

# Wisconsin BadgerCare Plus HMO Choice Booklet



**BADGERCARE+**

Standard Plan  
1-800-291-2002

Department of Health Services  
Division of Health Care Access and Accountability

**[English]**

For help to translate or understand this document, please call 1-800-291-2002.

**[Spanish]**

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.

**[Russian]**

Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.

**[Hmong]**

Yog xav tau kev pab txhais cov ntaub ntauv no kom koj totaub, hu rau 1-800-291-2002.

**[Hearing Impaired]**

For help to understand this document, please call TDD/TTY 1-800-291-2002.

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 **1-800-291-2002** from 7:00 a.m. to 6:00 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 1-800-291-2002** from 7:00 a.m. to 6:00 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><b><u>Anthem BlueCross BlueShield</u></b>  1-855-690-7800  1-800-855-2880</p>
	<p><b><u>Children's Community Health Plan</u></b>  1-800-482-8010  1-877-733-6456 TDD</p>
<p><b>Compcare</b></p>	<p><b><u>Compcare</u></b>  1-888-203-7771 or (715) 552-4310  1-800-947-3529 TDD</p>
	<p><b><u>Dean Health Plan</u></b>  1-800-279-1301  1-877-733-6456 TDD</p>

 <p><b>GROUP HEALTH</b> COOPERATIVE OF Eau Claire</p>	<p><b><u>Group Health Cooperative of Eau Claire</u></b> 1-888-203-7770 or (715) 552-4300 1-800-947-3529 TDD</p>
 <p><b>Group Health Cooperative HMO</b></p>	<p><b><u>Group Health Cooperative of Wisconsin – South Central</u></b> (608) 828-4853 (608) 828-4815 TDD</p>
 <p><b>Gundersen Lutheran</b> HEALTH PLAN</p>	<p><b><u>Gundersen Lutheran Health Plan</u></b> 1-866-537-1477 or (608) 775-0150 1-800-947-3529 TDD</p>
<p>Health Tradition Health Plan</p>	<p><b><u>Health Tradition Health Plan</u></b> 1-800-545-8499 1-800-407-2442 TDD</p>
 <p><b>iCare</b> INDEPENDENT CARE HEALTH PLAN</p>	<p><b><u>Independent Care Health Plan</u></b> 1-800-777-4376 1-800-947-3529 TDD</p>
 <p><b>MHS</b> <i>Managed Health Services</i></p>	<p><b><u>Managed Health Services</u></b> 1-888-713-6180 1 800 446 6136</p>
 <p><b>MERCYCARE INSURANCE COMPANY</b> P.O. BOX 2770, JANESVILLE, WI 53547-2770</p>	<p><b><u>MercyCare Insurance Company</u></b> 1-800-895-2421 1-800-947-3529 TDD</p>

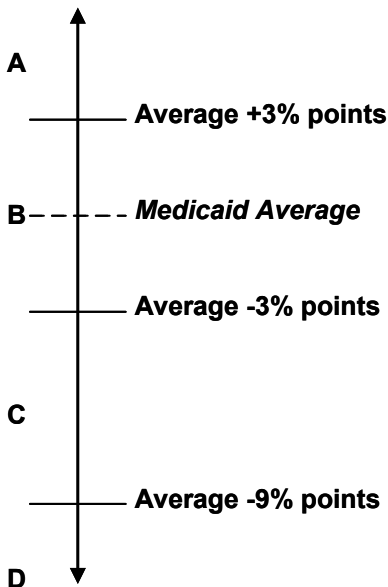
	<p><b><u>Molina Healthcare</u></b>  1-888-999-2404  (414) 847-1789 TDD</p>
	<p><b><u>Network Health Plan</u></b>  1-888-713-6180  1 800 446 6136</p>
	<p><b><u>Physicians Plus Insurance Corporation</u></b>  1-800-545-5015 or (608) 282-8900  (608) 260-7998 TDD</p>
	<p><b><u>Security Health Plan</u></b>  1-800-791-3044  1-877-727-2232 TDD</p>
	<p><b><u>Trilogy Health Insurance</u></b>  414 755-3619 Or 855-530-6790  414-755-3615 TDD</p>
	<p><b><u>UnitedHealthcare Community Plan</u></b>  1-800-504-9660  1-800-947-6644 TDD</p>
 <p>A UW Health Affiliated Company</p>	<p><b><u>Unity Health Plan</u></b>  1-800-362-3310  (608) 643-1421 TDD</p>

# ForwardHealth 2011 BadgerCare Plus HMO Report Card

Updated April 2013

The Wisconsin *ForwardHealth* HMO Report Card can help you choose or change your HMO. It compares HMOs that serve Wisconsin BadgerCare Plus members in multiple areas of health care.

