

**2024 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	★★★★★	★★★★★	★★★★★
Member-Centered Care Delivery	★★★★★	★★★★★	★★★★★
Quality Management	★★★★★	★★★★☆	★★★★★
Grievance System	★★★★☆	★★★★★	★★★★★
<b>Care Team Characteristics</b>			
Care Manager Turnover	★★	★★★	★★
Nurse Turnover	★	★★★	★★★
Care Manager to Member Ratio	1:59	1:41	1:49
Nurse to Member Ratio*	1:51	1:56	1:49
<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	866-992-6600	800-877-4376	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="http://www.icarehealthplan.org/FindProvider">www.icarehealthplan.org/FindProvider</a>	<a href="https://mychoiceprovider.org/">https://mychoiceprovider.org/</a>
Type of Agency	Not for profit	For profit	Not for profit
Number of Counties the MCO Serves	9	5	12
Drug Formulary	<a href="https://www.communitycareinc.org/home/what-we-do/partnership/formulary">https://www.communitycareinc.org/home/what-we-do/partnership/formulary</a>	<a href="https://www.icarehealthplan.org/Members/Plans-Benefits/Medicare-Plans/Prescription-Drugs.htm">https://www.icarehealthplan.org/Members/Plans-Benefits/Medicare-Plans/Prescription-Drugs.htm</a>	<a href="https://mychoicewi.org/partnership/pharmacy-drug-coverage-info/">https://mychoicewi.org/partnership/pharmacy-drug-coverage-info/</a>

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

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

## Star Ratings Quick Guide

Family Care Partnership Managed Care Organization (MCO)

<b>Member Survey</b> (Source: DHS 2022 Member Satisfaction Survey -791 Survey Responses, 22% 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? 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> (Source: 2022-2023 MetaStar Quality Compliance Review, Member-Centered Care Delivery Section. 2021-2022 MetaStar Quality Compliance Review, 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?
<b>Care Team Characteristics</b> (Source: 2020-2022 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: 12/12/23