

# Wisconsin BadgerCare Plus HMO Choice Booklet



**BADGERCARE+**

Standard Plan and Benchmark Plan  
1-800-291-2002

Department of Health Services  
Division of Health Care Access and Accountability

**[English]**

For help to translate or understand this document, please call 1-800-291-2002.

**[Spanish]**

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.

**[Russian]**

Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.

**[Hmong]**

Yog xav tau kev pab txhais cov ntaub ntauv no kom koj totaub, hu rau 1-800-291-2002.

**[Hearing Impaired]**

For help to understand this document, please call TDD/TTY 1-800-291-2002.

Most families participating in the Wisconsin BadgerCare Plus program receive their health care through HMOs (Health Maintenance Organizations). This guide will help you choose an HMO for your family. You must choose the same HMO for all eligible family members.

Not all HMOs in this guide are available to you. You may choose from the list on your HMO Enrollment Choice form. HMOs marked “full” do not have room for new members.

The Wisconsin BadgerCare Plus HMO Enrollment Specialist is available toll free at **1-800-291-2002** from 7:00 a.m. to 6:00 p.m. Monday through Friday to answer your questions about HMO enrollment. The Enrollment Specialist provides language translations for those who need it.

The Enrollment Specialist can tell you if your doctor accepts any of the BadgerCare Plus HMOs. The Enrollment Specialist can also enroll you into the HMO of your choice right over the telephone or they can help you complete the form.

Thank you for choosing your Wisconsin BadgerCare Plus HMO!



## Who to Call:

To enroll in an HMO or to have your enrollment questions answered, call the **HMO Enrollment Specialist at 1-800-291-2002** from 7:00 a.m. to 6:00 p.m., Monday through Friday.

## Specific Questions About Health Care Services:

If you have questions about the health care services an HMO provides or other general questions about an HMO, call the HMO's member services. See the HMO Service Area Section for information on the counties these HMOs serve.

 <p><b>Children's Community Health Plan™</b> <small>A member of Children's Hospital and Health System.</small></p>	<p><b><u>Children's Community Health Plan</u></b> 1-800-482-8010 1-877-733-6456 TDD</p>
 <p><b>Community Connect™</b> HEALTHPLAN</p>	<p><b><u>CommunityConnect Health Plan</u></b> 1-888-279-1227 1-800-947-3529 TDD</p>
<p><b>Compcare</b></p>	<p><b><u>Compcare</u></b> 1-888-203-7771 or (715) 552-4310 1-800-947-3529 TDD</p>
 <p><b>Dean Health Plan</b></p>	<p><b><u>Dean Health Plan</u></b> 1-800-279-1301 1-877-733-6456 TDD</p>

 <p><b>GROUPHEALTH</b> COOPERATIVE of Eau Claire</p>	<p><b><u>Group Health Cooperative of Eau Claire</u></b> 1-888-203-7770 or (715) 552-4300 1-800-947-3529 TDD</p>
<p><b>Group Health Cooperative HMO</b></p>	<p><b><u>Group Health Cooperative of Wisconsin – South Central</u></b> (608) 828-4853 (608) 828-4815 TDD</p>
 <p><b>Gundersen Lutheran</b> HEALTH PLAN</p>	<p><b><u>Gundersen Lutheran Health Plan</u></b> 1-866-537-1477 or (608) 775-0150 1-800-947-3529 TDD</p>
<p>Health Tradition Health Plan</p>	<p><b><u>Health Tradition Health Plan</u></b> 1-800-545-8499 1-800-407-2442 TDD</p>
 <p><b>MHS</b> Managed Health Services</p>	<p><b><u>Managed Health Services</u></b> 1-888-713-6180 1-800-446-6136 TDD</p>
 <p><b>MERCYCARE INSURANCE COMPANY</b> P.O. BOX 2770, JANESVILLE, WI 53547-2770</p>	<p><b><u>MercyCare Insurance Company</u></b> 1-800-895-2421 1-800-947-3529 TDD</p>

