

## Family Care Managed Care Organizations (MCOs) Key Contacts

<b>Community Care, Inc.</b>	
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
<a href="http://www.communitycareinc.org">www.communitycareinc.org</a>	

### MCO Contacts

Kenneth Munson	Chief Executive Officer	414-231-4000	<a href="mailto:kenneth.munson@communitycareinc.org">kenneth.munson@communitycareinc.org</a>
Christy Smith	Interim Chief Financial Officer	262-207-9367	<a href="mailto:christy.smith@communitycareinc.org">christy.smith@communitycareinc.org</a>
Ed Kohl	Chief Program Officer	262-207-9319	<a href="mailto:edward.kohl@communitycareinc.org">edward.kohl@communitycareinc.org</a>

**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:** Kenosha, Milwaukee, Racine, Waukesha

<b>iCare</b>	
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
<a href="http://www.icarehealthplan.org">www.icarehealthplan.org</a>	

### MCO Contacts

Tony Mollica	Chief Executive Officer	612-817-9193	<a href="mailto:amollica@icarehealthplan.org">amollica@icarehealthplan.org</a>
Craig Steffes	Chief Financial Officer	414-225-4729	<a href="mailto:csteffes@icarehealthplan.org">csteffes@icarehealthplan.org</a>
Margaret Kristan	Vice President, Long Term Care and Community Inclusion	608-421-5097	<a href="mailto:mkristan@icarehealthplan.org">mkristan@icarehealthplan.org</a>

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

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### 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

<b>Inclusa, Inc.</b>	
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
<a href="http://www.inclusa.org">www.inclusa.org</a>	

### MCO Contacts

Mark Hilliker	Chief Executive Officer	715-204-1802	<a href="mailto:mark.hilliker@inclusa.org">mark.hilliker@inclusa.org</a>
Jason Taylor	Chief Financial Officer	715-204-1810	<a href="mailto:jason.taylor@inclusa.org">jason.taylor@inclusa.org</a>
Kris Kubnick	Chief Member Experience Officer	715-301-1889	<a href="mailto:kris.kubnick@inclusa.org">kris.kubnick@inclusa.org</a>
Kate Norby	Executive Director of Member Experience	715-216-5587	<a href="mailto:kate.norby@inclusa.org">kate.norby@inclusa.org</a>

**Family Care Counties:** Adams, Ashland, Barron, Bayfield, Brown, Buffalo, Burnett, Calumet, Chippewa, Clark, Columbia, Crawford, Dodge, Door, Douglas, Dunn, Eau Claire, Florence, Fond du Lac, Forest, Grant, Green, Green Lake, Iowa, Iron, Jackson, Jefferson, Juneau, Kewaunee, La Crosse, Lafayette, Langlade, Lincoln, Manitowoc, Marathon, Marinette, Marquette, Menominee, Monroe, Oconto, Oneida, Outagamie, Ozaukee, Pepin, Pierce, Polk, Portage, Price, Richland, Rock, Rusk, Sauk, Sawyer, Shawano, Sheboygan, St. Croix, Taylor, Trempealeau, Vernon, Vilas, Walworth, Washburn, Washington, Waukesha, Waupaca, Waushara, Winnebago, Wood

<b>Lakeland Care, Inc.</b>	
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:	711
24-Hour:	866-359-9438
Fax:	920-906-5103
Email:	<a href="mailto:info@lakelandcareinc.com">info@lakelandcareinc.com</a>
<a href="http://www.lakelandcareinc.com">www.lakelandcareinc.com</a>	

### MCO Contacts

Sara Muhlbauer	Chief Executive Officer	920-906-5868	<a href="mailto:sara.muhlbauer@lakelandcareinc.com">sara.muhlbauer@lakelandcareinc.com</a>
Dan Bizub	Chief Financial Officer	920-906-5860	<a href="mailto:dan.bizub@lakelandcareinc.com">dan.bizub@lakelandcareinc.com</a>
Jen Harrison	Chief Operations Officer	920-906-5881	<a href="mailto:jen.harrison@lakelandcareinc.com">jen.harrison@lakelandcareinc.com</a>

## Family Care MCO Key Contacts

**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

My Choice Wisconsin Inc.	
Accredited: No	
10201 W. Innovative Dr., Suite 100	
Wauwatosa, WI 53226	
Corporate:	414-287-7600
Family Care General Info:	877-489-3814
Family Care 24-Hour:	877-489-3814
Family Care Member Services:	877-489-3814
Family Care Fax:	414-287-7704
Partnership/Medicaid SSI/Medicare Dual Advantage General Info:	800-963-0035
Partnership/Medicaid SSI/Medicare Dual Advantage 24-Hour:	800-963-0035
Partnership/Medicaid SSI/Medicare Dual Advantage Member Services:	800-963-0035
Partnership/Medicaid SSI/Medicare Dual Advantage Fax:	608-245-3077
TTY:	711
<a href="https://mychoicewi.org/">https://mychoicewi.org/</a>	

### MCO Contacts

Maria Ledger	Chief Executive Officer	414-287-7610	<a href="mailto:Maria.Ledger@mychoicewi.org">Maria.Ledger@mychoicewi.org</a>
Jim Hodson	Chief Financial Officer	414-287-7613	<a href="mailto:James.Hodson@mychoicewi.org">James.Hodson@mychoicewi.org</a>
Betsy Van Heesch	Chief Operations Officer	414-287-7611	<a href="mailto:Betsy.VanHeesch@mychoicewi.org">Betsy.VanHeesch@mychoicewi.org</a>

**Family Care and Partnership Counties:** Columbia, Dane, Dodge, Jefferson, Ozaukee, Sauk, Washington, Waukesha

**Family Care Counties:** Adams, Buffalo, Chippewa, Clark, Crawford, Dunn, Eau Claire, Grant, Green, Green Lake, Iowa, Jackson, Juneau, Kenosha, La Crosse, Lafayette, Marquette, Milwaukee, Monroe, Pepin, Pierce, Racine, Richland, Rock, St. Croix, Sheboygan, Taylor, Trempealeau, Vernon, Walworth, Waushara

*If you have any updates to this contact list, please email [dhsfcwebmail@dhs.wisconsin.gov](mailto:dhsfcwebmail@dhs.wisconsin.gov)*