



**Managed Care Organization (Koom Haum Tswj Xyuas Kev Tu Mob) (MCO) Daim Ntawv
Teev Qhab Nia
Cov Nqe Lus Nquag Nug
(Managed Care Organization (MCO) Scorecard Frequently Asked Questions)**

Lub hom phiaj ntawm Daim Ntawv Teev Qhab Nia yog dab tsi?

Lub hom phiaj ntawm Daim Ntawv Teev Qhab Nia yog pab koj xaiv ib lub managed care organization (koom haum tswj xyuas kev tu mob) (MCO) raws li feem uas tseem ceeb tshaj plaws rau koj. Daim Ntawv Teev Qhab Nia qhia koj txog cov tswv cuab tam sim no xav li cas txog lawv cov MCO thiab cov MCO ua tau raws lub xeev cov quag kev cai zoo npaum li cas. Daim Ntawv Teev Qhab Nia yuav puav leej muaj cov ncauj lus kev sib cuag thiab lwm cov lus tseeb txog cov MCO uas muaj rau koj xaiv tau.

Cov ntaub ntawv hauv Daim Ntawv Teev Qhab Nia yog los qhov twg los?

Cov ntaub ntawv hauv Daim Ntawv Teev Qhab Nia yog los ntawm ntau cov chaw los:

- **Ntu Member Survey (Kev Tshawb Nug Tswv Cuab)** qhia txog lub xeev qhov kev tshawb nug tswv cuab txoj kev txaus siab ib xyoo twg
- **Ntu Quality and Compliance (Kev Ua Tau Zoo thiab Ua Raws Li Txoj Cai)** qhia txog lub xeev txoj kev tshab xyuas txog MCO kev ua tau zoo raws txoj cai ib xyoo twg
- **Ntu Care Team Characteristics (Cov Yeeb Yam Ntawm Pawg Kws Tu Xyuas Mob Nkeeg)** thiab ntu lwm cov ntaub ntawv Ntxiv qhia txog cov ntaub ntawv uas raug ceeb toom los ntawm cov MCO txog lawv lub koom haum

Kev tshawb nug tswv cuab txoj kev txaus siab yog dab tsi?

Kev tshawb nug tswv cuab txoj kev txaus siab yog ib co nqe lus nug hauv ib lub xyoo puag ncig uas raug xa mus rau cov tswv cuab tam sim no hauv txhua lub MCO kom lawv muab lus xam pom txog yam lawv tau ntsib nrog lawv lub MCO. Lub xeev yuav sau ua ke thiab txheeb cov nqe lus teb kom paub seb cov tswv cuab txaus siab npaum li cas rau lawv pawg kws tu xyuas mob nkeeg, lawv tau koom nrog kev tsim lawv qhov kev npaj tu xyuas mob nkeeg npaum li cas, thiab lawv cov MCO pab tau lawv cov kev tu ncuat zoo npaum li cas.

Kev tshab xyuas qhov ua tau zoo ntawm MCO yog dab tsi?

Kev tshab xyuas qhov ua tau zoo ntawm MCO yog ib qho kev soj ntsuam seb cov MCO ua tau zoo raws li cov quag kev cai tu xyuas mob nkeeg uas teeb tseg los ntawm lub xeev. Yuav tau tshuaj xyuas txhua lub xyoo los ntawm ib feem neeg ua haujlwm ywj pheej nyob sab nrauv uas ua haujlwm nrog lub xeev. Lub koom haum tshab xyuas kev ua tau zoo sab nrauv yuav saib seb lub MCO puas muaj cov cai tswj fwm, cov txheeb txheem kho mob, thiab txheeb ua hauj lwm ruaj kom muab kev tu xyuas mob nkeeg tau zoo tshaj plaws rau cov tswv cuab.

Kev tsis vam nyiaj paj thiab vam nyiaj paj yog dab tsi?

Ntu Hom Koom Haum hauv Daim Ntawv Teev Qhab Nia piav qhia txog hom koom haum uas ib lub MCO twg yog. Lub koom haum tsis vam nyiaj paj yog ib pawg neeg ua hauj lwm rau cov hom phiaj uas tsis vam tsim kom tau cov nyiaj paj thiab uas tsis muab cov nyiaj khwv tau los ntawm lub koom haum faib rau cov thawj coj los sis cov kws ceev xwm. Lub koom haum vam nyiaj paj yog ib lub chaw ua lag luam uas ua hauj lwm kom khwv tau nyiaj paj.

Daim Ntawv Teev Qhab Nia kho tshiab zaum kawg yog thaum twg? Nws nquag raug kho tshiab sai npaum li cas?

Tau muab Daim Ntawv Teev Qhab Nia kho tshiab thaum xyoo 2025 lawm. Nws raug kho txhua lub xyoos.