 <p><b>MOLINA<sup>®</sup></b> HEALTHCARE</p>	<p><b><u>Molina Healthcare</u></b> 1-888-999-2404 (414) 847-1789 TDD</p>
 <p><i>Network Health Plan</i> AFFINITY HEALTH SYSTEM</p>	<p><b><u>Network Health Plan</u></b> 1-888-713-6180 1-800-446-6136 TDD</p>
 <p><b>Physicians Plus</b> INSURANCE CORPORATION</p>	<p><b><u>Physicians Plus Insurance Corporation</u></b> 1-800-545-5015 or (608) 282-8900 (608) 260-7998 TDD</p>
<p><b>Security Health Plan</b></p> 	<p><b><u>Security Health Plan</u></b> 1-800-791-3044 1-877-727-2232 TDD</p>
 <p><b>UnitedHealthcare<sup>®</sup></b> Community Plan</p>	<p><b><u>UnitedHealthcare Community Plan</u></b> 1-800-504-9660 1-800-947-6644 TDD</p>
 <p><b>Unity</b> Health Insurance A UW Health Affiliated Company</p>	<p><b><u>Unity Health Plan</u></b> 1-800-362-3310 (608) 643-1421 TDD</p>

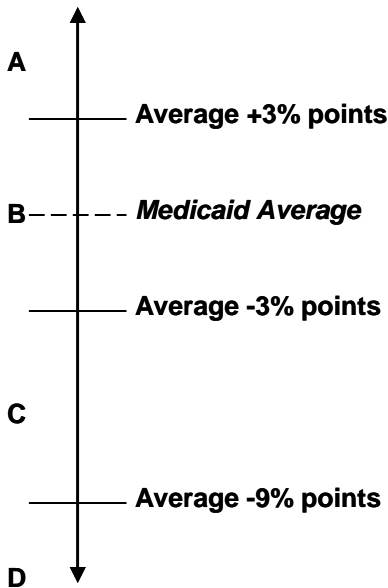
# ForwardHealth BadgerCare Plus HMO Report Card

Updated December 6, 2010

The Wisconsin *ForwardHealth* HMO Report Card can help you choose or change your HMO. It compares HMOs that serve Wisconsin BadgerCare Plus members in nine areas of health care and four areas of member satisfaction.

This HMO Report Card uses the latest available information:

**2009 data for Health Care Measures** and **2008 data for Member Satisfaction**.



Each Medicaid HMO has been given a letter grade (see scale on left) to show how it compares to Medicaid Providers across the country for ***Health Care Measures***.

For example, if an HMO scored 76% in *Vaccines* and the Medicaid Average for that measure is 72%, the HMO scored 4% points higher than the Medicaid Average. That HMO's grade would be an A. Cut-off points are included with the higher grade.

In addition, the scores for all measures in this Report Card were combined to give each HMO an ***Overall Grade***.

***Grades are based on how the HMO performs state-wide. An HMO may perform better or worse in some parts of the state.***

## **Health Care Measures**

The health care ratings are based on information about the following services HMOs provided to BadgerCare Plus members:

- ***Asthma Care*** shows what percent of members with asthma in the HMO got the right medicine for asthma.
- ***Breast Cancer*** shows what percent of women had a mammogram to test for breast cancer.
- The two ***Diabetes*** measures show what percent of adults with diabetes in the HMO received important blood tests.
  - ***Diabetes 1*** shows what percent of adults had a hemoglobin (HbA1C) test.
  - ***Diabetes 2*** shows what percent of adults had a cholesterol (LDL-C) test.
- ***Pap Tests*** shows what percent of women in the HMO had a pap test to screen for cervical cancer.
- ***STD*** shows what percent of women in the HMO were tested for Chlamydia, a common sexually transmitted disease (STD).
- ***Vaccines*** shows what percent of children in the HMO received all of their shots by their 2nd birthday.
- ***Blood Lead*** shows what percent of children 17 to 28 months old in the HMO had a blood lead test.
- ***Smoking*** shows what percent of members who smoke got help to quit.

