

# Information for You, Your Family and/or Your Guardian.

**Should you ever feel unhappy with your Managed Care Organization (MCO) or should your MCO change/reduce your services which you do not agree with, you can take action. Here are some Resources available to HELP you in filing a Grievance or an Appeal.**

## **How do I file a grievance or appeal?**

If you want to file a grievance or appeal, you must start with your managed care organization.

### **To file a grievance, you can:**

Contact your care manager or a member rights specialist at your managed care organization. Write your concern down and send it to your managed care organization.

### **To file an appeal, you can:**

Contact your care manager or a member rights specialist at your managed care organization. Complete and Submit a request form. You can ask Indianhead Enterprises for a copy and we can assist you in filling it out.

## **What if I don't agree with the decision made about my grievance?**

If your managed care organization makes a decision about your grievance that you do not agree with, you can ask DHS to review the managed care organization's decision. DHS is the agency that oversees managed care organizations.

To request a DHS review:

Call: 888-203-8338

Email: [dhsfamcare@wisconsin.gov](mailto:dhsfamcare@wisconsin.gov)

## **What if I don't agree with the decision made about my appeal?**

If your managed care organization's Grievance and Appeal Committee makes a decision about your appeal that you do not agree with, you can ask for a state fair hearing of the decision with the Wisconsin Division of Hearings and Appeals.

<https://doa.wi.gov/Pages/LicensesHearings/DHAWorkandFamilyServicesUnit.aspx>

To file a request for a state fair hearing, you can:

Submit a [Fair Hearing Request form](#)

<https://doa.wi.gov/DHA/WFSHrgReqForm.pdf>

Send a written request to the following address. Include your name, mailing address, a brief description of the problem, the name of your managed care organization, and your signature.

Division of Hearings and Appeals  
Family Care and Partnership Request for a Fair Hearing  
PO Box 7875  
Madison, WI 53707-7875

## **Inclusa (Main MCO serving individuals at Indianhead Enterprises)**

Each managed care organization has someone whose job it is to help members with grievances and appeals. The person to contact at your managed care organization is in the Family Care member handbook or the Partnership Evidence of Coverage booklet. Our main MCO is Inclusa. Some of their information is below:

Inclusa, Inc.  
3349 Church Street, Suite 1  
Stevens Point, WI 54481  
Corporate Phone: 715-345-5968  
General Info: 877-622-6700  
TTY: 715-204-1799  
24-Hour: 800-285-6425  
Fax: 715-345-5725

### Contacts:

Mark Hilliker, Chief Executive Officer, 715-204-1802, [mark.hilliker@inclusa.org](mailto:mark.hilliker@inclusa.org)  
Jason Taylor, Chief Financial Officer, 715-204-1810, [jason.taylor@inclusa.org](mailto:jason.taylor@inclusa.org)  
Kris Kubnick, Chief Member Experience Officer, 715-301-1889, [kris.kubnick@inclusa.org](mailto:kris.kubnick@inclusa.org)  
Kate Norby, Executive Director of Member Experience, 715-216-5587, [kate.norby@inclusa.org](mailto:kate.norby@inclusa.org)

## **Aging and Disability Resource Center of Dunn County**

ADRC of Dunn County  
3001 US Highway 12 East, Suite 160  
Menomonie, WI 54751  
Phone: 715-232-4006  
TTY/TDD/Relay: 715-232-1116  
Email: [dhs@co.dunn.wi.us](mailto:dhs@co.dunn.wi.us)

## **Ombudsman – Disability Rights WI**

In order to keep the process moving, many individuals will also file the grievance or appeal with Disability Rights WI along with their MCO.

Disability Rights Wisconsin  
217 W. Knapp St.  
Rice Lake, WI 54868  
Local Phone: 715-736-1232  
Corporate Phone: 800-928-8778  
Fax: 833-635-1968  
Email: [info@drwi.org](mailto:info@drwi.org)

## **HELP when the Help has failed!**

**Sometimes it may be necessary to take your grievance or appeal to the next level. We recommend Attorney Robert "Rock" Theine Pledl. Although he is out of Milwaukee, WI, Rock has been a strong advocate for individuals and their families. He has represented many individuals with disabilities fighting for their rights.**

Davis & Pledl S.C.  
1433 N. Water Street, Suite 400  
Milwaukee, WI 53202  
[Phone: 414-488-1351](tel:414-488-1351) Fax: 414-978-7282  
Victoria L. Davis Dávila 414-488-1351  
Robert "Rock" Theine Pledl 414-488-1354