

Wisconsin

Medicaid SSI HMO

Choice Booklet



HMO Enrollment Specialist
1-800-291-2002

Department of Health Services
Division of Medicaid Services

If you have a legal guardian, please pass this information package along to that person, or call them to let them know that important information has arrived.

[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.

This booklet is to help you choose a Medicaid Supplemental Security Income (SSI) health maintenance organization (HMO).

Choosing Your Medicaid SSI HMO

It is time for you to make a choice about how you will get your Medicaid SSI health care. You may be able to receive your health care through a Wisconsin Medicaid SSI HMO. The following information will help you make an important choice.

Many people who receive Medicaid SSI or SSI-related Medicaid because of a disability determined by the Disability Determination Bureau must try Medicaid SSI HMO enrollment. If you must try SSI HMO enrollment, you can choose the HMO you will join.

You can choose not to enroll in a Medicaid SSI HMO if you:

- Receive both Medicaid and Medicare.
- Are in the Medicaid Purchase Plan (MAPP).
- Have only one SSI HMO available in the area where you live.
- Are Native American and a member of a federally recognized tribe.

You are not eligible to enroll in an SSI HMO if:

- You are participating in a home and community-based waivers program, for example, Community Integration Program (CIP), Community Options Program (COP), Family Care, Family Care Partnership, or IRIS (Include, Respect, I Self-Direct).
- You live in a nursing home or medical facility.

You may be exempt from being in an SSI HMO if:

- You need to complete a course of treatment before you are enrolled in an SSI HMO. These exemptions are granted for a short period of time.
- You have commercial insurance that does not take part in Medicaid SSI or that limits you to a restricted provider network.

If you think you are exempt from being in an SSI HMO, call the **HMO enrollment specialist** at 1-800-291-2002 for more information.

If two or more SSI HMOs serve the area where you live, you may choose an SSI HMO. If you are unhappy with your first choice, you can select a different SSI HMO. You have 90 days from your first SSI HMO enrollment to change your HMO.

If only one SSI HMO serves the area where you live, you may ask to go back to fee-for-service Medicaid anytime during the first 90 days of your SSI HMO enrollment. Fee-for-service Medicaid is also known as non-HMO Medicaid, Title 19, medical assistance, or card services.

After the first 90 days of SSI HMO enrollment, you will be unable to change HMOs for nine additional months.

The **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 Medicaid SSI HMO enrollment. The HMO enrollment specialist provides language translations for those who need it.

Continuing Your Care

SSI HMOs must continue a new member's current care. This means that after enrolling in your SSI HMO, you may continue to see your current provider who is not in your SSI HMO network for up to 90 days. You may ask your SSI HMO to invite your provider to join the SSI HMO network.

The HMO enrollment specialist can:

- Tell you if you must choose an SSI HMO now.
- Find out which Medicaid SSI HMO(s) your doctor or clinic belongs to.
- Help you select a Medicaid SSI HMO over the telephone or help you fill out an enrollment choice form that you can mail.
- Answer your questions about how the Medicaid SSI HMO works.

Please call the **HMO enrollment specialist** at **1-800-291-2002** with your choice, or return the enclosed enrollment choice form as soon as possible. If we do not hear from you, an HMO may be chosen for you. Thank you for making this important choice about your Medicaid health care!



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><i>Anthem BlueCross BlueShield</i> 1-855-690-7800 1-800-855-2880</p>
	<p><i>Care Wisconsin Health Plan</i> 1-855-463-0026</p>
	<p><i>Group Health Cooperative of Eau Claire</i> 1-888-203-7770 1-800-947-3529 TDD</p>
	<p><i>Independent Care Health Plan</i> 1-800-777-4376 1-800-947-3529 TDD</p>



MHS Health Wisconsin
1-888-713-6180
1-800-446-6136 TDD



Molina Healthcare
1-888-999-2404
414-847-1789 TDD



Network Health Plan
1-888-713-6180
1-800-446-6136 TDD



UnitedHealthcare Community Plan
1-800-504-9660
1-800-947-6644 TDD



Report Card Overview






This report card provides an evaluation of the quality of health care that Wisconsin Medicaid members received from Medicaid SSI HMOs in calendar year 2015. It includes health care quality ratings for **four 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. **Emergency Department Visits:** reflects visits members made to the emergency room (*fewer visits are better*).

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 four 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 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 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.



Medicaid SSI HMO Ratings

No national comparisons are available for Medicaid SSI HMOs; HMOs earned stars based on their performance compared to Wisconsin statewide averages.

Medicaid SSI HMO	Staying Healthy	Living with Illness	Mental Health	Emergency Department	Overall (out of 5)
Anthem	Began serving Medicaid SSI members in 2015; insufficient data for 2015.				
Care Wisconsin	Insufficient data	★★★★	★★★★	★★★★	2.8
Group Health Cooperative – Eau Claire	★★★★★	★★★★★	★★★★	★★★★★★	3.4
Independent Care Health Plan (iCare)	★★★★	★★★★	★★★★★	★★★★	3.3
MHS Health Wisconsin	★★★★	★★★★	★★	★★★★★	2.8
Molina Healthcare	★★★★★	★★★★	★★	★★★★	2.6
Network Health Plan	★★	★★★★★	★★★★	★★★★★	3.2
UnitedHealthcare Community Plan	★★★★★	★★★★★	★★★★★★	★★★★	4.0

Medicaid SSI HMO Service Area

The following chart indicates the counties that the Wisconsin Medicaid SSI 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	
Care Wisconsin	A				A			A		A	A	A	A	A	A					A		A	A	A	A		A	A	A		A	A	A			A		
Group Health Cooperative – 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			
iCare	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		A	A	A
Molina Healthcare					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		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 = 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	
Care Wisconsin			A			A			A	A							A	A			A			A		A		A			A	A	A	A	A			
Group Health Cooperative – Eau Claire	A					A		A			A	A	A	A	A		A		A	A		A	A		A	A	A			A							A	
iCare	A	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	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	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	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	A

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