This HMO Report Card uses the latest available information: **2011 data for Health Care Measures**



Each Medicaid HMO has been given a letter grade (see scale on left) to show how it compares to Medicaid Providers across the country for *Health Care Measures*.

For example, if an HMO scored 76% in *Vaccines* and the Medicaid Average for that measure is 72%, the HMO scored 4% points higher than the Medicaid Average. That HMO's grade would be an A. HMOs at the cut-off points get the higher grade.

In addition, the scores for all measures in this Report Card were combined to give each HMO an **Overall Grade**.

**Grades are based on how an HMO performs in specified region(s) of the State. An HMO may perform better or worse in some parts of the State.**

## Health Care Measures

Health care grades are based on information about the following services HMOs provided to BadgerCare Plus members:

- **Asthma Care** shows what percent of members with asthma in the HMO got the right medicine for asthma.
- The two **Diabetes** measures show what percent of adults with diabetes in the HMO received important blood tests.
  - **Diabetes 1** shows what percent of adults had a hemoglobin (HbA1C) test.
  - **Diabetes 2** shows what percent of adults had a cholesterol (LDL-C) test.
- **Vaccines** shows what percent of children in the HMO received all of their shots by their 2nd birthday.
- **Blood Lead 1** shows what percent of children 1 year old or younger in the HMO had a blood lead test.
- **Blood Lead 2** shows what percent of children 1 to 2 years of age in the HMO had a blood lead test.
- **Smoking** shows what percent of members who smoke got help to quit.
- **Dental 1 (Only for South East Wisconsin)** shows what percent of children received any dental care.
- **Dental 2 (Only for South East Wisconsin)** shows what percent of adults received any dental care.
- **Dental 3 (Only for South East Wisconsin)** shows what percent of children received comprehensive dental care.
- **Dental 4 (Only for South East Wisconsin)** shows what percent of adults received comprehensive dental care.

HMOs are held financially accountable for their performance for the above measures, and Wisconsin Medicaid is expanding the number of measures for which the HMOs will continue to be accountable.

**ForwardHealth**  
**2011 BadgerCare Plus HMO Report Card**

<b>South Eastern Wisconsin</b> (Milwaukee, Ozaukee, Washington, Waukesha, Racine and Kenosha Counties) <b>Health Care Measures (2011 data)</b>								
HMO	Asthma	Diabetes 1	Diabetes 2	Vaccines	Blood Lead 1	Blood Lead 2	Smoking	Overall Grade
Children's Community Health Plan	B	A	B	C	B	A	B	<b>B</b>
Community Connect	*	B	C	D	B	C	D	<b>C</b>
Molina	C	B	C	C	B	A	D	<b>B</b>
United Healthcare	B	C	D	C	B	A	C	<b>C</b>
<b>Wisconsin Medicaid Average (State-wide)</b>	<b>B</b>	<b>B</b>	<b>C</b>	<b>B</b>	<b>B=74.8%</b>	<b>B=63.6%</b>	<b>B=63.7%</b>	<b>B</b>
<b>National Medicaid Average (2011)</b>	<b>B =85.9%</b>	<b>B=82.4%</b>	<b>B=76.2%</b>	<b>B=75.4%</b>	N/A			

Health Care grades show how each HMO compares to the **National Medicaid Average**, or **Wisconsin Medicaid Average (State-wide)**, as appropriate. Wisconsin Medicaid letter grades are based on State-wide Wisconsin Averages compared to National Medicaid Averages.

N/A = National Medicaid Average is not available or applicable. Grades are based on comparisons with State-wide Wisconsin Medicaid Averages.

