

2025 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	
Member Survey							
Overall Satisfaction	★★★★☆	★★★★★	★★★★☆	★★★★☆			
Care Team Responsiveness	★★★★★	★★★★★	★★★★★	★★★★★			
Care Team Quality of Communication	★★★★★	★★★★★	★★★★★	★★★★★			
Quality and Compliance							
Overall Quality Standards	★★★★★	★★★★★	★★★★★	★★★★★			
Member-Centered Care Delivery	★★★★★	★★★★★	★★★★★	★★★★★			
Quality Management	★★★★★	★★★★★	★★★★★	★★★★★			
Grievance System	★★★★★	★★★★★	★★★★★	★★★★★			
Care Team Characteristics							
Care Manager Turnover	★★★★★	★★★★	★★★★	★★★★			
Nurse Turnover	★★★★★	★★★★	★★★★	★★★★			
Care Manager to Member Ratio	1:40	1:37	1:35	1:41			
Nurse to Member Ratio	1:80	1:67	1:55	1:79			
Tribal Care Management Option	No	No	Oneida Nation - Outagamie and Brown Counties Menominee Indian Tribe of Wisconsin - Menominee and Shawano Counties	No			
Additional Information							
Website	www.communitycareinc.org	www.inclusa.org	www.lakelandcareinc.com	https://mychoicewi.org/			
Email	info@communitycareinc.org	info@inclusa.org	info@lakelandcareinc.com	info@mychoicewi.org			
Main MCO Office	205 Bishops Way Brookfield, WI 53005	2801 Hoover Rd, Unit 3, Stevens Point, WI 54481	N6654 Rolling Meadows Drive Fond du Lac, WI 54937	10201 West Innovation Drive, Suite 100 Wauwatosa, WI 53226			
Phone Number	866-992-6600	877-622-6700	877-227-3335	800-963-0035			
Provider Directory	www.communitycareinc.org/members-families/provider-directories	https://providerdirectory.inclusa.org/	www.lakelandcareinc.com/providers	https://mychoiceprovider.org/			
Type of Agency	Not for profit	For Profit LLC	Not for profit	For Profit LLC			
Number of Counties the MCO Serves	23	69	31	50			

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

Star Ratings Quick Guide

Family Care Managed Care Organization (MCO)

Member Survey (Source: DHS 2023 Member Satisfaction Survey - 4811 Survey Responses, 39% Response Rate)	
Overall Satisfaction	Overall, how satisfied are members with their MCO?
Care Team Responsiveness	Can you contact your care team when you need to? When asking for help, how often do you get the help you need from your care team?
Care Team Quality of Communication	How satisfied are you with getting clear explanations about your care plan from your care team? When you speak with your care team, how well do they listen to you? How kindly does your care team treat you?
Quality and Compliance (Source: 2022-2023 Member-Centered Care Delivery Section. 2023-2024- Quality Management and Grievance System Sections)	
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?
Care Team Characteristics (Source: 2021-2023 Statewide MCO Data Submissions)	
Care Manager Turnover	How often do care managers leave the MCO?
Nurse Turnover	How often do nurses leave the MCO?

Updated: 12/02/24