

**2023 Family Care Partnership 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.

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	1:50
	Nurse to Member Ratio	1:50

Contact Information

My Choice Wisconsin

Main MCO Office
(*Appointment-only) 2364 W. Washington St.
West Bend, WI 53095*

Phone Number 800-963-0035

Email info@mychoicewisconsin.org

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor



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

	My Choice Wisconsin
Website	https://mychoice.wi.org/
Provider Directory	https://www.providerlookuponline.com/mychoicewi/po/Search.aspx
Type of Agency	Not for profit
Number of Counties the MCO Serves	12
Drug Formulary	https://mychoicewi.org/partnership/pharmacy-drug-coverage-info/