Managed Care Organization (MCO) Scorecard
Frequently Asked Questions

What is the purpose of the Scorecard?

The purpose of the Scorecard is to help you choose a managed care organization (MCO) based on the factors that are most important to you. The Scorecard gives you information about how current members feel about their MCO and how well MCOs meet state standards. The Scorecard also provides contact information and other facts about the MCOs that are available for you to choose from.

Where does the information in the Scorecard come from?

Information in the scorecard comes from a variety of sources:

- **Member Survey** section shows results from the state's 2018 member satisfaction survey
- **Quality and Compliance** section shows results from the state's annual MCO quality compliance review
- **Care Team Characteristics** section and Additional Information section show information reported by the MCOs about their organization

What is the member satisfaction survey?

The member satisfaction survey is an annual set of questions mailed to current members of each MCO to gather feedback on their experience with their MCO. The state collects and analyzes survey responses to find out how happy members are with their care team, how engaged they are in creating their care plan, and how well their MCO helps to meet their needs.

What is the MCO quality compliance review?

The MCO quality compliance review is an assessment that captures how well MCOs meet certain performance standards set by the state. It is conducted every year by an external quality review organization that works with the state. The external quality review organization looks to make sure that the MCO has policies, procedures, and processes in place to deliver high-quality services to members.

What do nonprofit and for profit mean?

The Type of Agency section in the Scorecard describes which type of organization each MCO is. A nonprofit organization is a group organized for purposes other than generating a profit and in which no part of the organization's income is distributed to its directors or officers. A for profit organization is a business that operates for the purpose of making a profit.

When was the Scorecard last updated? How frequently is it updated?

The scorecard was last updated in 2019. It is updated annually.

Why doesn't the Scorecard provide other information about MCOs I am interested in?

The Scorecard presents only information that has been validated by the state. The ratings provided in the Scorecard are based on only the most current verifiable data, providing you with the most objective factors to help you make your MCO selection.

Managed Care Organization (MCO) Scorecard
Measures Guide

MEMBER SURVEY	
Measure	**Overall Satisfaction**
Data Source	2018 Satisfaction Survey—a combined score using responses from the following survey questions: 1. Can you contact your care team when you need to? 2. How often do you get the help you need from your care team? 3. How clearly does your care team explain things to you? 4. How carefully does your care team listen to you? 5. How respectfully does your care team treat you?

Data Source	6. How well did your care team explain the self-directed supports option to you? 7. How involved are you in making decisions about your care plan? 8. How well does your care plan support the activities that you want to do in your community, including visiting with family and friends, working, volunteering, and so on? 9. How much does your care plan include the things that are important to you? 10. Overall, how respectfully do the people who provide you with supports and services treat you? 11. How well do the supports and services you receive meet your needs? 12. Overall, how much do you like your MCO?

	Score	Stars	Rating
Rating System	90.0% - 100.0%	5	Excellent
	80.0% - 89.9%	4	Very Good
	70.0% - 79.9%	3	Good
	60.0% - 69.9%	2	Fair
	< 60.0%	1	Poor

Percentage of all survey question responses that are "Very Satisfied" or "Extremely Satisfied."

Measure	**Care Team Responsiveness**
Data Source	2018 Satisfaction Survey—a combined score using responses from the following survey questions: 1. Can you contact your care team when you need to? 2. How often do you get the help you need from your care team?

	Score	Stars	Rating
Rating System	90.0% - 100.0%	5	Excellent
	80.0% - 89.9%	4	Very Good
	70.0% - 79.9%	3	Good
	60.0% - 69.9%	2	Fair
	< 60.0%	1	Poor

Percentage of survey question responses that are "Very Satisfied" or "Extremely Satisfied."

Measure	**Care Team Quality of Communication**
Data Source	2018 Satisfaction Survey – a combined score using responses from the following survey questions: 1. How clearly does your care team explain things to you? 2. How carefully does your care team listen to you? 3. How respectfully does your care team treat you?

Rating System			

Score	Stars	Rating
90.0% - 100.0%	5	Excellent
80.0% - 89.9%	4	Very Good
70.0% - 79.9%	3	Good
60.0% - 69.9%	2	Fair
< 60.0%	1	Poor

Percentage of survey question responses that are "Very Satisfied" or "Extremely Satisfied."

QUALITY AND COMPLIANCE

Measure	**Overall Quality Standards**
Data Source	2018–2019 external quality review organization quality compliance review (QCR)

This score comes from combining MCO performance on metrics related to:

- **Rights and Protections**: How well the MCO does at informing members of their rights and working with them to uphold those rights. |

Data Source	
	• **Provider Choice and Timely Services**: How well the MCO does at supporting access to services and providers, as well as improving processes to minimize gaps or delays in services. • **Grievance System**: How well the MCO does at working with members to resolve disputes and keeping them informed throughout the process.
Rating System	 	Score	Stars	Rating	 |---|---|---| 	90.0% - 100.0%	5	Excellent	 	80.0% - 89.9%	4	Very Good	 	70.0% - 79.9%	3	Good	 	60.0% - 69.9%	2	Fair	 	< 60.0%	1	Poor	 Percentage of all items in the QCR that achieved criteria of "Met" or "Partially Met." This includes items in all three sections of the QCR.

