



## 2022 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
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	1:50	1:40
	Nurse to Member Ratio	1:50	1:59

### 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

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



## 2022 Family Care Partnership Managed Care Organization (MCO) Scorecard for Dane County Additional Information

	My Choice Wisconsin Health Plan, Inc.	iCare
Website	<a href="https://mychoicewi.org/">https://mychoicewi.org/</a>	<a href="http://www.icarehealthplan.org">www.icarehealthplan.org</a>
Provider Directory	<a href="https://www.providerlookuponline.com/mychoicewi/po/Search.aspx">https://www.providerlookuponline.com/mychoicewi/po/Search.aspx</a>	<a href="http://www.icarehealthplan.org/FindProvider">www.icarehealthplan.org/FindProvider</a>
Type of Agency	Not for profit	For profit
Number of Counties the MCO Serves	8	5
Drug Formulary	<a href="https://mychoicewi.org/partnership/pharmacy-drug-coverage-info/">https://mychoicewi.org/partnership/pharmacy-drug-coverage-info/</a>	<a href="https://www.icarehealthplan.org/Members/Plans-Benefits/Medicare-Plans/Prescription-Drugs.htm">https://www.icarehealthplan.org/Members/Plans-Benefits/Medicare-Plans/Prescription-Drugs.htm</a>