



Frequently Asked Questions Alzheimer's Association Direct Connect Referral Program

Q: What is the Direct Connect Referral Program?

A: The Direct Connect Referral Program allows healthcare/social service providers to make direct referrals to the Alzheimer's Association Wisconsin Chapter. Referrals are for **non-immediate** needs for persons living with dementia and their family caregivers. Immediate needs should be directed to the Alzheimer's Association's 24/7 Helpline at 800.272.3900.

Q: How is a Direct Connect Referral initiated?

A: Healthcare/social service providers can make direct referrals to the Alzheimer's Association Wisconsin Chapter by completing a one-page, HIPAA compliant form and sending it to the Association for follow up.

Referrals can be sent via fax or email:

Fax: 414.479.8819

Email: contact-sewi@alz.org

The Direct Connect Referral Form is located on the Alzheimer's Association Wisconsin Chapter website at <https://www.alz.org/wi/helping-you/professionals>.

Q: How are services delivered across the state once a referral is received?

A: Initial contact with the person living with dementia/care partner is based on the family's preference (phone call, email or postal mailing) and should be designated on the referral. The diagnosis and reason for the referral should also be listed based on the referring provider's assessment of the needs.

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

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, 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 or virtual meetings, phone calls, 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 via in-person or virtual, and online (AlzConnected) with the intent of building community with other persons living with a diagnosis and care partners.

Safety Services: MedicAlert

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, Dementia and Driving Resource Toolkit.

Q: What is the cost of the services provided by the Alzheimer's Association?

A: Care and support services are always free of charge. The goal of this program is to lessen the load for primary care providers and support families.

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. 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.

Q: Who should be contacted for administrative questions regarding the Direct Connect Referral Program?

A: *Provider* questions/concerns about the Direct Connect Referral program can be answered by:

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Milwaukee, WI 53214