

Ombuds for BadgerCare Plus and SSI Medicaid HMO Members

What is an ombud?

An ombud is a person who responds to grievances from BadgerCare Plus and Supplemental Security Income (SSI) Medicaid HMO members. A grievance can be submitted if you have a complaint or problem with your health care from your HMO. HMO stands for health maintenance organization. Your HMO is also called your health plan. An HMO is a group of doctors, clinics, and hospitals that you can get health care services from. If you have questions or concerns about your HMO, an ombud may be able to help you.

What does an ombud do?

An ombud:

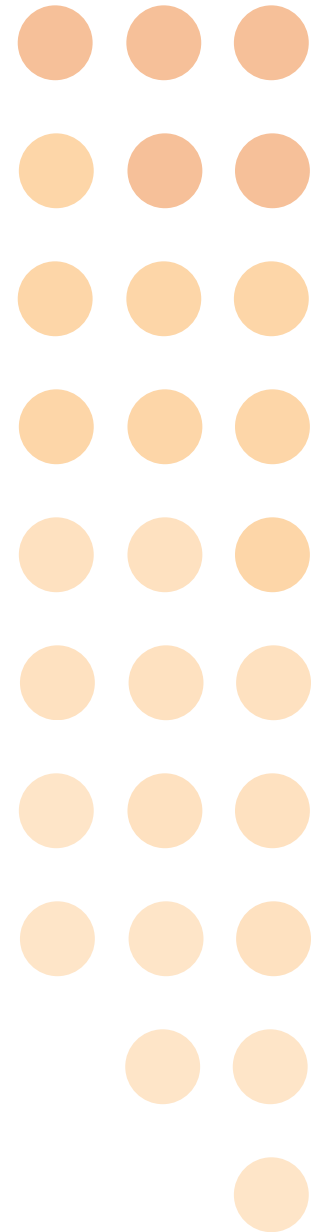
- Helps solve problems members have with the care or services they get from a BadgerCare Plus or SSI Medicaid HMO.
- Helps members submit grievances.
- Helps members understand their rights and responsibilities.
- Represents members' rights with BadgerCare Plus or SSI Medicaid HMOs.
- Communicates with both the HMO and member to help solve conflicts.

How do you submit a grievance?

You can submit a grievance by contacting an ombud and telling them your problem with your HMO. You can either call or write a letter. Your health care benefits will not be affected because you file a grievance. All information will be kept confidential.

When can you contact an ombud?

As a member of a BadgerCare Plus or SSI Medicaid HMO, you may call an ombud anytime during your HMO enrollment.



Why would you call an ombud?

You would call an ombud if you have questions or concerns with your HMO. The following are examples of when to call an ombud for help:

- You are unsure of your rights as a member.
- You are unable to get a covered service from your HMO.
- Your HMO has denied, reduced, or stopped providing covered services.
- You feel you were treated unfairly or disrespectfully by your HMO.
- You get a bill for services.

You Have Rights

You have the right to:

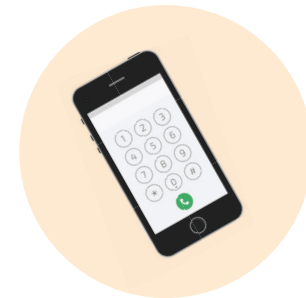
- Voice complaints and file grievances.
- Be treated with respect.
- Be treated fairly.
- Get interpreter services during the grievance process.

Contact an Ombud

By phone:

Monday through Friday
8 a.m. to 4:30 p.m.

800-760-0001 (TTY and translation services available)



By mail:

BadgerCare Plus or Medicaid
HMO Ombuds
PO Box 6470
Madison, WI 53716-1470

