

Wisconsin BadgerCare Plus HMO Choice Booklet



BADGERCARE+

Standard Plan
1-800-291-2002

Department of Health Services
Division of Medicaid Services

[English]

For help to translate or understand this document, please call 1-800-291-2002.

[Spanish]

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.

[Russian]

Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.

[Hmong]

Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-291-2002.

[Hearing Impaired]

For help to understand this document, please call TDD/TTY 1-800-291-2002.

Most families 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 **1-800-291-2002** 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. 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.

Thank you for choosing your Wisconsin BadgerCare Plus HMO!



Who to Call

To enroll in an HMO or to have your enrollment questions answered, call the **HMO enrollment specialist at 1-800-291-2002** 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 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.

 <p>Anthem BlueCross BlueShield</p>	<p><i>Anthem BlueCross BlueShield</i> 1-855-690-7800 1-800-855-2880</p>
 <p>Children's Community Health Plan™ <small>A member of Children's Hospital and Health System.</small></p>	<p><i>Children's Community Health Plan</i> 1-800-482-8010 1-877-733-6456 TDD</p>
 <p>Dean Health Plan. A member of SSM Health</p>	<p><i>Dean Health Plan</i> 1-800-279-1301 1-877-733-6456 TDD</p>
 <p>group health Cooperative of eau claire</p>	<p><i>Group Health Cooperative of Eau Claire</i> 1-888-203-7770 or 715-552-4300 1-800-947-3529 TDD</p>
 <p>Group Health Cooperative HMO</p>	<p><i>Group Health Cooperative of Wisconsin – South Central</i> 608-828-4853 608-828-4815 TDD</p>

 <p>iCare INDEPENDENT CARE HEALTH PLAN</p>	<p><i>Independent Care Health Plan</i> 1-800-777-4376 1-800-947-3529 TDD</p>
 <p>mhs health wisconsin™</p>	<p><i>MHS Health Wisconsin</i> 1-888-713-6180 1-800-446-6136</p>
 <p>MERCY CARE INSURANCE COMPANY P.O. BOX 2770, JANESVILLE, WI 53547-2770</p>	<p><i>MercyCare Insurance Company</i> 1-800-895-2421 1-800-947-3529 TDD</p>
 <p>MOLINA® HEALTHCARE</p>	<p><i>Molina Healthcare</i> 1-888-999-2404 414-847-1789 TDD</p>
 <p>network health</p>	<p><i>Network Health Plan</i> 1-888-713-6180 1-800-446-6136</p>
 <p>Physicians Plus INSURANCE CORPORATION</p>	<p><i>Physicians Plus Insurance Corporation</i> 1-800-545-5015 or 608-282-8900 608-260-7998 TDD</p>
 <p>Security Health Plan</p>	<p><i>Security Health Plan</i> 1-800-791-3044 1-877-727-2232 TDD</p>

	<p><i>Trilogy Health Insurance</i> 414-755-3619 or 1-855-530-6790 414-755-3615 TDD</p>
	<p><i>UnitedHealthcare Community Plan</i> 1-800-504-9660 1-800-947-6644 TDD</p>
	<p><i>Quartz</i> 1-800-362-3310 608-643-1421 TDD</p>



Report Card Overview

This report card provides an evaluation of the quality of health care that Wisconsin Medicaid members received from BadgerCare Plus HMOs in calendar year 2015. It includes health care quality ratings for **five major areas of care**:

1. **Staying Healthy:** reflects immunization for children and breast cancer screening for women.
2. **Living with Illness:** reflects testing diabetic patients for their cholesterol and hemoglobin A1c.
3. **Mental Health Care:** reflects care for depression and alcohol and other drug dependence, tobacco counseling, and follow-up care after discharge from the hospital for mental health.
4. **Pregnancy- and Birth-Related Care:** reflects timely care provided to women before and after birth.
5. **Emergency Department Visits:** reflects visits members made to the emergency room (*fewer visits are better*).

The report card has a separate section for quality ratings for **dental care** provided by HMOs in southeastern Wisconsin; dental care is available through fee-for-service in the rest of the state.

The report card also provides an **Overall Quality score** out of a maximum five points (more points for better performance) for each HMO, which is the average rating for all five 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 statewide averages for major area 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 three-fourths) 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 two-thirds) 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.
★★☆☆☆ = Fair	HMO was below the national average; it performed better than 33 percent (or one-third) 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.
★☆☆☆☆ = Poor	HMO performed in the lowest one-third 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.



