



BADGERCARE+ **HMO Choice Booklet**



WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

Language Assistance

English

For help to translate or understand this document, please call 800-291-2002.

Spanish

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 800-291-2002.

Russian

Если вам не всё понятно в этом документе, позвоните по телефону 800-291-2002.

Hmong

Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 800-291-2002.

Hearing Impaired

For help to understand this document, please call TDD/TTY 800-291-2002.

Your Choice

This booklet is to help you choose a BadgerCare Plus HMO (health maintenance organization).

Getting Started with Choosing an HMO

Most families, pregnant women, and childless adults participating in the Wisconsin BadgerCare Plus Program receive their health care through HMOs (health maintenance organizations). This guide will help you choose an HMO for your family. You must choose the same HMO for all eligible family members.

Not all HMOs in this guide are available to you. You may choose from the list on your HMO Enrollment Choice form. HMOs marked “full” do not have room for new members.

The Wisconsin BadgerCare Plus HMO enrollment specialist is available toll free at **800-291-2002** from 7 a.m. to 6 p.m., Monday through Friday, to answer your questions about HMO enrollment. The enrollment specialist provides language translations for those who need it.

The enrollment specialist can tell you if your doctor accepts any of the BadgerCare Plus HMOs, and how to access the HMO’s provider directory. The enrollment specialist can also enroll you into the HMO of your choice right over the telephone, or they can help you complete the form.

Transition of Care

If you have moved from fee-for-service or another HMO to a new BadgerCare Plus HMO, then you have the right to:

- Continue to see your current providers and access your current Medicaid covered services for up to 90 days. Please call your HMO upon enrollment and tell them your current provider. If this provider is not in the HMO network after 90 days, you will be given a choice of participating providers to make a new choice.
- Receive services that would pose a serious health risk or hospitalization if you did not receive them.

Thank you for choosing your Wisconsin BadgerCare Plus HMO!



Contact Information

Who to Call

To enroll in an HMO or to have your enrollment questions answered, call the HMO **enrollment specialist** at **800-291-2002** from 7 a.m. to 6 p.m., Monday through Friday.

Specific Questions About Health Care Services

If you have questions about the health care services an HMO provides, in-network providers, provider directories, or other general questions about an HMO, call the HMO's member services. See the HMO Service Area section for information on the counties these HMOs serve.



Anthem BlueCross BlueShield

855-690-7800

800-855-2880



Children's Community Health Plan

800-482-8010

877-733-6456 TDD



Dean Health Plan

800-279-1301

877-733-6456 TDD



Group Health Cooperative of Eau Claire

888-203-7770 or

715-552-4300

800-947-3529 TDD



**Group Health Cooperative
of Wisconsin—South Central**

608-828-4853
608-828-4815 TDD



Independent Care Health Plan

800-777-4376
800-947-3529 TDD



MHS Health Wisconsin

888-713-6180
800-446-6136



MercyCare Insurance Company

800-895-2421
800-947-3529 TDD



Molina Healthcare

888-999-2404
414-847-1789 TDD



Network Health Plan

888-713-6180
800-446-6136



Security Health Plan

800-791-3044

877-727-2232 TDD



Trilogy Health Insurance

414-755-3619 or 855-530-6790

414-755-3615 TDD



UnitedHealthcare Community Plan

800-504-9660

800-947-6644



Quartz

800-362-3310

608-643-1421 TDD



2018 HMO Ratings

2018 HMO Rating Overview

The table below provides information about the health care that Wisconsin Medicaid members received from BadgerCare Plus Health Maintenance Organizations (HMOs) in calendar year 2018. It includes health care quality ratings for six major areas of care for BadgerCare Plus:

1. **Staying Healthy:** Reflects immunization for children, breast cancer screening for women
2. **Living with Illness:** Reflects controlling blood pressure and testing and controlling HbA1c levels for diabetic patients
3. **Mental Health Care:** Reflects care for depression, alcohol and other drug dependence, tobacco counseling, and follow-up care provided after discharge from hospital for mental health
4. **Pregnancy and Birth-related Care (BadgerCare Plus only):** Reflects timely care provided to women before and after birth
5. **Emergency Department Visits:** Reflects visits members made to the ER (*fewer visits are better*)
6. **Dental Care (BadgerCare Plus only):** Reflects dental care for children and adults provided through HMOs in southeastern Wisconsin

The table also provides an overall quality score out of a maximum of five points (more points for better performance) for each HMO, which is the average rating for all six major areas of care.

Star Rating System

Each HMO received one to five stars (more stars for better performance) in each major area of care, based on how well it performed on specific measures compared to national benchmarks. Wisconsin’s state-wide averages for major areas of care were also compared with national benchmarks. If national data were not available, HMOs were compared with other Wisconsin Medicaid HMOs.

# of Stars	Explanation
★★★★★ = Excellent	HMO was among the top 25 percent of all Medicaid HMOs in the nation; it performed better than 75 percent (or 3/4) of all Medicaid plans. Or, if national data were not available, the HMO performed at or above 110 percent of the state average.
★★★★☆ = Very Good	HMO was among the top 33 percent of all Medicaid HMOs in the nation; it performed better than 67 percent (or 2/3) of all Medicaid plans. Or, if national data were not available, the HMO performed between 100 and 109 percent of the state average.
★★★☆☆ = Good	HMO was among the top 50 percent of all Medicaid HMOs in the nation; it performed better than 50 percent (or half) of all Medicaid plans. Or, if national data were not available, the HMO performed between 90 and 99 percent of the state average.

