

Wisconsin BadgerCare Plus HMO Choice Booklet



BADGERCARE+

Standard Plan
800-291-2002

Department of Health Services
Division of Medicaid Services

[English]

For help to translate or understand this document, please call 800-291-2002.

[Spanish]

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 800-291-2002.

[Russian]

Если вам не всё понятно в этом документе, позвоните по телефону 800-291-2002.

[Hmong]

Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 800-291-2002.

[Hearing Impaired]

For help to understand this document, please call TDD/TTY 800-291-2002.

Most families participating in the Wisconsin BadgerCare Plus program receive their health care through HMOs (health maintenance organizations). This guide will help you choose an HMO for your family. You must choose the same HMO for all eligible family members.

Not all HMOs in this guide are available to you. You may choose from the list on your HMO Enrollment Choice form. HMOs marked “full” do not have room for new members.

The Wisconsin BadgerCare Plus HMO enrollment specialist is available toll free at **800-291-2002** from 7 a.m. to 6 p.m., Monday through Friday, to answer your questions about HMO enrollment. The enrollment specialist provides language translations for those who need it.

The enrollment specialist can tell you if your doctor accepts any of the BadgerCare Plus HMOs. The enrollment specialist can also enroll you into the HMO of your choice right over the telephone, or they can help you complete the form.

Thank you for choosing your Wisconsin BadgerCare Plus HMO!

Who to Call

To enroll in an HMO or to have your enrollment questions answered, call the **HMO enrollment specialist at 800-291-2002** from 7 a.m. to 6 p.m., Monday through Friday.

Specific Questions About Health Care Services

If you have questions about the health care services an HMO provides or other general questions about an HMO, call the HMO's member services. See the HMO Service Area section for information on the counties these HMOs serve.

| | |
|--|--|
|  <p>Anthem BlueCross BlueShield</p> | <p>Anthem BlueCross BlueShield 855-690-7800 800-855-2880</p> |
|  <p>Children's Community Health Plan™ <small>A member of Children's Hospital and Health System.</small></p> | <p>Children's Community Health Plan 800-482-8010 877-733-6456 TDD</p> |
|  <p>DeanHealthPlan. A member of SSM Health</p> | <p>Dean Health Plan 800-279-1301 877-733-6456 TDD</p> |
|  <p>group health Cooperative of eau claire</p> | <p>Group Health Cooperative of Eau Claire 888-203-7770 or 715-552-4300 800-947-3529 TDD</p> |
|  <p>Group Health Cooperative HMO</p> | <p>Group Health Cooperative of Wisconsin – South Central 608-828-4853 608-828-4815 TDD</p> |

| | |
|---|--|
|  <p>iCare INDEPENDENT CARE HEALTH PLAN</p> | <p>Independent Care Health Plan 800-777-4376 800-947-3529 TDD</p> |
|  <p>mhs health wisconsin</p> | <p>MHS Health Wisconsin 888-713-6180 800-446-6136</p> |
|  <p>MERCY CARE INSURANCE COMPANY P.O. BOX 2770, JANESVILLE, WI 53547-2770</p> | <p>MercyCare Insurance Company 800-895-2421 800-947-3529 TDD</p> |
|  <p>MOLINA HEALTHCARE</p> | <p>Molina Healthcare 888-999-2404 414-847-1789 TDD</p> |
|  <p>network health</p> | <p>Network Health Plan 888-713-6180 800-446-6136</p> |
|  <p>Security Health Plan</p> | <p>Security Health Plan 800-791-3044 877-727-2232 TDD</p> |
|  <p>Trilogy Health Insurance</p> | <p>Trilogy Health Insurance 414-755-3619 or 855-530-6790 414-755-3615 TDD</p> |



UnitedHealthcare Community Plan

800-504-9660
800-947-6644 TDD



Quartz

800-362-3310
608-643-1421 TDD



Report Card Overview

This report card provides an evaluation of the quality of health care that Wisconsin Medicaid members received from BadgerCare Plus HMOs in calendar year 2017. It includes health care quality ratings for **six major areas of care**:

1. **Staying Healthy:** reflects immunization for children and breast cancer screening for women.
2. **Living with Illness:** reflects controlling blood pressure and testing and controlling HbA1c levels for diabetic patients.
3. **Mental Health Care:** reflects care for depression, alcohol and other drug dependence, tobacco counseling, and follow-up care provided after discharge from the hospital for mental health.
4. **Pregnancy- and Birth-Related Care:** reflects timely care provided to women before and after birth.
5. **Emergency Department Visits:** reflects visits members made to the emergency room (fewer visits are better).
6. **Dental Care:** reflects dental care for children and adults provided through HMOs in Southeastern Wisconsin.

