



## Our Mission

We are committed to the improved health of our members and the betterment of our communities. As trusted stewards of public funds, we care for the whole person and well-being of all by offering services that promote independence, value diversity, and inspire self-advocacy.

# SERVE

## Core Values

### Service

We are committed to service excellence through continuous improvement.

### Equity

We have genuine respect for all people and believe that everyone should be treated fairly.

### Respect

We value the rights, wishes and traditions of others. We are accountable and stand behind our commitments.

### Vision

We aspire to a sustainable future through innovation and a commitment to quality.

### Empowerment

We help our members take ownership of their health and embrace self-advocacy.

## Member profile: Kayla

A recent Project SEARCH graduate and now employed in a position she loves, Kayla is full of smiles. Kayla's manager says that she is always willing to help, never misses a beat, and can make a day a lot better!

Kayla, Member Since 2016

On January 1, 2020, the exciting merger of two highly respected organizations, Care Wisconsin and My Choice Family Care, occurred to become My Choice Wisconsin. Leaders from both entities joined forces to re-envision a Managed Care Organization that delivers innovative and cost-effective programs and services to Wisconsin residents.

Care Wisconsin was founded in 1976 as the Madison area's first adult day center. In the late 1990's, Care Wisconsin partnered with state and federal authorities to pilot the first Partnership program in the state of Wisconsin, offering an integrated approach to Medicaid and Medicare services. In 2008, Care Wisconsin was awarded the opportunity to expand service offerings to include the Family Care program in several counties and expand the Partnership program into new service areas. Medicaid SSI and a Medicare Advantage Plan were added to the lines of business in 2015 and 2017 respectively.

My Choice Family Care was established in 2000, when the concept of Family Care was first

introduced as a state-funded Medicaid program offering services that foster independence and quality of life for members while recognizing the need for support.

Today, My Choice Wisconsin operates in 57 counties and offers Family Care, Family Care Partnership, Medicare Dual Advantage, Medicaid SSI, and Badger Care Plus. With offices in 14 cities throughout Wisconsin, we strive to be a valued partner within all the communities we serve.

A homegrown non-profit, My Choice Wisconsin works collaboratively with local agencies and health care providers to ensure our members have ample choices and high-quality support and services from a diverse network. Serving nearly 40,000 members and employing almost 900 staff, My Choice Wisconsin is proud of its long history and is excited to continue serving people throughout Wisconsin for many years to come.



# Program Overview

Caring Starts with the Right Support System

## Partnership

- Frail elders and adults with disabilities with higher level of care
- Health and long-term care service coordination
- State Medicaid and Federal Medicare funded

★★★★★ 1,884 members 8 counties

## Family Care

- Frail elders and adults with disabilities
- Home and community-based long-term care service coordination
- State Medicaid funded

16,316 members 39 counties

## 4.5/5 Star Plan ★★★★★

My Choice Wisconsin received an overall rating of 4.5 out of 5 stars from the Centers for Medicare and Medicaid Services for the 2021 plan year. This rating includes performance for Medicare Parts C & D. For more information on CMS' Star Ratings, visit [www.medicare.gov](http://www.medicare.gov).

## Medicare Dual Advantage (HMO SNP)

- Adults who qualify for both Medicaid and Medicare
- Healthcare service coordination plus supplemental benefits like OTC catalog allowance and dental coverage
- Federal Medicare funded

★★★★★ 572 members 31 counties

## Medicaid SSI

- Adults who qualify for Supplemental Security Income (SSI)
- Healthcare service coordination
- State Medicaid funded

3,108 members 39 counties

## Trilogy Health - BadgerCare Plus

- Parents/caretakers of dependent children and pregnant women that meet certain income requirements, all WI children
- Healthcare service coordination
- State Medicaid funded

