

FAQs Regarding Alzheimer's Association Direct Connect Referral Program

Q: How is a Direct Connect Referral initiated?

A: The program allows health care providers to make direct referrals to the Alzheimer's Association by completing a one-page, HIPAA compliant form and forwarding it to the chapter in your area (Greater Wisconsin Chapter, South Central Wisconsin Chapter, or Southeastern Wisconsin Chapter).

Q: What are the service areas for each chapter?

A: Service areas are designated by county as follows:

Greater Wisconsin Chapter: Adams, Ashland, Barron, Bayfield, Brown, Buffalo, Burnett, Calumet, Chippewa, Clark, Crawford, Door, Douglas, Dunn, Eau Claire, Florence, Forest, Green Lake, Iron, Jackson, Juneau, Kewaunee, La Crosse, Langlade, Lincoln, Manitowoc, Marathon, Marinette, Marquette, Menominee, Monroe, Oconto, Oneida, Outagamie, Pepin, Pierce, Polk, Portage, Price, Rusk, Sawyer, Shawano, St. Croix, Taylor, Trempealeau, Vernon, Washburn, Waupaca, Waushara, Winnebago, Wood, and Vilas Counties.

This chapter's home office is in Depere with outreach offices located in Chippewa Falls, Rhinelander and Wausau.

South Central Wisconsin Chapter: Columbia, Dane, Grant, Green, Iowa, La Fayette, Richland, Rock and Sauk Counties

Southeastern Wisconsin Chapter: Dodge, Fond du Lac, Jefferson, Kenosha, Milwaukee, Ozaukee, Racine, Sheboygan, Walworth, Washington, and Waukesha Counties

Q: What types of care and support services are provided by each chapter?

A: Care and support services are consistent across the state and include the following:

24/7 Helpline: Experts in dementia care available anytime day or night to provide emotional support, direction to address communication and behavior challenges, and connection to community resources. Helpline representatives are able to refer constituents to local support for additional assistance with care plan development.

Care Consultation Services: Provided via in-person meetings, phone conference, and/or email correspondence. In-depth individualized support for assistance with disease education, care plan development, and action planning.

Early Stage Services: Education, support, and social engagement opportunities to help persons with a diagnosis and their families continue to live well after receiving a diagnosis.

Education Programs: Caregiver skill building classes to help caregivers understand dementia, learn strategies to improve communication and reduce the impact of negative behaviors, build confidence in caregiver skills, and identify and address symptoms of caregiver stress.

Support Groups: Available both in-person and online (AlzConnected) with the intent of building community with other persons living with a diagnosis and care partners.

Safety Services: Medic Alert + Alzheimer's Association Safe Return program.

Alzheimer's & Dementia Caregiver Center: Educational information on a variety of topics. Other online tools can be accessed from this resource including AlzConnected, Alzheimer's Navigator, Community Resource Finder, Care Zone Caregiver App, and Care Team Calendar.

Care and support services are always free of charge.

Q: What is the response time for the Alzheimer's Association to reach out to the patient/family member?

A: A typical response time for outreach is 2-4 weeks from the time the referral is received at the chapter. Providers can request an urgent contact when warranted. Urgent requests are given higher priority with contact being made in 1-5 business days from the time the referral is received. If immediate contact is needed, contacting the Alzheimer's Association's 24/7 Helpline (800.272.3900) is recommended to initiate services with a follow up referral to the appropriate chapter to track referral completion. When a referral is initiated through the 24/7 Helpline contact will be made within 1-2 business days.

Q: Are referring providers notified regarding the outcome of the referral?

A: Yes, once a referral is completed a written summary is sent to the referring provider.

Q: Who are the clinic contacts for each chapter?

A: Each chapter has a contact person for **providers** to connect with questions/concerns.

Greater Wisconsin Chapter: Annie Bongiorao

Phone: 920.469.2110

Fax: 920.469.2131

Email: aabongiorno@alz.org

South Central Wisconsin Chapter: Bonnie Nuttkinson

Phone: 608.203.8500 ext. 8002

Fax: 866.560.0394

Email: bnuttkinson@alz.org

Southeastern Wisconsin Chapter: Jennifer McAlister

Phone: 414.479.8800

Fax: 414.479.8819

Email: jmcaster@alz.org

NOTE: Patients and their families should connect with each chapter by contacting the 24/7 Helpline at 800.272.3900. They should state that they are connecting with the Association as advised by their physician. The 24/7 Helpline representative will assist them and forward to the appropriate chapter for additional support.

Q: Are there additional ways clinic providers can work with the Alzheimer's Association?

A: Yes, the Alzheimer's Association welcomes the opportunity to collaborate with providers in ways above and beyond the Direct Connect Referral Program.

Opportunities include but are not limited to the following:

- Participation on chapter advisory boards such as Medical Scientific Advisory Boards, Program Advisory Boards, and Chapter Boards of Directors.
- Collaborate with chapters to provide ongoing physician education, Continuing Medical Education (CME) and/or Continuing Education (CE) credits.
- Collaborate with chapters to provide community education programs to patients and/or families.
- Distribute Alzheimer's Association brochures/pamphlets in clinic offices to patients and families.