

## 2025 Managed Care Organization (MCO) Performance Improvement Project (PIP) Topics and Aims

This table is posted to comply with 42 CFR 438.340(b)(3)(ii), which requires States to provide a description of the PIPs\* being implemented annually in accordance with its quality assessment and performance improvement program.

Interested parties can contact the MCOs for more information about these projects. Contact information can be found in the General Information section on the Family Care, Family Care Partnership, and PACE: Program Operations for Managed Care Organizations page at

<https://www.dhs.wisconsin.gov/familycare/mcos/index.htm>.

| MCO  | PIP Topic  | PIP Aim Statement   |
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| Community Care, Inc. (CCI)                           | Shake the Shingles: Importance of Getting Vaccinated         | Can an educational campaign across all three programs increase the rate of vaccinated members aged 50+ years old for Shingles vaccinations from 18% to 23% between 06/1/25 and 12/31/25?<br><br>PIP population includes all programs (Family Care, Family Care Partnership, and PACE).  |
|  | Self-Directed Support Caregiver Burden                       | Can an educational campaign targeting Paid Family Caregivers in PACE and SDS Caregivers in Family Care/Family Care Partnership identified as mild to moderate or moderate to high risk of burnout reduce risk of burnout from 13% to 4% between 06/01/25 and 12/31/25?  |
| Inclusa, Inc. / Independent Care Health Plan (iCare) | Institutions for Mental Diseases (IMD) Readmission Reduction | <b>Inclusa (FC):</b><br>Will the implementation of a specialized Behavioral Health and Wellness team consultation starting in May 2025, which includes education and support for the interdisciplinary team (IDT) regarding members who were readmitted to an IMD between May 2024 and December 2024, reduce the IMD readmission rate for those members from 36% as of December 31, 2024, (baseline) to 33% by December 31, 2025 (repeat)?<br><br><b>iCare (FCP):</b><br>Will the implementation of a specialized Behavioral Health and Wellness team consultation starting in May 2025, which includes education and support for the interdisciplinary team (IDT) regarding members who were readmitted to an IMD between May 2024 and December 2024, reduce the IMD readmission rate for those members from 45% as of December 31, 2024, (baseline) to 42% by December 31, 2025 (repeat)? |
|  | Caregiver Strain Assessment and Intervention                 | <b>Inclusa (FC):</b><br>Through the IDT's implementation of education and interventions with the members and caregivers, will the percentage of caregivers assessed as having moderate to   |

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|                            |  | <p>severe caregiver strain scores manifested by a score of 13 or greater with assessments completed in June through December of 2024, decrease from 10.5% (FC baseline) with interventions implemented during the months of June through December 2025 to 9.6 9.5% (FC repeat)?</p> <p><b>iCare (FCP):</b><br/>Through the IDT's implementation of education and interventions with the members and caregivers, will the percentage of caregivers assessed as having moderate to severe caregiver strain scores manifested by a score of 13 or greater with assessments completed in June through December of 2024, decrease from 7% (FCP baseline) with interventions implemented during the months of June through December 2025 to 6% (FCP repeat)?</p> |
| <b>Lakeland Care, Inc.</b> | Managing Incontinence-Related Skin Risks:<br>Improving Education and Documentation   | Does providing education and resources to a designated group of Registered Nurse Care Managers (RNCMs) about incontinence and associated skin integrity risks increase the number of Target Group 1 members whose most recent comprehensive assessment identifies a potential risk to the member's skin integrity related to their incontinence from 50.1% (implementation projection measured January 2025) to 55.1% from 5/1/2025 to 10/31/2025 (final project measurement to occur 10/31/2025)?   |
|                            | Improving Assessment Documentation of Member's Spiritual or Religious Beliefs or Practices that Could Impact Medical Decisions | Does providing education and resources to a designated group of Care Managers (CMs) about Religious or spiritually and Linguistically Appropriate Services, including beliefs or practices that can impact medical decision-making, increase the number of Target Group 1 whose most recent comprehensive assessment includes documentation of religious or spiritual beliefs or practices that may influence medical decision-making, improve from 53.1% (implementation projection data as of January, 2025) to 58.1% from 5/1/2025 to 10/31/2025 (final project data will be measured as of 10/31/2025)?  |

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| My Choice Wisconsin (MCW) | Improve Self-Management Behaviors of MCW Family Care (FC) and Family Care Partnership (FCP) Members with Diabetes | <p><b>Process Indicator:</b><br/>Following the care management training on comprehensive diabetic care with targeted A1C focus and diabetic care member resource(s), will the percentage of MCW FC and FCP members with Diabetes mellitus (DM) who receive education on targeted comprehensive diabetic care increase from 0% (Baseline measurement period (MP) 5/1/2024 - 5/31/2024) to 90% (Outcome MP 5/1/2025 - 5/31/2025)?</p> <p><b>Outcome Indicator:</b><br/>Will comprehensive diabetic care education with targeted A1C focus and diabetic care member resource(s) with MCW FC and FCP members with DM increase the percentage of members with evidence of A1C from 43% (Baseline MP 5/1/2024 - 11/30/2024) to 49.6% (Outcome MP 5/1/2025 - 11/30/2025)?</p> |
|                           | Increasing Advance Directive Completion for Hispanic My Choice Wisconsin FC and FCP Members                       | Through implementation of Empowering Hispanic Members in the Completion of Living Will Documentation staff training and availability of Living Will resources focusing on barriers unique to the Hispanic population and designed to increase effectiveness of Living Will conversations with members, the project aims to increase the percentage of FC/FCP members (without a legal guardian or activated HCPOA, self-reported of Hispanic ethnicity, and continuously enrolled 5/1/2025 - 10/31/2025) recorded as having completed Living Will paperwork from 1.0% (5/1/2024 - 10/31/2024) to 2.8% (5/1/2025 - 10/31/2025).   |

\*MCO PIP proposals do not include details about the interventions being implemented beyond a general description included in the PIP aim statement. DHS intends to request information about proposed interventions in 2026.