

**2024 Family Care Managed Care Organization (MCO) Scorecard**

This scorecard should be used for comparing MCOs, not for comparing between the Family Care and IRIS (Include, Respect, I Self-Direct) programs.

Star ratings are reflective of statewide data and are not specific to county-level performance.

|                                    | Community Care, Inc.   | Inclusa, Inc.   | Lakeland Care, Inc.  | My Choice Wisconsin   |
|------------------------------------|--|---|--|---|
| <b>Member Survey</b>               |  |   |  |   |
| Overall Satisfaction               | ★★★★☆  | ★★★★☆   | ★★★★☆  | ★★★   |
| Care Team Responsiveness           | ★★★  | ★★★★☆   | ★★★★☆  | ★★★   |
| Care Team Quality of Communication | ★★★★☆  | ★★★★☆   | ★★★★☆  | ★★★★☆   |
| <b>Quality and Compliance</b>      |  |   |  |   |
| Overall Quality Standards          | ★★★★☆  | ★★★★☆   | ★★★★☆  | ★★★★☆   |
| Member-Centered Care Delivery      | ★★★★☆  | ★★★★☆   | ★★★★☆  | ★★★★☆   |
| Quality Management                 | ★★★★☆  | ★★★★☆   | ★★★★☆  | ★★★★☆   |
| Grievance System                   | ★★★★☆  | ★★★★☆   | ★★★★☆  | ★★★★☆   |
| <b>Care Team Characteristics</b>   |  |   |  |   |
| Care Manager Turnover              | ★★★★☆  | ★★★★☆   | ★★★★☆  | ★★★   |
| Nurse Turnover                     | ★★★★☆  | ★★★★☆   | ★★★  | ★★★   |
| Care Manager to Member Ratio       | 1:42   | 1:35  | 1:36   | 1:42  |
| Nurse to Member Ratio              | 1:83   | 1:65  | 1:55   | 1:81  |
| Tribal Care Management Option      | No   | No  | Oneida Nation - Outagamie and Brown Counties<br>Menominee Indian Tribe of Wisconsin - Menominee and Shawano Counties | No  |
| <b>Additional Information</b>      |  |   |  |   |
| Website                            | <a href="http://www.communitycareinc.org">www.communitycareinc.org</a>   | <a href="http://www.inclusa.org">www.inclusa.org</a>  | <a href="http://www.lakelandcareinc.com">www.lakelandcareinc.com</a>   | <a href="https://mychoicewi.org/">https://mychoicewi.org/</a>             |
| Email                              | <a href="mailto:info@communitycareinc.org">info@communitycareinc.org</a>   | <a href="mailto:info@inclusa.org">info@inclusa.org</a>                                      | <a href="mailto:info@lakelandcareinc.com">info@lakelandcareinc.com</a>   | <a href="mailto:info@mychoicewi.org">info@mychoicewi.org</a>              |
| Main MCO Office                    | 205 Bishops Way<br>Brookfield, WI 53005  | 2801 Hoover Rd, Unit 3,<br>Stevens Point, WI 54481  | N6654 Rolling Meadows Drive<br>Fond du Lac, WI 54937   | 10201 West Innovation Drive, Suite 100<br>Wauwatosa, WI 53226             |
| Phone Number                       | 866-992-6600   | 877-622-6700  | 877-227-3335   | 800-963-0035  |
| Provider Directory                 | <a href="http://www.communitycareinc.org/members-families/provider-directories">www.communitycareinc.org/members-families/provider-directories</a> | <a href="https://providerdirectory.inclusa.org/">https://providerdirectory.inclusa.org/</a> | <a href="http://www.lakelandcareinc.com/providers">www.lakelandcareinc.com/providers</a>                             | <a href="https://mychoiceprovider.org/">https://mychoiceprovider.org/</a> |
| Type of Agency                     | Not for profit   | Not for profit  | Not for profit   | Not for profit  |
| Number of Counties the MCO Serves  | 15   | 68  | 22   | 50  |

★★★★☆ = Excellent    ★★★★ = Very Good    ★★★ = Good    ★★ = Fair    ★ = Poor

## Star Ratings Quick Guide

Family Care Managed Care Organization (MCO)

|   |  |
|---|--|
| <b>Member Survey</b> <i>(Source: DHS 2022 Member Satisfaction Survey - 5044 Survey Responses, 41% Response Rate)</i>  |  |
| Overall Satisfaction  | Overall, how satisfied are members with their MCO?   |
| Care Team Responsiveness  | Can you contact your care team when you need to? How often do you get the help you need?                                     |
| Care Team Quality of Communication  | Does your care team speak to you clearly, carefully, and respectfully?   |
| <b>Quality and Compliance</b> <i>(Source: 2022-2023 Overall MetaStar Quality Compliance Review and Member-Centered Care Delivery Section. 2021-2022 MetaStar Quality Compliance Review, - Quality Management and Grievance System Sections)</i> |  |
| Overall Quality Standards   | Does the MCO meet state standards for providing quality services?  |
| Member-Centered Care Delivery   | Does the MCO offer member-centered care planning, timely access to services, member choice, and protection of member rights? |
| Quality Management  | Does the MCO give members a good choice of providers and minimize gaps or delays in their services?                          |
| Grievance System  | Does the MCO work with members to resolve disputes timely and keep them informed?  |
| <b>Care Team Characteristics</b> <i>(Source: 2020-2022 Statewide MCO Data Submissions)</i>  |  |
| Care Manager Turnover   | How often do care managers leave the MCO?  |
| Nurse Turnover  | How often do nurses leave the MCO?   |

Updated: 12/12/23