



Managed Care Organization (MCO) Scorecard Frequently Asked Questions

What is the purpose of the Scorecard?

The purpose of the Scorecard is to help you choose a managed care organization (MCO) based on the factors that are most important to you. The Scorecard gives you information about how current members feel about their MCO and how well MCOs meet state standards. The Scorecard also provides contact information and other facts about the MCOs that are available for you to choose from.

Where does the information in the Scorecard come from?

Information in the Scorecard comes from a variety of sources:

- **Member Survey** section shows results from the state's annual member satisfaction survey
- **Quality and Compliance** section shows results from the state's annual MCO quality compliance review
- **Care Team Characteristics** section and Additional Information section show information reported by the MCOs about their organization

What is the member satisfaction survey?

The member satisfaction survey is an annual set of questions mailed to current members of each MCO to gather feedback on their experience with their MCO. The state collects and analyzes survey responses to find out how happy members are with their care team, how engaged they are in creating their

care plan, and how well their MCO helps to meet their needs.

What is the MCO quality compliance review?

The MCO quality compliance review is an assessment that captures how well MCOs meet certain performance standards set by the state. It is conducted every year by an external quality review organization that works with the state. The external quality review organization looks to make sure that the MCO has policies, procedures, and processes in place to deliver high-quality services to members.

What do nonprofit and for profit mean?

The Type of Agency section in the Scorecard describes which type of organization each MCO is. A nonprofit organization is a group organized for purposes other than generating a profit and in which no part of the organization's income is distributed to its directors or officers. A for profit organization is a business that operates for the purpose of making a profit.

When was the Scorecard last updated? How frequently is it updated?

The Scorecard was last updated in 2022. It is updated annually.

Why doesn't the Scorecard provide other information about MCOs I am interested in?

The Scorecard presents only information that has been validated by the state. The ratings provided in the Scorecard are based on only the most current verifiable data, providing you with the most objective factors to help you make your MCO selection.

2023 Managed Care Organization (MCO)
Scorecard Measures Guide

MEMBER SURVEY	
Measure	Overall Satisfaction
Data Source	<p>2021 Satisfaction Survey—a combined score using responses from the following survey questions:</p> <ol style="list-style-type: none"> 1. Can you contact your care team when you need to? 2. How often do you get the help you need from your care team? 3. How clearly does your care team explain things to you? 4. How carefully does your care team listen to you? 5. How respectfully does your care team treat you? 6. How well did your care team explain the self-directed supports option to you? 7. How involved are you in making decisions about your care plan? 8. How well does your care plan support the activities that you want to do in your community, including visiting with family and friends, working, volunteering, and so on?

Measure	Overall Satisfaction																				
Data Source	<p>9. How much does your care plan include the things that are important to you?</p> <p>10. Overall, how respectfully do the people who provide you with supports and services treat you?</p> <p>11. How well do the supports and services you receive meet your needs?</p> <p>12. Overall, how much do you like your MCO?</p>																				
Rating System	<table border="1" data-bbox="440 806 1446 1163"> <thead> <tr> <th data-bbox="440 806 773 867">Score</th> <th data-bbox="773 806 1105 867">Stars</th> <th data-bbox="1105 806 1446 867">Rating</th> </tr> </thead> <tbody> <tr> <td data-bbox="440 867 773 928">90.0% - 100.0%</td> <td data-bbox="773 867 1105 928">5</td> <td data-bbox="1105 867 1446 928">Excellent</td> </tr> <tr> <td data-bbox="440 928 773 989">80.0% - 89.9%</td> <td data-bbox="773 928 1105 989">4</td> <td data-bbox="1105 928 1446 989">Very Good</td> </tr> <tr> <td data-bbox="440 989 773 1050">70.0% - 79.9%</td> <td data-bbox="773 989 1105 1050">3</td> <td data-bbox="1105 989 1446 1050">Good</td> </tr> <tr> <td data-bbox="440 1050 773 1110">60.0% - 69.9%</td> <td data-bbox="773 1050 1105 1110">2</td> <td data-bbox="1105 1050 1446 1110">Fair</td> </tr> <tr> <td data-bbox="440 1110 773 1163">< 60.0%</td> <td data-bbox="773 1110 1105 1163">1</td> <td data-bbox="1105 1110 1446 1163">Poor</td> </tr> </tbody> </table> <p data-bbox="440 1234 1382 1339">Percentage of all survey question responses that are “Very Satisfied” or “Extremely Satisfied.”</p>			Score	Stars	Rating	90.0% - 100.0%	5	Excellent	80.0% - 89.9%	4	Very Good	70.0% - 79.9%	3	Good	60.0% - 69.9%	2	Fair	< 60.0%	1	Poor
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Measure	Care Team Responsiveness																				
Data Source	<p>2021 Satisfaction Survey—a combined score using responses from the following survey questions:</p> <ol data-bbox="440 1583 1425 1801" style="list-style-type: none"> 1. Can you contact your care team when you need to? 2. How often do you get the help you need from your care team? 																				

