

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

| <b>Community Care, Inc.</b>  |              |
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| 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:** Dane, Fond du Lac, Manitowoc, Sheboygan, Walworth, Winnebago

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

**Individuals or corporations with an ownership or controlling interest in Community Care, Inc.:**  
Community Care, Inc.

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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

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

### MCO Contacts

|                  |   |              |  |
|------------------|---|--------------|--|
| Tony Mollica     | VP, Medicaid Regional President,<br>iCare Chief Executive Officer | 612-817-9193 | <a href="mailto:amollica@humana.com">amollica@humana.com</a>                   |
| Natalie Bailey   | iCare Chief Financial Officer                                     | 920-544-7034 | <a href="mailto:nbailey1@humana.com">nbailey1@humana.com</a>                   |
| Margaret Kristan | iCare Director, Integrated Care                                   | 608-212-5107 | <a href="mailto:mkristan@icarehealthplan.org">mkristan@icarehealthplan.org</a> |

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

**Individuals or corporations with an ownership or controlling interest in iCare:** Independent Care Health Plan is wholly owned by CareNetwork, Inc. CareNetwork, Inc. is wholly owned by Humana Inc., which is the ultimate controlling person of the insurance holding company system. Officers and Directors of Independent Care Health Plan have an indirect controlling interest in the disclosing entity.

## Family Care MCO Key Contacts

| Inclusa, Inc.  |              |
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| Accredited: No                                       |              |
| 2801 Hoover Road, Unit 3                             |              |
| 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

|               |  |              |  |
|---------------|--|--------------|--|
| Tony Mollica  | VP, Medicaid Regional President          | 612-817-9193 | <a href="mailto:amollica@humana.com">amollica@humana.com</a>             |
| Mark Hilliker | Inclusa Chief Executive Officer          | 715-204-1802 | <a href="mailto:mark.hilliker@inclusa.org">mark.hilliker@inclusa.org</a> |
| Jason Taylor  | Inclusa Chief Financial Officer          | 715-204-1810 | <a href="mailto:jason.taylor@inclusa.org">jason.taylor@inclusa.org</a>   |
| Jana Duffy    | Inclusa Chief Operations Officer         | 715-309-4324 | <a href="mailto:janna.duffy@inclusa.org">janna.duffy@inclusa.org</a>     |
| Kelly Sample  | Inclusa Executive Director of Operations | 608-785-5870 | <a href="mailto:kelly.sample@inclusa.org">kelly.sample@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

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## Family Care MCO Key Contacts

| Lakeland Care, Inc.  |  |
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| 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

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|----------------|--------------------------|--------------|--|
| 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 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

**Individuals or corporations with an ownership or controlling interest in Lakeland Care, Inc.:** Lakeland Care, Inc.

## Family Care MCO Key Contacts

| <b>My Choice Wisconsin, Inc.</b>  |              |
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| 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<br>SSI/Medicare Dual Advantage<br>General Info:    | 800-963-0035 |
| Partnership/Medicaid<br>SSI/Medicare Dual Advantage<br>24-Hour:         | 800-963-0035 |
| Partnership/Medicaid<br>SSI/Medicare Dual Advantage<br>Member Services: | 800-963-0035 |
| Partnership/Medicaid<br>SSI/Medicare Dual Advantage Fax:                | 608-245-3077 |
| TTY:  | 711          |
| <a href="https://mychoicewi.org/">https://mychoicewi.org/</a>           |              |

### MCO Contacts

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|------------------|--------------------------|--------------|--|
| 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> |

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**Partnership Counties:** Brown, Fond du Lac, Manitowoc, Winnebago

**Individuals or corporations with an ownership or controlling interest in My Choice Wisconsin, Inc.:** My Choice Wisconsin, Inc.

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