

**2023 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
Survey	Overall Satisfaction	★★★★★	★★★
	Care Team Responsiveness	★★★★★	★★★
	Care Team Quality of Communication	★★★★★	★★★★★
Quality and Compliance	Overall Quality Standards	★★★★★	★★★★★
	Member-Centered Care Delivery	★★★★★	★★★★★
	Quality Management	★★★★★	★★★★★
	Grievance System	★★★★★	★★★★★
Care Team Characteristics	Care Manager Turnover	★★★★★	★★★
	Nurse Turnover	★★★★★	★★★
	Care Manager to Member Ratio	1:44	1:39
	Nurse to Member Ratio	1:86	1:78

Contact Information

	Community Care, Inc.	My Choice Wisconsin
Main MCO Office (*Appointment-only)	5310 Wall St. Suite 100 Madison, WI 53718*	1617 Sherman Ave. Madison, WI 53704-5930
Phone Number	608-716-2950	800-963-0035
Email	info@communitycareinc.org	info@mychoicewisconsin.org

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor



2023 Family Care Managed Care Organization (MCO) Scorecard for Dane County Additional Information

	Community Care, Inc.	My Choice Wisconsin
Tribal Care Management Option	No	No
Website	www.communitycareinc.org	https://mychoicewi.org/
Provider Directory	www.communitycareinc.org/members-families/provider-directories	https://www.providerlookuponline.com/mychoicewi/po/Search.aspx
Type of Agency	Not for profit	Not for profit
Number of Counties the MCO Serves	15	50