

## 2020 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 Family Care - Care Wisconsin
<b>Member Survey</b>				
Overall Satisfaction	★★★★	★★★	★★★★	★★★★
Care Team Responsiveness	★★★★	★★★	★★★★	★★★★
Care Team Quality of Communication	★★★★	★★★★	★★★★	★★★★
<b>Quality and Compliance</b>				
Overall Quality Standards	★★★★★	★★★★★	★★★★	★★★★★
Rights and Protections	★★★★★	★★★★	★★★★★	★★★★★
Provider Choice and Timely Services	★★★★★	★★★★★	★★★	★★★★
Grievance System	★★★★★	★★★★★	★★★★★	★★★★★
<b>Care Team Characteristics</b>				
Care Manager Turnover	★★★★	★★★★	★★★★★	★★★
Nurse Turnover	★★★★	★★★	★★★★	★★★
Care Manager to Member Ratio	1:43	1:36	1:43	1:41
Nurse to Member Ratio	1:89	1:67	1:58	1:76
Tribal Care Management Option	No	No	Oneida Nation - Outagamie and Brown Counties 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="http://www.mychoicefamilycare.org">www.mychoicefamilycare.org</a> <a href="http://www.carewisc.org">www.carewisc.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@mychoicefamilycare.org">info@mychoicefamilycare.org</a> <a href="mailto:enrollsvcs@carewisc.org">enrollsvcs@carewisc.org</a>
Main MCO Office	205 Bishops Way Brookfield, WI 53005	3349 Church Street Stevens Point, WI 54481	N6654 Rolling Meadows Drive Fond du Lac, WI 54937	10201 West Innovation Drive, Suite 100 Wauwatosa, WI 53226
Phone Number	(414) 231-4000	877-622-6700	920-906-5100	414-287-7600
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="http://www.mychoicefamilycare.org/provider-directories/">www.mychoicefamilycare.org/provider-directories/</a> <a href="http://www.carewisc.org/familycare/familycare_providerdirectorysearch">www.carewisc.org/familycare/familycare_providerdirectorysearch</a>
Type of Agency	Not for profit	Not for profit	Not for profit	Not for profit
Number of Counties the MCO Serves	14	52	22	39

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

**Star Ratings Quick Guide**  
Family Care Managed Care Organization (MCO)

<b>Member Survey</b> <i>(Source: DHS 2018 Member Satisfaction Survey - 6163 Survey Responses, 43% 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: 2018-2019 MetaStar Quality Compliance Review)</i>	
Overall Quality Standards	Does the MCO meet state standards for providing quality services?
Rights and Protections	Does the MCO protect member rights?
Provider Choice and Timely Services	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: 2016-2018 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: 12/16/2019