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.

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

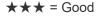
Main MCO Office 2364 W. Washington St. (*Appointment-only) West Bend, WI 53095*

Phone Number 800-963-0035

Email info@mychoicewisconsin.org











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/