

Family Care Managed Care Organizations (MCOs) Key Contacts

Care Wisconsin, Inc.	
Accredited: No	
1617 Sherman Avenue	
P.O. Box 14017	
Madison WI 53708-0017	
Corporate:	608-240-0020
General Info:	800-963-0035
Member Services:	800-963-0035
TTY:	711
24-Hour:	800-963-0035
Fax:	608-245-3077
www.carewisc.org	

MCO Contact(s)

April Golenor	Chief Executive Officer	608-245-3061	golenora@carewisc.org
Janette Townsend	Chief Financial Officer	608-245-3083	townsendj@carewisc.org
Ken Eimers	Chief Operations Officer	608-245-3023	eimersk@carewisc.org

- **Family Care and Partnership Counties:** Columbia, Dane, Dodge, Jefferson, Ozaukee, Sauk, Waukesha
- **Family Care Counties:** Adams, Brown, Buffalo, Chippewa, Clark, Crawford, Door, Dunn, Eau Claire, Grant, Green, Green Lake, Iowa, Jackson, Juneau, Kenosha, Kewaunee, La Crosse, Lafayette, Marinette, Marquette, Menominee, Monroe, Oconto, Pepin, Pierce, Racine, Richland, St. Croix, Shawano, Sheboygan, Taylor, Trempealeau, Vernon, Walworth, Washington, Waushara

Community Care, Inc.	
Accredited: No	
205 Bishops Way	
Brookfield WI 53005	
Corporate:	414-231-4000
General Info:	866-992-6600
Member Services:	866-992-6600
TTY:	711
24-Hour:	866-992-6600
Fax:	262-827-7051
www.communitycareinc.org	

MCO Contact(s)

Kenneth Munson	Chief Executive Officer	414-231-4000	kenneth.munson@communitycareinc.org
Christy Smith	Interim Chief Financial Officer	262-207-9367	christy.smith@communitycareinc.org
Ed Kohl	Chief Program Officer	262-207-9319	edward.kohl@communitycareinc.org

- **Family Care and Partnership Counties:** Calumet, Kenosha, Milwaukee, Outagamie, Ozaukee, Racine, Washington, Waukesha, Waupaca
- **Family Care Counties:** Fond du Lac, Manitowoc, Sheboygan, Walworth, Winnebago
- **PACE:** Milwaukee, Racine, Waukesha

Geographic Service Region Maps

Family Care Map: <https://www.dhs.wisconsin.gov/publications/p01790.pdf>

Partnership/PACE Map: <https://www.dhs.wisconsin.gov/publications/p01789.pdf>

Family Care MCO Key Contacts

iCare	
Accredited: No	
1555 N. RiverCenter Drive, Suite 206	
Milwaukee, WI 53212	
Corporate:	414-223-4847
General Info:	414-223-4847
Member Services:	414-223-4847
TTY:	800-947-3529
24-Hour:	800-777-4376
Fax:	414-272-5617
www.icare-wi.org	

MCO Contact(s)

Tom Lutzow	Chief Executive Officer	414-225-4777	tlutzow@icare-wi.org
Craig Steffes	Chief Financial Officer	414-225-4729	csteffes@icare-wi.org
Lisa Holden	Vice President Accountable Care	414-299-5502	lholden@icare-wi.org

Family Care Partnership Counties: Dane, Kenosha, Milwaukee, Racine

Inclusa, Inc.*	
Accredited: No	
3349 Church St, Suite 1	
Stevens Point WI 54481	
Corporate:	715-345-5968
General Info:	877-622-6700
TTY:	715-204-1799
24-Hour:	800-285-6425
Fax:	715-345-5725
www.inclusa.org	

MCO Contact(s)

Mark Hilliker	Chief Executive Officer	715-204-1802	mark.hilliker@inclusa.org
Gary Priem	Chief Financial Officer	608-785-5709	gary.priem@inclusa.org
Kris Kubnick	Chief Community Resources and Quality Officer	715-301-1889	kris.kubnick@inclusa.org
Maryellen Paudler	Chief Member Support Officer	608-785-6171	maryellen.paudler@inclusa.org

* Effective September 1, 2017, Community Link changed its name to Inclusa.

Family Care Counties: Adams, Ashland, Barron, Bayfield, Buffalo, Burnett, Chippewa, Clark, Columbia, Crawford, Dodge, Douglas, Dunn, Eau Claire, Florence, Forest, Grant, Green, Green Lake, Iowa, Iron, Jackson, Jefferson, Juneau, La Crosse, Lafayette, Langlade, Lincoln, Marathon, Marquette, Monroe, Oneida, Pepin, Pierce, Polk, Portage, Price, Richland, Rock, Rusk, Sauk, Sawyer, St. Croix, Taylor, Trempealeau, Vernon, Vilas, Washburn, Washington, Waukesha, Waushara, Wood

Family Care MCO Key Contacts

Lakeland Care, Inc.	
Accredited: No	
N6654 Rolling Meadows Dr	
Fond du Lac WI 54937	
Main Office:	920-906-5100
General Info:	877-227-3335
Member Relations:	877-227-3335
TTY:	800-947-3529
24-Hour:	866-359-9438
Fax:	920-906-5103
Email:	info@lakelandcareinc.com
www.lakelandcareinc.com	

MCO Contact(s)

Katie Mnuk	Chief Executive Officer	920-906-5850	katie.mnuk@lakelandcareinc.com
Dan Bizub	Chief Financial Officer	920-906-5860	dan.bizub@lakelandcareinc.com
Sara Muhlbauer	Chief Operations Officer	920-906-5868	sara.muhlbauer@lakelandcareinc.com

Family Care Counties: Brown, Calumet, Door, Florence, Fond du Lac, Forest, Kewaunee, Langlade, Lincoln, Manitowoc, Marathon, Marinette, Menominee, Oconto, Oneida, Outagamie, Portage, Shawano, Vilas, Waupaca, Winnebago, Wood

Family Care MCO Key Contacts

My Choice Family Care, Inc.	
Accredited: No	
10201 W. Innovation Dr., Suite 100	
Wauwatosa, WI 53226	
Main Office:	414-287-7600
Dane County Office:	608-467-9500
La Crosse County Office:	608-519-9018
Racine County Office:	262-456-7188
Rock County Office:	608-743-9230
Member Liaison:	414-287-7621
Toll Free:	877-489-3814
TTY:	711
24-Hour:	877-489-3814
Fax:	414-287-7704
Email:	info@mychoicefamilycare.org
www.mychoicefamilycare.org	

MCO Contact(s)

Maria Ledger	Chief Executive Officer	414-287-7610	Maria.Ledger@mychoicefamilycare.org
Jim Hodson	Chief Financial Officer	414-287-7613	James.Hodson@mychoicefamilycare.org
Betsy Van Heesch	Chief Operations Officer	414-287-7611	Betsy.VanHeesch@mychoicefamilycare.org

Family Care Counties:

Buffalo, Clark, Crawford, Dane, Grant, Green, Iowa, Jackson, Juneau, Kenosha, La Crosse, Lafayette, Milwaukee, Monroe, Ozaukee, Pepin, Racine, Richland, Rock, Sauk, Sheboygan, Trempealeau, Vernon, Walworth, Washington, Waukesha

If you have any updates to this contact list, please email dhsfcwebmail@dhs.wisconsin.gov