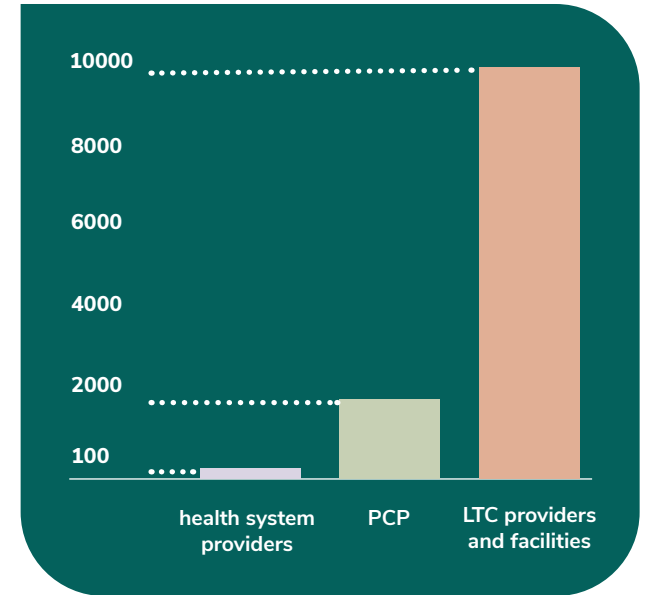
17,751 members 27 counties

## Self-Directed Supports

Family Care and Partnership Members can choose to self-direct their supports and services. Members note more reliability, continuity, privacy, and dignity when they choose and manage their own providers.

5,082 utilizing SDS or "Preferred Caregivers" via SHC out of 16,311 Family Care members 31.2%

519 members utilizing SDS out of 1,880 Partnership members 27.6%



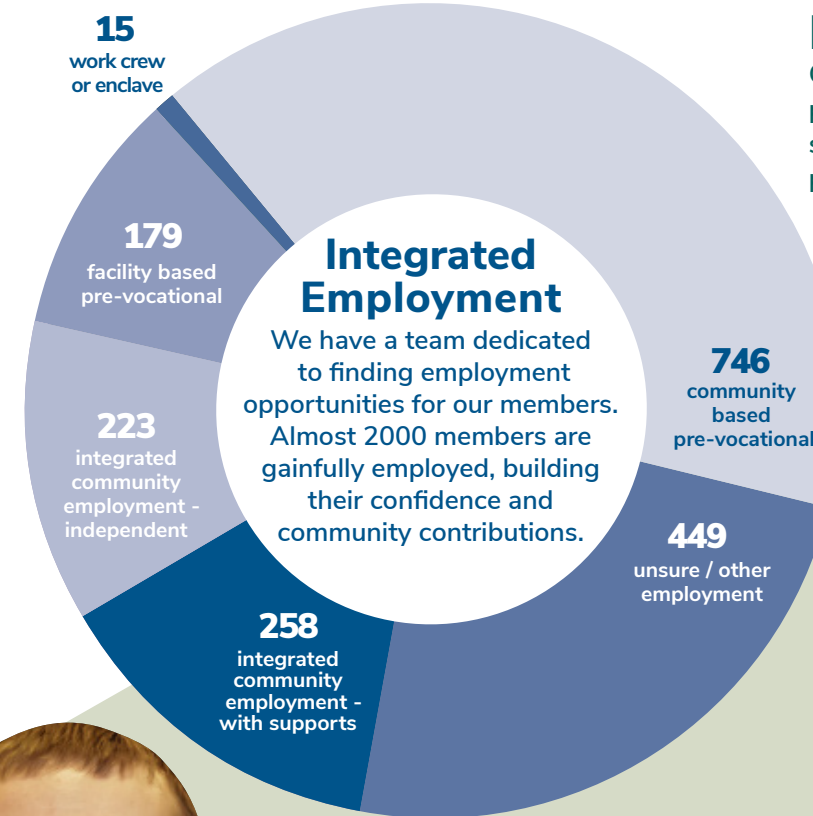
## Providers

Our provider network includes a mix of acute and primary, long-term care, residential and hospital systems. We manage more than 10,000 active provider contracts.

9,841 LTC providers and facilities

96 hospitals

1,905 primary care providers



## Integrated Employment

We have a team dedicated to finding employment opportunities for our members. Almost 2000 members are gainfully employed, building their confidence and community contributions.



### Member profile: Arlyn

**"My Choice makes you feel like you're still a person and not a number. I'm just happy for all the things that they have done for me over these years."**

Arlyn, Member Since 2001



### Member profile: Nate

Nate won the Kalahari's Employee of the Year Award in 2017!

