

Program Transparency and Accountability

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Transparency and Accountability Tools

- Council and Committees
- Long Term Care Scorecards and Reports
- HMO Scorecard and Reports
- Mandates
- Other Surveys and Reports
- Discussion

Councils and Committees

- Medicaid Advisory Committee
- Governor's Health Equity Council
- IRIS Advisory Committee
- Long Term Care Council
- Birth to 3 Interagency Coordinating Council
- Autism Council
- Council for Children with Long Term Support Needs
- SeniorCare Advisory Committee
- Governor's Taskforce on Caregiving
- Non-Emergency Transportation Advisory Committee

Full DHS List at:

<https://www.dhs.wisconsin.gov/aboutdhs/councils.htm>

Long Term Care Scorecards

- Family Care Managed Care Organization (MCO) [Scorecard](#)
- IRIS Consultant Agency [Scorecard](#)
- IRIS Fiscal Employer Agency [Scorecard](#)

DEPARTMENT OF HEALTH SERVICES Division of Medicaid Services P-02553 (04/2022)		2022 Family Care Managed Care Organization (MCO) Scorecard				STATE OF WISCONSIN
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.	Inclusa, Inc.	Lakeland Care, Inc.	My Choice Wisconsin		
Member Survey						
Overall Satisfaction	★★★★	★★★★	★★★★	★★★★		
Care Team Responsiveness	★★★★	★★★★	★★★★	★★★★		
Care Team Quality of Communication	★★★★	★★★★	★★★★	★★★★		
Quality and Compliance*						
Overall Quality Standards	★★★★	★★★★	★★★★	★★★★		
Member-Centered Care Delivery	★★★★	★★★★	★★★★	★★★★		
Provider Choice and Timely Services	★★★★	★★★★	★★★★	★★★★		
Grievance System	★★★★	★★★★	★★★★	★★★★		
Care Team Characteristics						
Care Manager Turnover	★★★★	★★★★	★★★★	★★★		
Nurse Turnover	★★★★	★★★★	★★★★	★★★		
Care Manager to Member Ratio	1:43	1:35	1:39	1:39		
Nurse to Member Ratio	1:85	1:66	1:61	1:72		
Tribal Care Management Option	No	No	Oneida Nation - Outagamie and Brown Counties Menominee Indian Tribe of Wisconsin - Menominee and Shawano Counties	No		
Additional Information						
Website	www.communitycareinc.org	www.inclusa.org	www.lakelandcareinc.com	https://mychoicewi.org/		
Email	info@communitycareinc.org	info@inclusa.org	info@lakelandcareinc.com	info@mychoicewi.org		
Main MCO Office	205 Bishops Way Brookfield, WI 53005	3349 Church Street Stevens Point, WI 54481	N6654 Rolling Meadows Drive Fond du Lac, WI 54937	10201 West Innovation Drive, Suite 100 Wauwatosa, WI 53226		
Phone Number	414-231-4000	877-622-6700	920-906-5100	414-287-7600		
Provider Directory	www.communitycareinc.org/members-families/provider-directories	https://providerdirectory.inclusa.org/	www.lakelandcareinc.com/providers	https://www.providerlookuponline.com/mychoicewi/po/Search.aspx		
Type of Agency	Not for profit	Not for profit	Not for profit	Not for profit		
Number of Counties the MCO Serves	15	68	22	39		

* Due to changes to the Quality and Compliance Section data source, the Member-Centered Care Delivery measure is based on 2020-2021 data, while the Provider Choice and Timely Services and Grievance System measures are based on 2019-2020 data. Due to a company merger, My Choice Wisconsin (MCW) was not reviewed in 2020. Therefore, some of MCW's reported scorecard data comes from the 2018-2019 Quality and Compliance Review.

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

Long Term Care Reports

- Family Care annual technical report from external quality review organization
- Capitation reports
- Enrollment reports by MCO and county
- National Core Indicators
- Independent Reports and Rankings (RISP, AARP,
- CMS Reports

HMO Scorecards

- [HMO Report Card](#) (BadgerCare Plus, SSI Managed Care)



Wisconsin Department of Health Services
2019 HMO Report Card

BadgerCare Plus HMO Ratings

BadgerCare Plus HMO	Staying Healthy	Living with Illness	Mental Health	Pregnancy & Birth	Emergency Department	Overall (out of 5)
Anthem Blue Cross Blue Shield	★★★★	★★★	★★★★	★	★★	2.8
Children's Community Health Plan	★★★★	★★★	★★★★★	★★★★	★★	3.8
Dean Health Plan	★★★	★★★★	★★★★	★★★★★	★★★★★	3.8
GHC - Eau Claire	★★★★	★★★	★★★★★	★★	★★★★	3.5
GHC - South Central	★★★★★	★★★	★★★★★	★★★★	★★★★★	4.2
Independent Care Health Plan	★★★★	★★★	★★★★	★★★★	★	3.3
MercyCare Insurance Company	★★★	★★★★	★★★	★★★★★	★★	3.4
MHS Health Wisconsin	★★★	★★	★★★★★	★	★	2.8
Molina Healthcare	★★	★★★	★★★	★★★	★	2.7
My Choice Wisconsin Health Plan ²	★★	★	★★	★	★	1.5
Network Health Plan	★★★	★★★	★★★★★	★★	★★	3.1
Quartz	★★★★	★★★★★	★★★★	★★★★★	★★★★★	4.5
Security Health Plan	★★★★	★★★★★	★★★★	★★★★★	★★★★★	4.3
United Health Care Community Plan	★★★★	★★★★★	★★★★★	★★★★	★★★	4.3
All Wisconsin BC+ HMOs¹	★★★★	★★★	★★★★	★★★	★★★	3.6

¹=Wisconsin state-wide average compared to applicable national benchmark.

²=MyChoice Wisconsin Health Plan for BadgerCare Plus was previously named Trilogy Health Insurance.

HMO Reports

- HMO [Technical Report](#)
- HMO [Capitation Reports](#)
- HMO [Enrollment Reports](#)

Legislative Mandates

Report on Rehabilitation Requests	Public Health Emergencies
Diabetes Action Plan	Health Disparities Reduction Report - Minority Health Program (DPH)
Wisconsin Hospital Assessment (DMS)	Newborn Hearing Screening (DPH)
Mental Health Services by County	Orders for Protectively Placed Individuals
Dental Reimbursement Pilot Project (DMS)	Cost to Certain Prevailing Parties
Impact of CIP 1A on State Employees	Environmental Impact Report
Wisconsin Hospital Association Information Center (WHAIC) Reports (DPH)	Suicide Prevention Activities
Report of the Council on birth defect prevention and surveillance	Suicide Prevention Activities (Hopeline)
Tobacco Use Cessation (Data is from previous year)	NH-ICF Relocations Report
Birth-3 Report	Gifts, Grants, Bequests or Devises
Opioid Treatment Programs	Annual Report on Alcohol and Other Drug Abuse
Class A Violations for Nursing Homes and FDDS	Data Processing Projects
Annual Report on WHIO	Report by Board on Hunger
Statewide Immunization Program	State Emergency Medical Services Plan

Other Surveys and Reports

- National Core Indicators
- Consumer Assessment of Healthcare and Provider Systems
- CMS Adult and Child Health Care Quality Measures (Core Set Measures)
- AARP LTC Scorecard

Discussion

- How might the Division of Medicaid Services utilize **this lever** to address Social Determinants of Health/Drivers of Health?
- What measures indicate that the Medicaid program is achieving the objective?