

Frequently Asked Questions

People are learning new ways to stay busy, productive, and connected every day! We want to hear about the things you are finding or the creative ways you are connecting with others. We want to share more of what you are finding on our social media!

Safety

What will happen to day programs and people who go to them?

- Day programs are not required to close right now. Some programs have decided to close. If you are not sure about your program, call them to find out if they are open or not.
- If your day program is open and you don't want to go, let them know you have chosen to stay home because of the coronavirus.
- The situation with the coronavirus changes every day. Day programs will let you know if they decide not to provide services. Be sure they have the right phone number to contact you.

What if I need more or different supports or services?

- Call your care manager or IRIS consultant and tell them you need more help. When things in your life change, the services you get should change.
- When you talk to your care manager or IRIS consultant, tell them what has changed in your life and the kind of help you need. They should help you figure out the kind of extra services that will help you.



What other resources are available to assist me during this time?

- Aging and Disability Resource Centers (ADRC) numbers can be found here: <https://www.dhs.wisconsin.gov/adrc/consumer/index.htm>
- local libraries, local medical providers, clinics, and hospital, local food pantries, churches and other non-profit agencies and resource centers may have resources available to you. Call before visiting any location, many are temporarily closed or working remotely.
- Disability Rights Wisconsin helps people with disabilities in Wisconsin. DRW is the Family Care and IRIS Ombudsman and can help people who are have problems with these long- term care programs. They help people from age 18-59 who are in Family Care, Family Care Partnership, or IRIS. They can help with:
 - Answer questions or provide information on your rights
 - Look for ways to stop issues you have by working with your Managed Care Organizations or IRIS agencies
 - Help you advocate for yourself
 - Assist in filing complaints for formal appeals and grievances
- DRW can also help look into abuse and neglect of people with disabilities of any age, even if you aren't using Family Care or IRIS. DRW is NOT a place to call in a crisis or emergency. You can contact DRW at: **1-800-928-8778**.

Health

If someone in my family or my roommate gets the Coronavirus and need to be quarantined what should we do?

- Call your doctor first and do not go into the doctor without first talking with them.
- Use a separate room and bathroom for sick household members
- Keep shared rooms and bathrooms clean.
- Clean hands regularly by handwashing with soap and water or using an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid contact with the sick person.
- Avoid sharing personal items like utensils, food, and drinks.
- Call your care manager or IRIS consultant if you need support.



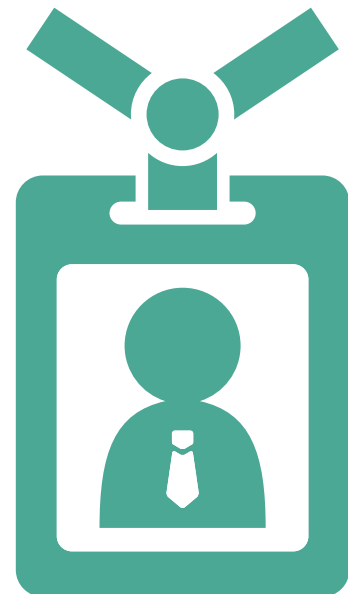
If my caregiver gets the Coronavirus and needs to be quarantined or hospitalized, who will support me?

- If your caregiver works for an agency, call the agency to see if you can get a new caregiver.
- Call your care manager or IRIS consultant immediately to get additional supports.
- If you have not been able to reach anyone in 24 hours, call Disability Rights Wisconsin at **1-800-928-8778**. Another option is to call your county helpline. See the Stay Safe section of the toolkit for a list of numbers.
- If you are in danger, call 911.

Employment and Benefits

What if I lose my job or I am told not to come to work because of the coronavirus?

- If you have a job coach or a Division of Vocational Rehabilitation Counselor let them know that your employer has told you not to come to work.
- Your benefits might change if you are working less or not working. Contact Social Security **1 (800) 772-1213** and tell them.
- Call your care manager or IRIS Consultant to let them know you have lost your job or hours have been reduced and if you feel you will need other services or supports.
- If you think you may have trouble paying your rent, buying food or paying for other bills, there are people who can help you figure out what to do. Be sure to call your care manager or IRIS consultant right away.
- You may be able to get unemployment benefits. Call **(608) 266-3131**.
- 211 can help you find information or services for a variety of needs. 211 is free and confidential. You can text COVID19 to 211-211, visit 211wisconsin.org, or call 211. Currently the phone lines have a lot of traffic, so be patient or see if you can get the answer online or by text.



What if I lose my private health insurance because I have been laid off during the Coronavirus situation?

- If you have recently lost your employer-sponsored health coverage, you should contact ACCESS Wisconsin: <https://access.wisconsin.gov/access/>. You can also call the benefits specialist your ADRC: www.dhs.wisconsin.gov/adrc/consumer/index.htm
- Call Forward Health to let them know you no longer have private insurance and your Medicaid will be your primary health insurance. <https://www.forwardhealth.wi.gov/WIPortal/>

Will I still get my benefit check if the Social Security office closes?

Yes. You will still get your monthly benefits check.

- Social Security offices have closed for face-to-face contact, but they are still doing their work. If you have questions, call Social Security at **800-772-1213**.

The COVID-19 situation is changing daily, and many answers are not known at this time. Please refer to official local, county, state, and federal websites for up-to-the-minute information.

- Wisconsin DHS Website: <https://www.dhs.wisconsin.gov/covid-19/index.htm>
- CDC Website: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>