

**2023 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	iCare
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	1:50	1:40
	Nurse to Member Ratio	1:50	1:62

Contact Information

	My Choice Wisconsin	iCare
Main MCO Office (*Appointment-only)	1617 Sherman Ave. Madison, WI 53704	7968 Tree Ln. Madison, WI 53717*
Phone Number	800-963-0035	800-777-4376
Email	info@mychoicewisconsin.org	info@icarehealthplan.org

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor



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

	My Choice Wisconsin	iCare
Website	https://mychoicewi.org/	www.icarehealthplan.org
Provider Directory	https://www.providerlookuponline.com/mychoicewi/po/Search.aspx	www.icarehealthplan.org/FindProvider
Type of Agency	Not for profit	For profit
Number of Counties the MCO Serves	9	5
Drug Formulary	https://mychoicewi.org/partnership/pharmacy-drug-coverage-info/	https://www.icarehealthplan.org/Members/Plans-Benefits/Medicare-Plans/Prescription-Drugs.htm