

**2021 Family Care Partnership 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.	iCare	My Choice Wisconsin Health Plan, Inc.*
<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	1:59	1:37	1:52
Nurse to Member Ratio**	1:65	1:62	1:51
<b>Additional Information</b>			
Website	<a href="http://www.communitycareinc.org">www.communitycareinc.org</a>	<a href="http://www.icarehealthplan.org">www.icarehealthplan.org</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@icarehealthplan.org">info@icarehealthplan.org</a>	<a href="mailto:info@mychoicewi.org">info@mychoicewi.org</a>
Main MCO Office	205 Bishops Way Brookfield, WI 53005	1555 Rivercenter Drive, Suite 206 Milwaukee, WI 53212	10201 West Innovation Drive, Suite 100 Wauwatosa, WI 53226
Phone Number	414-231-4000	1-800-777-4376	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="http://www.icarehealthplan.org/FindProvider">www.icarehealthplan.org/FindProvider</a>	<a href="https://www.providerlookuponline.com/mychoicewi/po/Search.aspx">https://www.providerlookuponline.com/mychoicewi/po/Search.aspx</a>
Type of Agency	Not for profit	For profit	Not for profit
Number of Counties the MCO Serves	9	5	8

\*Due to a company merger, My Choice Wisconsin (MCW) was not reviewed in 2020. MCW did not have the opportunity to increase their Quality and Compliance stars; therefore, reported scorecard data comes from the 2018-2019 Quality and Compliance Review.

\*\*Nurse Practitioners are also part of the Family Care Partnership member’s care team, although their staff ratio is not included here.

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

## Star Ratings Quick Guide

Family Care Partnership Managed Care Organization (MCO)

<b>Member Survey</b> <i>(Source: DHS 2019 Member Satisfaction Survey - 971 Survey Responses, 30% 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: 2019-2020 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: 2017-2019 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: 12/11/2020