<p>★★ = Fair</p>	<p>HMO was below the national average; it performed better than 33 percent (or 1/3) of all Medicaid plans in the nation. Or, if national data were not available, the HMO performed between 80 and 89 percent of the state average.</p>
<p>★ = Poor</p>	<p>HMO performed in the lowest 1/3 of all Medicaid plans in the nation. Or, if national data were not available, the HMO performed at or below 79 percent of the state average.</p>

BadgerCare Plus HMO Ratings

BadgerCare Plus HMO	Staying Healthy	Living with Illness	Mental Health	Pregnancy and Birth	Emergency Department	Dental Care ²	Overall (out of 5)
Anthem Blue Cross Blue Shield	★★★★★	★★★★	★★★★★	★★★★	★★	★★	3.3
Children's Community Health Plan	★★★★★	★★	★★★★★	★★	★★	★★★★★	3.2
Dean Health Plan	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	N/A	4.1
Group Health Cooperative – Eau Claire	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	N/A	4.3
Group Health Cooperative – South Central	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	N/A	3.9
Independent Care Health Plan (iCare)	★★★★★	★★	★★★★★	★★	★	★	2.6
MercyCare Insurance Company	★★★★	★★★★★	★★★★★	★★★★★	★	N/A	3.7
MHS Health Wisconsin	★★★★	★★	★★★★★	★	★★	★★	2.4
Molina Healthcare	★★★★	★★★★	★★★★	★	★	★★★★	2.5
Network Health Plan	★★★★	★★★★	★★★★★	★★	★★★★	★	2.6
Quartz ¹	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	N/A	4.6
Security Health Plan	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	N/A	4.1
Trilogy Health Insurance	★★	★	★★★★	★	★	★	1.5
UnitedHealthcare Community Plan	★★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★	4.4
All Wisconsin BC+ HMOs ³	★★★★★	★★★★	★★★★★	★★★★	★★★	★★★★	3.3

¹Quartz results reflect combined performance of Gundersen, PhysiciansPlus and Unity Health Plans, which merged in 2018.

²Only for HMOs providing dental care in south-eastern Wisconsin.

³Wisconsin statewide average compared to applicable national benchmarks.

BadgerCare Plus HMO Service Areas

The following chart indicates the counties that the Wisconsin BadgerCare Plus HMOs serve. The key to the chart is at the bottom of the page.

	Adams	Ashland	Barron	Bayfield	Brown	Buffalo	Burnett	Calumet	Chippewa	Clark	Columbia	Crawford	Dane	Dodge	Door	Douglas	Dunn	Eau Claire	Florence	Fond du Lac	Forest	Grant	Green	Green Lake	Iowa	Iron	Jackson	Jefferson	Juneau	Kenosha	Kewaunee	La Crosse	Lafayette	Langlade	Lincoln	Manitowoc		
Anthem BlueCross and BlueShield	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Children’s Community Health Plan					✓			✓							✓						✓			✓				✓		✓					✓	✓		
Dean Health Plan											✓		✓	✓												✓			✓									
Group Health Cooperative of Eau Claire	✓	✓	✓	✓		✓	✓		✓	✓	✓	✓				✓	✓	✓			✓	✓	✓		✓	✓	✓			✓	✓	✓	✓	✓	✓	✓		
Group Health Cooperative of South Central Wisconsin													✓																									
iCare	✓				✓			✓			✓	✓			✓						✓		✓	✓	✓	✓		✓		✓	✓	✓	✓	✓			✓	
MHS Health Wisconsin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
MercyCare Insurance Company																																						
Molina Healthcare					✓			✓						✓	✓					✓	✓			✓				✓		✓	✓					✓	✓	
Network Health Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Security Health Plan	✓	✓	✓	✓		✓	✓		✓	✓		✓		✓		✓	✓	✓			✓			✓		✓			✓			✓		✓	✓	✓		
Quartz						✓					✓	✓	✓	✓						✓		✓	✓					✓	✓	✓		✓						
Trilogy Health Plan					✓			✓						✓					✓		✓			✓						✓	✓						✓	
UnitedHealthcare Community Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

	Marathon	Marinette	Marquette	Menominee	Milwaukee	Monroe	Oconto	Oneida	Outagamie	Ozaukee	Pepin	Pierce	Polk	Portage	Price	Racine	Richland	Rock	Rusk	St. Croix	Sauk	Sawyer	Shawano	Sheboygan	Taylor	Trempealeau	Vernon	Vilas	Walworth	Washburn	Washington	Waukesha	Waupaca	Waushara	Winnebago	Wood		
Anthem BlueCross and BlueShield	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Children’s Community Health Plan		✓			✓		✓	✓	✓							✓		✓					✓	✓				✓		✓	✓	✓	✓	✓	✓	✓		
Dean Health Plan																		✓				✓																
Group Health Cooperative of Eau Claire	✓					✓		✓			✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓							✓	
Group Health Cooperative of South Central Wisconsin																																						
iCare		✓			✓	✓	✓		✓	✓						✓	✓					✓	✓	✓		✓	✓		✓		✓	✓	✓	✓	✓	✓		
MHS Health Wisconsin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
MercyCare Insurance Company																		✓											✓									
Molina Healthcare	✓	✓	✓		✓		✓	✓	✓	✓				✓		✓							✓	✓				✓	✓		✓	✓	✓	✓	✓	✓	✓	
Network Health Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Quartz						✓												✓				✓				✓	✓											
Security Health Plan	✓		✓		✓		✓	✓		✓	✓	✓	✓	✓	✓				✓			✓	✓	✓	✓	✓	✓	✓		✓				✓	✓	✓	✓	
Trilogy Health Plan		✓	✓		✓		✓	✓	✓					✓		✓							✓	✓				✓	✓		✓	✓	✓	✓	✓	✓	✓	
UnitedHealthcare Community Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

✓ = HMO serves entire county

