve the complaint within 15 business days from the day the complaint is received.

### Formal External Complaint Resolution

The formal external complaint resolution process can be accessed before, during or after the ADRC's internal process.

Complaints relating to services provided by the ADRC should be made directly to the Wisconsin Department of Health Services by writing, calling, or e-mailing:

Aging & Disability Resource Center  
Complaints  
Office for Resource Center Development  
Division of Public Health  
WI Dept. of Health Services  
P.O. Box 2659  
Madison, WI 53701-2659  
608-266-2536 (Phone)  
608-267-3203 (Fax)  
E-Mail: [DHSRCTeam@wisconsin.gov](mailto:DHSRCTeam@wisconsin.gov)  
(Please indicate "ADRC Complaint" in the subject line)

### State Fair Hearing Process

An ADRC consumer may directly appeal to the Office of Hearings and Appeals within 45 calendar days, after receipt of a notice of a decision/adverse action or failure to act regarding the following types of appeals:

1. Complaints about functional ineligibility and including a determination of a non-nursing home level of care.
2. Complaints about financial ineligibility for long term care benefits.

Requests for a Fair Hearing must be filed in writing using one of the forms listed below, to:

Request for Fair Hearing  
c/o DOA Division of Hearings & Appeals  
P.O. Box 7875  
Madison, WI 53707-7875  
608-266-3096 (Phone)  
608-264-9853 (TTY)  
608-264-9885 (Fax)

**Forms:**

Request for a State Fair Hearing  
<http://www.dhs.wisconsin.gov/forms/F0/f00236.doc>

Request for a State Fair Hearing ADRC  
<http://www.dhs.wisconsin.gov/forms/F0/f00236a.doc>

Upon request, the ADRC will assist consumers with filing complaints with the Department or filing for a State Fair Hearing.

**Complaints Relating to Managed Care or IRIS**

The ADRC will, upon request, assist members of Managed Care Organizations or IRIS participants, in its service area, in filing complaints with the Department.

**Advocacy Organizations**

The ADRC of Walworth County maintains a list of advocacy organizations that are available upon request.

**AGING & DISABILITY  
RESOURCE CENTER  
OF  
WALWORTH COUNTY**

1910 County Road NN  
P.O. Box 1005  
Elkhorn, WI 53121-1005

262-741-3400 or  
1-800-365-1587  
Wisconsin Relay 7-1-1  
FAX 262-741-3436

E-MAIL [walcoadrc@co.walworth.wi.us](mailto:walcoadrc@co.walworth.wi.us)  
INTERNET [www.co.walworth.wi.us](http://www.co.walworth.wi.us)

Office Hours:  
Monday – Friday  
8:00 a.m. to 4:30 p.m.  
After hour Appts. available upon request

Intervention Services available  
24 hours a day – 7 days a week

**Statement of Confidentiality**  
Aging & Disability Resource Center of Walworth County adheres to confidentiality policies set by federal, state, and administrative laws. The release, transfer and access to protected health information meets the standards required under 45 CFR Parts 160-164 (HIPAA), 42 CFR, §51.30 of Wisconsin Statutes, and DHS 92 of Wisconsin Administrative Code.

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# Your Rights

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# The Complaint and Appeal Process