

2021 Family Care Partnership 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.

		My Choice Wisconsin Health Plan, Inc.	iCare
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	1:52	1:37
	Nurse to Member Ratio	1:51	1:62

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

Contact Information

	My Choice Wisconsin Health Plan, Inc.	iCare
Email	info@mychoicewisconsin.org	info@icarehealthplan.org
Main MCO Office (*Appointment-only)	1617 Sherman Ave. Madison, WI 53704	7968 Tree Ln. Madison, WI 53717*
Phone Number	608-240-0020	800-777-4376

[GO BACK](#)

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

	My Choice Wisconsin Health Plan, Inc.	iCare
Website	https://mychoicewi.org/	www.icarehealthplan.org
Number of Counties the MCO Serves	8	5
Type of Agency	Not for profit	For profit
Provider Directory	https://www.providerlookuponline.com/mychoicewi/po/Search.aspx	www.icarehealthplan.org/FindProvider