

Frequently asked questions about Family Care and IRIS

- **What is changing?**

You currently receive long-term care services and supports through the county-run Community Integration Program (CIP) or Community Options Program (COP). Effective July 1, 2017, long-term care services in Florence County will be available through programs called Family Care and IRIS (Include, Respect, I Self-Direct). Florence County residents in CIP and COP will be transitioned to Family Care or IRIS beginning in July. CIP and COP will phase out this year and all current CIP and COP consumers will receive their long-term care services and supports through either Family Care or IRIS. You can choose which of these programs you want.

- **What do I need to do now?**

You do not need to do anything right now. The local Aging and Disability Resource Center (ADRC) will contact you to talk about the upcoming changes and to fully explain these changes.

- **Why are these programs changing?**

The Department of Health Services and counties have been working to improve Wisconsin's long-term care services. The new programs are designed to maintain or improve the quality of the services you receive and to serve more people. Family Care and IRIS are different from your current program in that they can coordinate all the services a person needs to maintain or improve their health and well-being. The IRIS program is designed for people who want to take full responsibility for managing their long-term care services.

- **When are these programs changing?**

Family Care and IRIS will become available in Florence County on July 1, 2017. Florence County residents enrolled in CIP and COP will be transitioned to Family Care or IRIS beginning on that date.

- **What will happen to my current program?**

As Family Care and IRIS become available in Florence County, the COP-W, and CIP programs will be discontinued. This is because these programs are replaced by Family Care and IRIS.

- **I understand my current long-term care program will be ending. What choices will I have about continuing to get long-term care services?**

You will have a choice whether to enroll in one of the new programs. Some of the services you get right now are only available when you enroll in one of these new programs. Services will continue to be available through your Medicaid Forward Card, if you are eligible for Medicaid.