

SSI Managed Care External Advocacy Project

Helping you manage your managed care



Image 1: A Black female doctor discusses healthcare with an elderly white man in a wheelchair at the office.

What is the SSI Managed Care Program?

The SSI Managed Care Program is a Medicaid Program that provides healthcare services for those who receive SSI and Medicaid or who receive SSI-related Medicaid because of being blind, disabled, or elderly. These health care services are offered by various Managed Care Organizations (MCOs). Most, but not all, people will have to join an MCO.



Image 2: An Asian male doctor uses a stethoscope to listen to a disabled Asian man's lungs.

What is the SSI Managed Care External Advocacy Project?

The SSI Managed Care External Advocacy Project provides answers for people who have questions about the SSI Managed Care Program and provides advocacy services to people enrolled in the SSI Managed Care Program who are having problems.



DRW Program Brochure: SSI Managed Care External Advocacy Project

Image 3: A white female nurse wearing a surgical mask shows a Black man in a wheelchair information on a digital tablet.

What the SSI Managed Care External Advocate can do for you:

- Help you understand the enrollment process.
- Explain your rights and responsibilities as a member of a Managed Care organization (MCO).
- Make sure you continue to get the care you need, from your same healthcare providers, for the first two months (at least) of enrollment in the MCO.
- Help you get answers to questions about your Managed Care Organization (MCO) and health care.
- Help you get the specialty care or medical equipment you need.

- Help you get mental health or AODA treatment if you need it.
- If your care is ever delayed, denied, limited, or ended, help you understand why.
- Help you appeal these decisions.

Where to Call

If you have questions about the SSI Managed Care Program or problems with your health care and Managed Care Organization (MCO), you can call:

- **Toll-Free:** 800-928-8778
- **Local:** 414-773-4646

Ask for the SSI Managed Care External Advocate.

- Tenemos empleados que hablan español.

- Language translation on the phone provided for non-English speakers.
- Alternative formats of this brochure available upon request; contact 800-928-8778.
- Also visit disabilityrightswi.org.



Image 4: A Muslim woman listens to what her doctor's recommendations are.

If you need other assistance or information regarding your health care system

Enrollment Services Center:

The Enrollment Specialist can help you see which Managed Care Organization (MCO) your doctors are with, enroll you in an MCO, change you to a different MCO, or opt you out of the MCO. Call 1-800-291-2002.

Managed Care Organization (MCOs):

Each MCO has a Member Services Department, Care Coordinators, and a Member Advocate to help you get the medical care you need. See your member handbook for these phone numbers.

Medicaid Managed Care Ombuds:

If you want to file a complaint or grievance about your MCO to the State, the Ombuds can help. Call 1-800-760-0001.

Member Services:

If you lose your Wisconsin Medicaid Forward Health card, call 1-800-362-3002.