The report card also provides an **Overall Quality score** out of a maximum five points (more points for better performance) for each HMO, which is the average rating for all five major areas of care.

Star Rating System

Each HMO received one to five stars (more stars for better performance) in each major area of care based on how well it performed on specific measures compared to national benchmarks. Wisconsin's statewide averages for major areas of care were also compared with national benchmarks. If national data were not available, HMOs were compared with other Wisconsin Medicaid HMOs.

| <i># of Stars</i> | <i>Explanation</i> |
|----------------------|--|
| ★★★★★ = Excellent | HMO was among the top 25 percent of all Medicaid HMOs in the nation; it performed better than 75 percent (or three-fourths) of all Medicaid plans. Or if national data were not available, the HMO performed at or above 110 percent of the state average. |
| ★★★★☆ = Very Good | HMO was among the top 33 percent of all Medicaid HMOs in the nation; it performed better than 67 percent (or two-thirds) of all Medicaid plans. Or if national data were not available, the HMO performed between 100 and 109 percent of the state average. |
| ★★★☆☆ = Good | HMO was among the top 50 percent of all Medicaid HMOs in the nation; it performed better than 50 percent (or half) of all Medicaid plans. Or if national data were not available, the HMO performed between 90 and 99 percent of the state average. |
| ★★☆☆☆ = Fair | HMO was below the national average; it performed better than 33 percent (or one-third) of all Medicaid plans in the nation. Or if national data were not available, the HMO performed between 80 and 89 percent of the state average. |
| ★☆☆☆☆ = Poor | HMO performed in the lowest one-third of all Medicaid plans in the nation. Or if national data were not available, the HMO performed at or below 79 percent of the state average. |



BadgerCare Plus HMO Ratings

| BadgerCare Plus HMO | Staying Healthy | Living with Illness | Mental Health | Pregnancy and Birth | Emergency Department | Dental Care ² | Overall (out of 5) |
|--|-----------------|---------------------|---------------|---------------------|----------------------|--------------------------|--------------------|
| Anthem BlueCross BlueShield | ★★★★ | ★★★ | ★★★★★ | ★★★ | ★★ | ★★ | 3.1 |
| Children’s Community Health Plan | ★★★★ | ★★ | ★★★★★ | ★★ | ★★★★ | ★★★★★ | 3.1 |
| Dean Health Plan | ★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★ | NA | 4.3 |
| Group Health Cooperative of Eau Claire | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | NA | 4.1 |
| Group Health Cooperative – South Central | ★★ | ★★★ | ★★★★★ | ★★★★★ | ★★★★★ | NA | 3.8 |
| Independent Care Health Plan (iCare) | ★★★ | ★★★ | ★★★ | ★★ | ★ | ★ | 2.4 |
| MercyCare Insurance Company | ★★ | ★★★★★ | ★★★★★ | ★★★★★ | ★★ | NA | 3.7 |
| MHS Health Wisconsin | ★★★★ | ★ | ★★★ | ★ | ★★ | ★ | 2.0 |
| Molina Healthcare | ★★★★ | ★★ | ★★★ | ★★ | ★★ | ★★★★ | 2.6 |
| Network Health Plan | ★★★★ | ★★★ | ★★★★★ | ★ | ★★★★ | ★ | 2.6 |
| Quartz ¹ | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | NA | 4.6 |
| Security Health Plan | ★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | NA | 4.4 |
| Trilogy Health Insurance | ★ | ★★ | ★★★ | ★ | ★ | ★ | 1.6 |
| UnitedHealthcare Community Plan | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★ | ★★ | 3.8 |
| All Wisconsin Medicaid HMOs³ | ★★★★ | ★★★★★ | ★★★★★ | ★★★ | ★★★★ | ★★★★ | 3.6 |

¹Quartz results reflect combined performance of Gundersen and Unity Health Plans, which merged in 2018.

²Only for HMOs providing dental care in southeastern Wisconsin

³Wisconsin statewide average compared to applicable national benchmark

HMO Service Areas

The following chart indicates the counties that the Wisconsin BadgerCare Plus HMOs serve. The key to the chart is at the bottom of the page.