Vim li cas Daim Ntawv Teev Qhab Nia thiaj tsis muaj lwm cov ntaub ntawv txog cov MCO uas kuv txaus siab rau?

Daim Ntawv Teev Qhab Nia tsuas nthuav qhia txog cov ntaub ntawv uas lub xeev tso cai muaj xwb. Cov kev ntsuas piv hauv Daim Ntawv Teev Qhab Nia yog ntsuas raws li cov ntaub ntawv muaj tseeb tam sim no xwb, uas yog qhia txog cov hom phiaj zoo tshaj plaws yuav pab koj xaiv koj lub MCO.

**2026 Managed Care Organization (Koom Haum Tswj Xyuas Kev Tu Mob) (MCO) Daim
Ntawv Teev Qhab Nia
Cov Lus Coj Qhia Ntsuas
(2026 Managed Care Organization (MCO) Scorecard Measures Guide)**

KEV TSHAWB NUG TSWV CUAB	
Kev Ntsuas	Kev Txaus Siab Tag Nrho
Chiv Keeb Ntaub Ntawv	Qhov Kev Tshawb Nug Txog Kev Txaus Siab xyoo 2024 — ib tug qhab nia sib tso ua ke uas siv cov lus teb los ntawm cov nqe lus tshawb nug nram no: 1. Koj puas hu tau rau koj pawg kws tu xyuas mob nkeeg thaum koj xav tau? 2. Thaum thov kev pab, koj tau txais kev pab los ntawm koj pawg tu neeg mob tuab npaum li cas? 3. Koj txaus siab ntau npaum li cas rau cov lus piav qhia uas qhia meej hais txog koj txoj phiaj xwm kho mob los ntawm koj pawg tu mob? 4. Thaum koj tham nrog koj pawg tu neeg mob, lawv mloog koj zoo npaum li cas? 5. Pab neeg tu koj koj rau koj zoo npaum li cas? 6. Koj txaus siab ntau npaum li cas rau cov lus piav qhia uas qhia meej hais txog kev xaiv self-directed supports (kev txhawb nqa tus kheej ncaj qha) (SDS) los ntawm pawg tu neeg mob? 7. Txhawm rau kom paub tseeb tias koj yog qhov tseem ceeb ntawm koj txoj phiaj xwm kho mob, pawg tu neeg mob koj puas koom nrog koj hauv kev tawm phiaj xwm, kev txhim kho, thiab kev sib txuas lus ntawm koj txoj phiaj xwm kho mob? 8. Koj txoj phiaj xwm kev kho mob txhawb nqa cov dej num uas koj xav ua hauv koj lub zej zog, xws li mus ntsib tsev neeg thiab phooj ywg, ua hauj lwm, thiab ua hauj lwm pub dawb tau zoo npaum li cas? 9. Koj txoj phiaj xwm kho mob uas suav nrog tej yam uas tseem ceeb rau koj muaj ntau npaum li cas? 10. Cov neeg uas muab kev pab cuam thiab txhawb nqa coj rau koj zoo npaum li cas? 11. Cov kev pab txhawb thiab kev tu xyuas uas koj tau txais pab tau koj cov kev tu ncua zoo npaum li cas? 12. Muab saib tag nrho lawm, koj txaus siab rau koj managed care organization (lub koom haum tswj xyuas kev kho mob)?

Txheej Txheem Kev Ntsuas Piv				Feem pua ntawm txhua nqe lus soj ntsuam uas teb tias “Txaus Siab Heev” los sis “Tsaus Siab Tshaj Plaws.”
	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	
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	70.0% - 74.9%	2.5	Zoo	
	65.0% - 69.9%	2	Tau Nyog	
	60.0% - 64.9%	1.5	Tau Nyog	
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Kev Ntsuas	Pawg Kws Saib Xyuas Lub Luag Haujlwm																																
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Feem pua ntawm txhua yam ntawm ntu QCR Grievance System (Txheej Txheem Daws Kev Tsis Txaus Siab) uas ntsuas tau “Tau Tag Nrho” los sis “Tau Ib Txhia.”			