## **BadgerCare Plus HMO Report Card Health Care Measures (2009 Data)**

<b>HMO</b>	<b>Asthma Care</b>	<b>Breast Cancer</b>	<b>Diabetes 1</b>	<b>Diabetes 2</b>	<b>Pap Tests</b>	<b>STD</b>	<b>Vaccines</b>	<b>Blood Lead*</b>	<b>Smoking*</b>	<b>Overall Grade</b>
Children's Community Health Plan	B	A	C	D	B	B	B	A	C	B
CompCare	C	B	B	C	B	D	B	A	A	B
Dean Health Plan	B	B	B	D	C	C	A	B	A	B
Group Health Cooperative - Eau Claire	C	B	A	B	B	D	A	B	A	B
Group Health Cooperative - South Central	A	B	C	D	A	A	A	C	A	B
Gunderson Lutheran Health Plan	N/A	N/A	C	C	A	C	N/A	N/A	A	B
Health Tradition Health Plan	N/A	N/A	N/A	N/A	N/A	N/A	C	A	N/A	B
Managed Health Services	B	C	C	D	A	B	D	B	D	C
MercyCare HMO	B	B	B	C	A	D	C	B	B	B
Molina Healthcare	C	B	D	D	B	A	C	A	D	C
Network Health Plan	C	C	C	C	A	B	B	C	C	C
Physicians Plus	N/A	N/A	N/A	N/A	D	A	N/A	N/A	A	B
Security Health Plan	B	A	B	C	A	D	A	A	A	B
United Healthcare	B	B	C	D	A	B	B	B	C	B
Unity Health Plan	B	A	C	D	B	D	A	B	A	B
<b>Wisconsin Medicaid Average</b>	<b>B</b>	<b>B</b>	<b>B</b>	<b>C</b>	<b>A</b>	<b>C</b>	<b>B</b>	<b>60.4% = B</b>	<b>58.8% = B</b>	<b>B</b>
<b>National Medicaid Average</b>	<b>88.6% = B</b>	<b>52.4% = B</b>	<b>80.6% = B</b>	<b>74.2% = B</b>	<b>65.8% = B</b>	<b>56.7% = B</b>	<b>74.3% = B</b>	<b>--</b>	<b>--</b>	

Health Care grades show how each HMO compares to the **National Medicaid Average**.

\* = National Medicaid Average is not available for this measure. Grades are based on how the HMOs compare to the Wisconsin Medicaid Average.

N/A = Complete data are not available for that measure.

**BadgerCare Plus HMO Report Card  
Member Satisfaction Measures (2008 Data)**

HMO	Customer Service	Getting Needed Care	Health Plan	Health Care
Children's Community Health Plan	88	86	85	87
CompCare	83	88	82	86
Dean Health Plan	87	85	87	87
Group Health Cooperative – Eau Claire	88	88	86	88
Group Health Cooperative – South Central	92	88	86	88
Gunderson Lutheran Health Plan	N/A	N/A	N/A	N/A
Health Tradition Health Plan	84	89	86	88
Managed Health Services	84	87	81	86
MercyCare HMO	85	85	82	85
Molina Healthcare	84	78	80	85
Network Health Plan	82	82	81	86
Physicians Plus	N/A	N/A	N/A	N/A
Security Health Plan	87	89	87	86
United Healthcare	81	81	81	87
Unity Health Plan	88	85	88	88
<b>Wisconsin Medicaid Average</b>	<b>86</b>	<b>85</b>	<b>84</b>	<b>87</b>

N/A=Complete data are not available for that measure.



	Marathon	Marinette	Marquette	Menominee	Milwaukee	Monroe	Oconto	Oneida	Outagamie	Ozaukee	Pepin	Pierce	Polk	Portage	Price	Racine	Richland	Rock	Rusk	St. Croix	Sauk	Sawyer	Shawano	Sheboygan	Taylor	Trempealeau	Vernon	Vilas	Walworth	Washburn	Washington	Waukesha	Waupaca	Wausara	Winnebago	Wood			
Children's Community Health Plan					A					A						A												A		A	A								
Community-Connect Health Plan					A					A						A															A	A							
Compicare						P					P	P					P		A	P			A			P	A			A									
Dean Health Plan																		A				A																	
Group Health Cooperative of Eau Claire						P					P	P			P				A	P			A			A	P	P			A								
Group Health Cooperative of South Central Wisconsin																																							
Gundersen Lutheran Health Plan						A											P					P					A	A											
Health Tradition Health Plan						P																				P	P												
Managed Health Services	A	P	A	A			A	A	A					A				A						A	A	A			A	A	P				A	A	A	A	
MercyCare Insurance Company																			A										A										
Molina Healthcare	A	P	A		A		A	A	A	A				A		A								A	A				A	A		A	A	A	A	A	A	A	A
Network Health Plan	A	P	A	A			A	A	A					A				A						A	A	A			A	A	P				A	A	A	A	
Physicians Plus Insurance																																							
Security Health Plan	A							A						A	A					A				A	P		A		A		P				A			A	
UnitedHealthcare Community Plan	A	P	A	A	A		A	A	A	A		A	A	A	A	A		P		A			P	A	A	A			A	A	A	A	A	A	A	A	A	A	
Unity Health Insurance																						P																	

A = HMO serves entire county  
P = HMO serves only part of county