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<p>Percentage of all survey question responses that are “Very Satisfied” or “Extremely Satisfied.”</p>																					
Measure	Care Team Quality of Communication																				
Data Source	<p>2020 Satisfaction Survey – a combined score using responses from the following survey questions:</p> <ol style="list-style-type: none"> 1. How clearly does your care team explain things to you? 2. How carefully does your care team listen to you? 3. How respectfully does your care team treat you? 																				

Measure	Care Team Quality of Communication		
Rating System	Score	Stars	Rating
	90.0% - 100.0%	5	Excellent
	80.0% - 89.9%	4	Very Good
	70.0% - 79.9%	3	Good
	60.0% - 69.9%	2	Fair
	< 60.0%	1	Poor
	Percentage of all survey question responses that are “Very Satisfied” or “Extremely Satisfied.”		

QUALITY AND COMPLIANCE	
Measure	Overall Quality Standards
Data Source	<p>2021-2022 external quality review organization quality compliance review (QCR)</p> <p>This score comes from combining MCO performance on metrics related to:</p> <ul style="list-style-type: none"> • Member-Centered Care Delivery: How well the MCO does offering member-centered care planning, timely access to services, member choice, and protection of member rights. • Provider Choice and Timely Services: How well the MCO does at supporting access to services

and providers, as well as improving processes to minimize gaps or delays in services.

- Grievance System: How well the MCO does at working with members to resolve disputes and keeping them informed throughout the process.

Measure Overall Quality Standards

Rating System	Score	Stars	Rating
	90.0% - 100.0%	5	Excellent
	80.0% - 89.9%	4	Very Good
	70.0% - 79.9%	3	Good
	60.0% - 69.9%	2	Fair
	< 60.0%	1	Poor
	<p>Percentage of QCR points earned out of the total number of QCR points possible. This is calculated as all points earned in the 2021-2022 Member-Centered Care Delivery section and all points earned in the 2021-2022 Quality Management and Grievance System sections, divided by the total number of points possible in each section.</p>		

Measure Member-Centered Care Delivery

<p>Data Source</p>	<p>2021-2022 external quality review organization quality compliance review (QCR)</p> <p>MCO Standards Section</p> <p>How well the MCO does offering member-centered care planning, timely access to services, member choice, and protection of member rights.</p>																				
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<p>Measure</p>	<p>Quality Management</p>																				

<p>Data Source</p>	<p>2021–2022 external quality review organization quality compliance review (QCR)</p> <p>Quality Assurance and Process Improvement Section</p> <p>How well the MCO does at supporting access to services and providers, as well as improving processes to minimize gaps or delays in services</p>																				
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CARE TEAM CHARACTERISTICS	
Measure	Care Manager Turnover

Data Source	2019–2021 annual data reported to the Wisconsin Department of Health Services by MCOs																				
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> 40.0%	1	Poor																			
Measure	Nurse Turnover																				
Data Source	2019–2021 annual data reported to the Wisconsin Department of Health Services by MCOs																				

Rating System

Score	Stars	Rating
0.0 – 10.0%	5	Excellent
10.1 – 20.0%	4	Very Good
20.1 – 30.0%	3	Good
30.1 – 40.0%	2	Fair
> 40.0%	1	Poor

Percentage of nurses that separated from the MCO, calculated as a three-year average. A lower turnover percentage indicates fewer staff leave the MCO within a year, so a smaller percentage of turnover is favorable and corresponds to a higher star rating.