| | Adams | Ashland | Barron | Bayfield | Brown | Buffalo | Burnett | Calumet | Chippewa | Clark | Columbia | Crawford | Dane | Dodge | Door | Douglas | Dunn | Eau Claire | Florence | Fond du Lac | Forest | Grant | Green | Green Lake | Iowa | Iron | Jackson | Jefferson | Juneau | Kenosha | Kewaunee | La Crosse | Lafayette | Langlade | Lincoln | Manitowoc | | |
|--|-------|---------|--------|----------|-------|---------|---------|---------|----------|-------|----------|----------|------|-------|------|---------|------|------------|----------|-------------|--------|-------|-------|------------|------|------|---------|-----------|--------|---------|----------|-----------|-----------|----------|---------|-----------|---|--|
| Anthem BlueCross and BlueShield | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | |
| Children’s Community Health Plan | | | | | A | | | A | | | | | | | A | | | | | A | | | | A | | | | A | | A | | | | | A | A | | |
| Dean Health Plan | | | | | | | | | | | A | | A | A | | | | | | | | | | | A | | | A | | | | | | | | | | |
| Group Health Cooperative of Eau Claire | A | A | A | A | | A | A | | A | A | A | A | | | | A | A | A | | | | A | A | A | | A | A | | | | A | A | A | A | A | | | |
| Group Health Cooperative of South Central Wisconsin | | | | | | | | | | | | | A | | | | | | | | | | | | | | | | | | | | | | | | | |
| iCare | A | | | | A | | | A | | | | A | | | A | | | | | A | | | A | A | | | | A | | A | A | A | A | | | | A | |
| MHS Health Wisconsin | A | A | A | A | A | A | A | A | A | A | | A | A | A | A | A | A | A | | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | |
| MercyCare Insurance Company | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Molina Healthcare | | | | | A | | | A | | | | | | A | A | | | | A | A | A | | | A | | | | A | | A | A | | | | A | A | A | |
| Network Health Plan | A | A | A | A | A | A | A | A | A | A | | A | A | A | A | A | A | A | | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | |
| Security Health Plan | A | A | A | A | | A | A | | A | A | | A | | | | A | A | A | | | | A | | | A | | A | A | | | A | | | | A | A | | |
| Trilogy Health Plan | | | | | A | | | A | | | | | | A | | | | | | A | A | | | | A | | | | | A | A | | | | | | A | |
| UnitedHealthcare Community Plan | A | A | A | A | A | | A | A | A | A | A | A | A | A | A | A | | A | A | A | A | A | A | A | | | | A | A | A | A | A | A | A | A | A | A | |
| Quartz | | | | | | A | | | | | A | A | A | A | | | | | | A | | | A | A | | | | A | A | A | | | A | | | | | |

A = HMO serves entire county

| | Marathon | Marinette | Marquette | Menominee | Milwaukee | Monroe | Oconto | Oneida | Outagamie | Ozaukee | Pepin | Pierce | Polk | Portage | Price | Racine | Richland | Rock | Rusk | St. Croix | Sauk | Sawyer | Shawano | Sheboygan | Taylor | Trempealeau | Vernon | Vilas | Walworth | Washburn | Washington | Waukesha | Waupaca | Waushara | Winnebago | Wood | | |
|--|----------|-----------|-----------|-----------|-----------|--------|--------|--------|-----------|---------|-------|--------|------|---------|-------|--------|----------|------|------|-----------|------|--------|---------|-----------|--------|-------------|--------|-------|----------|----------|------------|----------|---------|----------|-----------|------|---|---|
| Anthem BlueCross and BlueShield | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | |
| Children’s Community Health Plan | | A | | | A | | A | A | A | A | | | | | | A | | A | | | | | A | A | | | | A | A | | A | A | A | A | A | A | | |
| Dean Health Plan | | | | | | | | | | | | | | | | | | A | | | | A | | | | | | | | | | | | | | | | |
| Group Health Cooperative of Eau Claire | A | | | | | A | | A | | | A | A | A | A | A | | A | | A | A | | A | A | | A | A | A | A | | A | | | | | | | A | |
| Group Health Cooperative of South Central Wisconsin | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| iCare | A | A | | | A | A | A | | A | A | | | | | | A | | | | | A | | A | A | | A | A | | A | A | | A | A | A | A | | A | |
| MHS Health Wisconsin | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | | A | A | A | A | A | A |
| MercyCare Insurance Company | | | | | | | | | | | | | | | | | | A | | | | | | | | | | | A | | | | | | | | | |
| Molina Healthcare | A | A | A | | A | | A | A | A | A | | | | A | | A | | | | | | | A | A | A | | | | A | A | | A | A | A | A | A | A | A |
| Network Health Plan | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | | A | A | A | A | A | A |
| Security Health Plan | A | | A | | | A | | A | A | | A | A | | A | A | | | | A | | | A | A | | A | A | A | A | | A | | | | A | A | | A | |
| Trilogy Health Plan | A | A | | | A | | A | A | A | A | | | | A | | A | | | | | | | A | A | | | | | A | A | | A | A | A | A | A | A | |
| UnitedHealthcare Community Plan | A | A | A | A | A | A | A | A | A | A | | A | A | A | A | A | A | A | | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A |
| Quartz | | | | | | A | | | | | | | | | | | | A | | | | A | | | | | A | A | | | | | | | | | | |

A = HMO serves entire county



WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

Division of Medicaid Services
P-12020A (08/2019)