

2021 Family Care Managed Care Organization (MCO) Scorecard for Dane County

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.	My Choice Wisconsin
Hover over the stars for more detail.			
Survey	Overall Satisfaction	★★★★★	★★★★★
	Care Team Responsiveness	★★★★★	★★★★★
	Care Team Quality of Communication	★★★★★	★★★★★
Quality and Compliance	Overall Quality Standards	★★★★★★	★★★★★★
	Rights and Protections	★★★★★★	★★★★★★
	Provider Choice and Timely Services	★★★★★★	★★★★★
	Grievance System	★★★★★★	★★★★★★
Care Team Characteristics	Care Manager Turnover	★★★★★	★★★★
	Nurse Turnover	★★★★★	★★★★
	Care Manager to Member Ratio	1:42	1:40
	Nurse to Member Ratio	1:84	1:75

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

Contact Information

	Community Care, Inc.	My Choice Wisconsin
Email	info@communitycareinc.org	info@mychoicewisconsin.org
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Phone Number	608-716-2950	608-240-0020

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2021 Family Care Managed Care Organization (MCO) Scorecard for Dane County Additional Information

	Community Care, Inc.	My Choice Wisconsin
Website	www.communitycareinc.org	https://mychoicewi.org/
Number of Counties the MCO Serves	15	39
Type of Agency	Not for profit	Not for profit
Provider Directory	www.communitycareinc.org/members-families/provider-directories	https://www.providerlookuponline.com/mychoicewi/po/Search.aspx
Tribal Care Management Option	No	No