**"I love interacting with people, working with guests & making them happy."**

Nate, Member Since 2015

## Member profile: **Sofia**

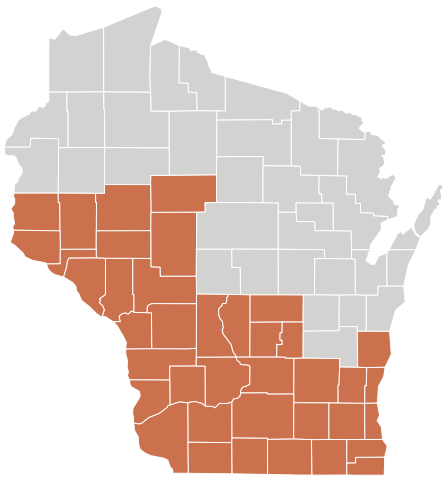


Sofia has been an active member of the Special Olympics for the last 11 years, participating in multiple sports year-round. Sofia was chosen for the 2018 SpecialOlympics USA Games in Seattle, WA.

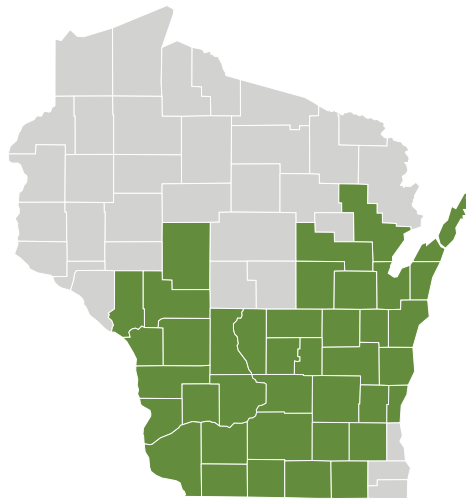
*Sofia, Member Since 2008*



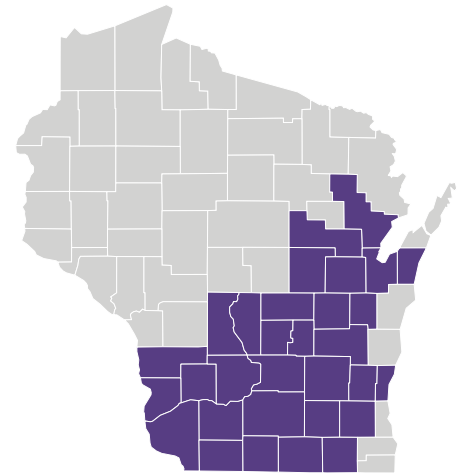
## Program Maps



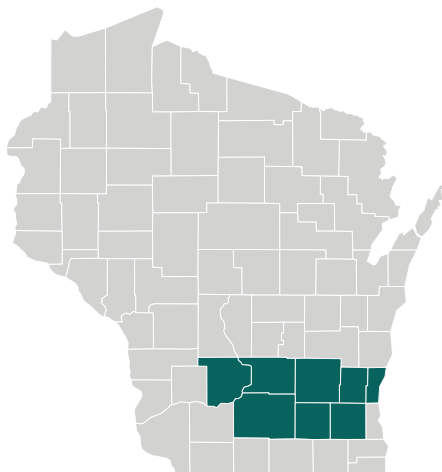
**Family Care**



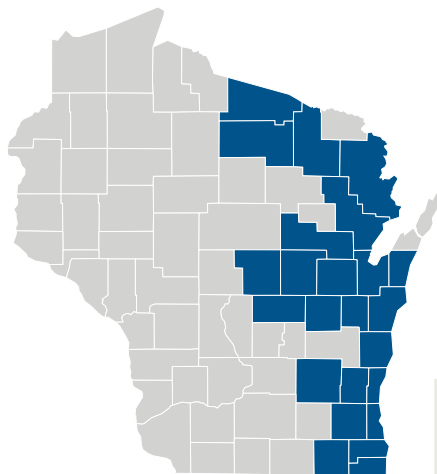
**Medicaid SSI**



**Medicare Dual Advantage**



**Partnership**



**BadgerCare Plus**

## Contact Information

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[mychoicewi.org/about/leadership-team/](http://mychoicewi.org/about/leadership-team/)