Measure	Rights and Protections
Data Source	2018–2019 external quality review organization quality compliance review (QCR): Enrollee Rights and Protections Section **How well the MCO does at informing members of their rights and working with them to uphold those rights**
Rating System	<table><tr><th>Score</th><th>Stars</th><th>Rating</th></tr><tr><td>90.0% - 100.0%</td><td>5</td><td>Excellent</td></tr><tr><td>80.0% - 89.9%</td><td>4</td><td>Very Good</td></tr><tr><td>70.0% - 79.9%</td><td>3</td><td>Good</td></tr><tr><td>60.0% - 69.9%</td><td>2</td><td>Fair</td></tr><tr><td>< 60.0%</td><td>1</td><td>Poor</td></tr></table> Percentage of items in QCR Enrollee Rights and Protections section that achieved criteria of "Met" or "Partially Met."

Measure	Provider Choice and Timely Services
Data Source	2018–2019 external quality review organization quality compliance review (QCR): Quality Assurance and Process Improvement Section **How well the MCO does at supporting access to services and providers, as well as improving processes to minimize gaps or delays in services**
Rating System	<table><tr><th>Score</th><th>Stars</th><th>Rating</th></tr><tr><td>90.0% - 100.0%</td><td>5</td><td>Excellent</td></tr><tr><td>80.0% - 89.9%</td><td>4</td><td>Very Good</td></tr><tr><td>70.0% - 79.9%</td><td>3</td><td>Good</td></tr><tr><td>60.0% - 69.9%</td><td>2</td><td>Fair</td></tr><tr><td>< 60.0%</td><td>1</td><td>Poor</td></tr></table> Percentage of all items in QCR Quality Assurance and Process Improvement section that achieved criteria of "Met" or "Partially Met."

Measure	Grievance System
Data Source	2018–2019 external quality review organization quality compliance review (QCR): Grievance System Section **How well the MCO does at working with members to resolve disputes and keeping them informed throughout the process**
Rating System	

Score	Stars	Rating
90.0% - 100.0%	5	Excellent
80.0% - 89.9%	4	Very Good
70.0% - 79.9%	3	Good
60.0% - 69.9%	2	Fair
< 60.0%	1	Poor

Percentage of all items in QCR Grievance System section that achieved criteria of "Met" or "Partially Met."

CARE TEAM CHARACTERISTICS	
Measure	**Care Manager Turnover**
Data Source	2016–2018 annual data reported to the Wisconsin Department of Health Services by MCOs
Rating System	<table><tr><td>**Score**</td><td>**Stars**</td><td>**Rating**</td></tr><tr><td>0.0% - 10.0%</td><td>5</td><td>Excellent</td></tr><tr><td>10.1% - 20.0%</td><td>4</td><td>Very Good</td></tr><tr><td>20.1% - 30.0%</td><td>3</td><td>Good</td></tr><tr><td>30.1% - 40.0%</td><td>2</td><td>Fair</td></tr><tr><td>> 40.0%</td><td>1</td><td>Poor</td></tr></table> Percentage of care managers that separated from the MCO, calculated as a three-year average.

Measure	Nurse Turnover
Data Source	2016–2018 annual data reported to the Wisconsin Department of Health Services by MCOs
Rating System	

Score	Stars	Rating
0.0% - 10.0%	5	Excellent
10.1% - 20.0%	4	Very Good
20.1% - 30.0%	3	Good
30.1% - 40.0%	2	Fair
> 40.0%	1	Poor

Percentage of nurses that separated from the MCO, calculated as a three-year average.

Measure	Care Manager to Member Ratio
Data Source	Ratio is reported as of July 1, 2019, based on current full-time equivalent (FTE) and enrollment.
Rating System	No ratings are assigned for staff to member ratios. All MCO staff ratios are in compliance with state standards.
Measure	Nurse Practitioner to Member Ratio
Data Source	Ratio is reported as of July 1, 2019, based on current full-time equivalent (FTE) and enrollment.
Rating System	No ratings are assigned for staff to member ratios. All MCO staff ratios are in compliance with state standards.

Measure	Nurse Practitioner to Member Ratio (*Family Care Partnership only*)
Data Source	Ratio is reported as of July 1, 2019, based on current full-time equivalent (FTE) and enrollment.
Rating System	No ratings are assigned for staff to member ratios. All MCO staff ratios are in compliance with state standards.