COV YEEB YAM NTAWM PAWG KWS TU XYUAS MOB NKEEG			
Kev Ntsuas	Thawj Tswj Xyuas Kev Tu Mob Nkeeg Tawm Hauj Lwm		
Chiv Keeb Ntaub Ntawv	2022–2024 cov ntaub ntawv ceeb toom ib lub xyoos puag ncig mus rau Wisconsin Department of Health Services (Tuam Tsev Tswj Xyuas Cov Kev Kho Kab Mob Kev Nkeeg) los ntawm cov MCO		
Txheej Txheem Kev Feem Piv	Qhab Nia	Cov Hnub Qub	Kev Ntsuas Piv
	0.0% - 10.0%	5	Zoo Heev
	10.1% - 20.0%	4	Zoo Heev
	20.1% - 30.0%	3	Zoo
	30.1% - 40.0%	2	Zoo Hauj Sim
	> 40.0%	1	Tsis Zooo
	Feem pua ntawm cov thawj coj tswj xyuas mob nkeeg uas tawm mus ntawm lub chaw MCO, xam rau hauv ncuab sijhawm peb lub xyoos. Feem pua tawm hauj lwm tsawg yog muaj cov neeg tawm hauj lwm ntawm MCO tsawg dua hauv lub xyoo, yog li, feem pua tawm hauj lwm tsawg dua yuav zoo dua thiab yuav ntsuas tau hnub qub ntau dua.		
Kev Ntsuas	Kws Tu Neeg Mob Tawm Hauj Lwm		
Chiv Keeb Ntaub Ntawv	2022–2024 cov ntaub ntawv ceeb toom ib lub xyoos puag ncig mus rau Wisconsin Department of Health Services (Tuam Tsev Tswj Xyuas Cov Kev Kho Kab Mob Kev Nkeeg) los ntawm cov MCO		
Txheej Txheem Kev Feem Piv	Qhab Nia	Cov Hnub Qub	Kev Ntsuas Piv
	0.0% - 10.0%	5	Zoo Heev
	10.1% - 20.0%	4	Zoo Heev
	20.1% - 30.0%	3	Zoo
	30.1% - 40.0%	2	Zoo Hauj Sim
	> 40.0%	1	Tsis Zooo
	Feem pua ntawm cov kws tu neeg mob uas tawm ntawm lub MCO, yog ntsuas ua qhov nruab nrab hauv peb xyoos. Feem pua tawm hauj lwm tsawg yog muaj cov neeg tawm hauj lwm ntawm MCO tsawg dua hauv lub xyoo, yog li, feem pua tawm hauj lwm tsawg dua yuav zoo dua thiab yuav ntsuas tau hnub qub ntau dua.		

Kev Ntsuas	Feem Piv Ntawm Thawj Tswj Xyuas Kev Tu Mob Nkeeg pab rau Tswv Cuab
Chiv Keeb Ntaub Ntawv	Feem piv yog ceeb toom qhia txij thaum Lub Xya Hli 1, 2025, yog raws li full-time equivalents (neeg ua hauj lwm thawm hnuv) (FTE) thiab kev rau muaj npe. Feem piv ntawm ib tug neeg ua hauj lwm pab rau pes tsawg tus tswv cuab yog nthuav kev sib piv ntawm pes tsawg tus neeg ua hauj lwm hauv MCO rau pes tsawg tus tswv cuab hauv MCO. “1:x” yog txhais tias: Rau txhua 1 tug neeg ua hauj lwm, muaj x tus tswv cuab. Qhov feem piv pom tsawg dua yog qhia tias muaj MCO cov tswv cuab tsawg tus rau ib tug thawj tswj kev tu xyuas pab, hos qhov feem piv ntau dua yog qhia tias muaj MCO cov tswv cuab coob tus dua rau ib tug thawj tswj kev tu xyuas pab dua.
Txheej Txheem Kev Feem Piv	Tsis tau ntsuas piv cov neeg ua hauj lwm rau tswv cuab. Tag nrho MCO cov feem piv neeg ua hauj lwm yeej ua raws li lub xeev cov quag kev cai.
Kev Ntsuas	Feem Piv Ntawm Kws Tu Neeg Mob pab rau Tswv Cuab*
Chiv Keeb Ntaub Ntawv	Feem piv yog ceeb toom qhia txij thaum Lub Xya Hli 1, 2025, yog raws li full-time equivalents (neeg ua hauj lwm thawm hnuv) (FTE) thiab kev rau muaj npe. Ib tug neeg ua hauj lwm pab rau pes tsawg tus tswv cuab yog nthuav kev sib piv ntawm pes tsawg tus neeg ua hauj lwm hauv MCO rau pes tsawg tus tswv cuab hauv MCO. “1:x” yog txhais tias: Rau txhua 1 tug kws tu mob twg, muaj x tus tswv cuab. Qhov feem piv pom tsawg dua yog qhia tias muaj MCO cov tswv cuab tsawg tus rau ib tug kws tu mob twg xyuas, hos qhov feem piv ntau dua yog qhia tias muaj MCO cov tswv cuab coob tus dua rau ib tug kws tu mob twg tu xyuas.
Txheej Txheem Kev Ntsuas Piv	Tsis tau ntsuas piv cov neeg ua hauj lwm rau tswv cuab. Tag nrho MCO cov feem piv neeg ua hauj lwm yeej ua raws li lub xeev cov quag kev cai. *Cov Kws Tu Xyuas Kho Mob puav leej yog ib feem ntawm Family Care Partnership pab neeg tu xyuas tswv cuab, txawm yog tsis qhia muaj feem piv lawv rau ntawm no.