BadgerCare Plus HMO Ratings

BadgerCare Plus HMO	Staying Healthy	Living with Illness	Mental Health	Pregnancy and Birth	Emergency Department	Overall (out of 5)
Anthem BlueCross BlueShield	★★★★	★★★★	★★★★	★★★★	★★	3.0
Children’s Community Health Plan	★★★★★	★★	★★★★	★	★★★★	2.9
Dean Health Plan	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	4.5
Group Health Cooperative – Eau Claire	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	4.1
Group Health Cooperative – South Central	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	4.0
Independent Care Health Plan (iCare)	★★★★★	★★★★	★★★★	★★	★	2.9
MercyCare Insurance Company	★★★★★	★★★★★	★★★★	★★★★★	★★	3.9
MHS Health Wisconsin	★★★★★	★★★★★	★★★★	★★★★★	★★	3.6
Molina Healthcare	★★★★	★★★★	★★	★	★★	2.2
Network Health Plan	★★★★	★★★★	★★★★★	★★★★★	★★★★	3.6
Physicians Plus Insurance	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	4.4
Security Health Plan	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	4.6
Trilogy Health Insurance	Insufficient data	★	★★	★	★	1.5
UnitedHealthcare Community Plan	★★★★★	★★★★★	★★★★★	★★★★★	★★★	4.6
Quartz	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	4.4
All Wisconsin Medicaid HMOs¹	★★★★★	★★★★★	★★★★★	★★★★★	★★★	3.8

¹Wisconsin statewide average compared to national benchmark



BadgerCare Plus HMO Ratings – Dental Care

Ratings are for HMOs providing dental care in southeastern Wisconsin.

BadgerCare Plus HMO	Dental Care
Anthem Blue Cross Blue Shield	★★
Children’s Community Health Plan	★★★★★
Independent Care Health Plan (iCare)	★★
MHS Health Wisconsin	★★
Molina Healthcare	★★
Network Health Plan	★★
Trilogy Health Insurance	★
UnitedHealthcare Community Plan	★★
All Wisconsin Medicaid HMOs¹	★★

¹Wisconsin average compared to national benchmark for dental care for children

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	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A		
Children's Community Health Plan					A			A							A					A				A			A		A	A							A		
Dean Health Plan											A		A	A											A			A											
Group Health Cooperative of Eau Claire	A	A	A	A		A	A		A	A	A	A				A	A	A				A	A	A		A	A				A	A	A	A	A				
Group Health Cooperative of South Central Wisconsin													A																										
iCare	A				A			A				A			A					A			A	A				A		A	A	A	A					A	
MHS Health Wisconsin	A	A	A	A	A	A	A	A	A	A		A	A	A	A	A		A		A	A	A	A	A	A	A	A	A	A	A	A	A	A			A	A	A	
MercyCare Insurance Company																																							
Molina Healthcare					A			A						A	A				A	A	A				A				A		A	A				A	A	A	
Network Health Plan	A	A	A	A	A	A	A	A	A	A		A	A	A	A	A		A		A	A	A	A	A	A	A	A	A	A	A	A	A	A			A	A	A	
Physicians Plus Insurance											A		A	A										A					A										
Security Health Plan	A	A	A	A		A	A		A	A						A	A	A						A		A		A				A			A		A		
Trilogy Health Plan					A			A						A						A		A			A						A	A						A	
UnitedHealthcare Community Plan	A	A	A	A	A		A	A	A	A	A	A	A	A	A	A		A	A	A	A	A	A	A				A	A	A	A	A	A	A	A	A	A	A	
Quartz						A					A	A	A	A							A		A	A				A	A	A			A						

A = HMO serves entire county

P = HMO serves only part of county

	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	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	
Children's Community Health Plan					A				A	A						A		A						A					A		A	A	A	A	A	A		
Dean Health Plan																		A				A																
Group Health Cooperative of Eau Claire	A					A		A			A	A	A	A	A		A		A	A			A	A		A	A	A		A							A	
Group Health Cooperative of South Central Wisconsin																																						
iCare	A	A			A	A	A		A	A						A						A		A	A		A	A		A		A	A	A	A		A	
MHS Health Wisconsin	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A		A	A			A	A	A	A	A	A	A	A	A	A		A	A	A	A	A	A
MercyCare Insurance Company																		A												A								
Molina Healthcare	A	A	A		A		A	A	A	A				A		A								A	A	A			A	A		A	A	A	A	A	A	A
Network Health Plan	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A		A	A			A	A	A	A	A	A	A	A	A	A		A	A	A	A	A	A
Physicians Plus Insurance																							A															
Security Health Plan	A		A			A		A	A		A	A		A	A				A				A	A		A			A		A			A	A		A	
Trilogy Health Plan	A	A			A		A	A	A	A				A		A								A	A				A	A		A	A	A	A	A	A	
UnitedHealthcare Community Plan	A	A	A	A	A	A	A	A	A	A		A	A	A	A	A	A			A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A
Quartz						A												A								A	A											

A = HMO serves entire county

P = HMO serves only part of county

