

**2024 Family Care Managed Care Organization (MCO) Scorecard for Winnebago 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.	Inclusa, Inc.	Lakeland Care, Inc.
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 Team Characteristics	Care Manager to Member Ratio	1:42	1:35	1:36
	Nurse to Member Ratio	1:83	1:65	1:55
	Community Care, Inc.	Inclusa, Inc.	Lakeland Care, Inc.	
Main MCO Office (*Appointment-only)	36 Broad St. Suite 205 Oshkosh, WI 54901*	1486 Kenwood Dr. Suite 102 Menasha, WI 54952*	520 N. Koeller St. Oshkosh, WI 54902*	
Phone Number	920-441-5000	877-622-6700	920-456-3200	
Email	info@communitycareinc.org	info@inclusa.org	info@lakelandcareinc.com	

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor



2024 Family Care Managed Care Organization (MCO) Scorecard for Winnebago County Additional Information

	Community Care, Inc.	Inclusa, Inc.	Lakeland Care, Inc.
Tribal Care Management Option	No	No	Oneida Nation (Outagamie and Brown Counties) and Menominee Indian Tribe of Wisconsin (Menominee and Shawano Counties)
Website	www.communitycareinc.org	www.inclusa.org	www.lakelandcareinc.com
Provider Directory	www.communitycareinc.org/members-families/provider-directories	https://providerdirectory.inclusa.org/	www.lakelandcareinc.com/providers
Type of Agency	Not for profit	Not for profit	Not for profit
Number of Counties the MCO Serves	15	68	22