STATE OF WISCONSIN

2020 Family Care Partnership Managed Care Organization (MCO) Scorecard

Division of Medicaid Services P-02554 (12/2019)

This scorecard should be used for comparing MCOs, not for comparing between the Family Care and IRIS (Include, Respect, I Self-Direct) programs.

Star ratings are reflective of statewide data and are not specific to county-level performance.

Member Survey		Community Care, Inc.	iCare	My Choice Family Care - Care Wisconsin
Care Team Responsiveness	Member Survey			
Care Team Quality of Communication **** ***** Quality and Compliance Overall Quality Standards ****** ****** ****** ****** ***** ***** ***** ***** ***** ***** ***** ***** *** ***	Overall Satisfaction	***	***	***
Quality and Compliance Overall Quality Standards ****** ****** ****** Rights and Protections ****** ***** ***** Rights and Protections ****** ***** ***** Provider Choice and Timely Services ****** ***** ***** Grievance System ****** ***** ***** Gare Team Characteristics Care Manager Turnover **** *** ** Avance Turnover **** *** ** Care Manager Turnover **** *** ** Aurse Turnover **** *** ** Care Manager Turnover **** *** ** Aurse Turnover **** ** ** Aurse Turnover **** ** ** Nurse Turnover **** ** ** Nurse Practitioner to Member Ratio 1:63 1:39 1:53 Nurse Practitioner to Member Ratio 1:111 1:183 1:118 Additional Information Website www.communitycareinc.org www.carewisc.org www.carewisc.org Email info@communitycareinc.org info@mychoicefamilycare.org info@mychoicefamilycare.org <td>Care Team Responsiveness</td> <td>***</td> <td>***</td> <td>***</td>	Care Team Responsiveness	***	***	***
Overall Quality Standards ***** ***** Rights and Protections ****** ***** Provider Choice and Timely Services ***** ***** Grievance System ***** ***** ***** ***** ***** Grievance System ***** ***** ***** ***** ***** Care Team Characteristics Care Manager Turnover **** *** **** ** Nurse Turnover **** ** *** ** Care Manager to Member Ratio 1:63 1:39 Nurse to Member Ratio 1:60 1:61 1:53 Nurse to Member Ratio 1:11 1:183 1:118 Additional Information Website www.communitycareinc.org www.lcarehealthplan.org www.mychoicefamilycare.org Email info@communitycareinc.org info@icarehealthplan.org info@mychoicefamilycare.org Main MCO Office 205 Bishops Way Brookfield, WI 53005 155 Rivercenter Drive, Suite 206 1020 West Innovation Drive, Suite 100 Waww.communitycareinc.org/members-families/provider-directories/ www.carewisc.org/familycare/familycare_provider-directories/ Phone Number (414) 231-4000 1-800-777-4376 4	Care Team Quality of Communication	***	***	***
Rights and Protections	Quality and Compliance			
Provider Choice and Timely Services Grievance System ***** ***** **** **** **** **** ****	Overall Quality Standards	****	***	****
Grievance System	Rights and Protections	****	***	***
Care Manager Turnover	Provider Choice and Timely Services	****	***	***
Care Manager Turnover	Grievance System	****	****	****
Nurse Turnover	Care Team Characteristics			
Nurse Turnover	Care Manager Turnover	***	***	**
Nurse to Member Ratio 1:60 1:61 1:53 Nurse Practitioner to Member Ratio 1:111 1:183 1:118 Additional Information Website www.communitycareinc.org www.icarehealthplan.org www.carewisc.org info@mychoicefamilycare.org www.carewisc.org Email info@communitycareinc.org info@icarehealthplan.org info@mychoicefamilycare.org enrollsrvcs@carewisc.org Main MCO Office 205 Bishops Way Brookfield, WI 53005 Milwaukee, WI 53212 Wauwatosa, WI 53226 Phone Number (414) 231-4000 1-800-777-4376 414-287-7600 Provider Directory www.communitycareinc.org/members-families/provider-directories/www.icarehealthplan.org/FindProvider www.icarehealthplan.org/FindProvider www.icarehealthplan.org/findProvider search Not for profit For Profit Not for profit	<u> </u>	***	**	**
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Number of Counties the MCO Serves 9 5 8	Type of Agency	Not for profit	For Profit	Not for profit
	Number of Counties the MCO Serves	9	5	8

Star Ratings Quick Guide

Family Care Partnership Managed Care Organization (MCO)

Member Survey (Source: DHS 2018 Member Satisfaction Survey - 995 Survey Responses, 37% Response Rate)		
Overall Satisfaction	Overall, how satisfied are members with their MCO?	
Care Team Responsiveness	Can you contact your care team when you need to? How often do you get the help you need?	
Care Team Quality of Communication	Does your care team speak to you clearly, carefully, and respectfully?	
Quality and Compliance (Source: 2018-2019 MetaStar Quality Compliance Review)		
Overall Quality Standards	Does the MCO meet state standards for providing quality services?	
Rights and Protections	Does the MCO protect member rights?	
Provider Choice and Timely Services	Does the MCO give members a good choice of providers and minimize gaps or delays in their services?	
Grievance System	Does the MCO work with members to resolve disputes timely and keep them informed?	
Care Team Characteristics (Source: 2016-2018 Statewide MCO Data Submissions)		
Care Manager Turnover	How often do care managers leave the MCO?	
Nurse Turnover	How often do nurses leave the MCO?	

Updated: 12/16/2019