\* = not enough data are available to calculate the grade.

<b>South Eastern Wisconsin</b> <b>Dental Care Measures (2011 data)</b>					
HMO	Dental 1	Dental 2	Dental 3	Dental 4	Overall Dental Grade
Children's Community Health Plan	A	B	A	B	<b>A</b>
Community Connect	C	B	C	B	<b>C</b>
Molina	C	B	C	B	<b>C</b>
United Healthcare	B	B	B	B	<b>B</b>
<b>Wisconsin Medicaid Average (Regions 5 &amp; 6 only)</b>	<b>B=41.4%</b>	<b>B=31.4%</b>	<b>B=28%</b>	<b>B=20.3%</b>	

Dental grades for each HMO are based on averages for South Eastern Wisconsin only (Regions 5 and 6), not State-wide averages.



**ForwardHealth**  
**2011 BadgerCare Plus HMO Report Card**

<b>Rest of the State of Wisconsin Health Care Measures (2011 data)</b>								
<b>HMO</b>	<b>Asthma</b>	<b>Diabetes 1</b>	<b>Diabetes 2</b>	<b>Vaccines</b>	<b>Blood Lead 1</b>	<b>Blood Lead 2</b>	<b>Smoking</b>	<b>Overall Grade</b>
Children's Community Health Plan	A	*	*	A	A	A	A	<b>A</b>
Community Connect	*							
CompCare	B	A	B	C	C	C	A	<b>B</b>
Dean Health Plan	B	A	A	B	B	B	A	<b>A</b>
Group Health Cooperative - Eau Claire	A	A	B	B	C	C	A	<b>B</b>
Group Health Cooperative - South Central	A	D	C	A	B	B	A	<b>B</b>
Gundersen Lutheran	A	B	D	C	B	D	B	<b>C</b>
Health Tradition Health Plan	A	A	A	A	A	A	A	<b>A</b>
Managed Health Services	B	A	A	A	B	C	A	<b>B</b>
MercyCare	A	A	B	A	C	B	D	<b>B</b>
Molina Healthcare	*	A	A	A	B	C	C	<b>A</b>
Network Health Plan	B	A	B	A	B	C	A	<b>B</b>
Physicians Plus	A	A	C	A	C	D	A	<b>B</b>
Security Health Plan	B	A	B	A	A	B	A	<b>A</b>
United Healthcare	A	B	B	A	B	C	C	<b>B</b>
Unity Health Plan	A	A	B	A	C	D	A	<b>A</b>
<b>Wisconsin Medicaid Average (State-wide)</b>	<b>B</b>	<b>B</b>	<b>C</b>	<b>B</b>	<b>B=74.8%</b>	<b>B=63.6%</b>	<b>B=63.7%</b>	<b>B</b>
<b>National Medicaid Average (2011)</b>	<b>B =85.9%</b>	<b>B=82.4%</b>	<b>B=76.2%</b>	<b>B=75.4%</b>	N/A			

Health Care grades show how each HMO compares to the **National Medicaid Average**, or **Wisconsin Medicaid Average (State-wide)**, as appropriate.

Wisconsin Medicaid letter grades are based on State-wide Wisconsin Averages compared to National Medicaid Averages.

\* = Sufficient data were not available to reliably measure the performance.

N/A = National Medicaid Average is not available or applicable. Grades are based on comparisons with State-wide Wisconsin Medicaid Averages.

## 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			
Children's Community Health Plan					A			A																															
Anthem Blue Cross and Blue Shield					A			A							A	A													A									A	
Compcare	A	A	A	A			A		A		A	A					A	A	A				A	A		A						A	A				A		
Dean Health Plan											A		A	A									A			A			A										
Group Health Cooperative of Eau Claire	A	A	A	A			A		A	A	A	A					A	A	A			P	A	A		A	P	A							A	A	A		
Group Health Cooperative of South Central Wisconsin															A																								
Gundersen Lutheran Health Plan						P						A											P					A		A				A					
Health Tradition Health Plan						P						P												P											A				
iCare					A											A																					A		
Managed Health Services		A		P	A			A	A	A					A	A	A							A		P		A								A	A	A	
TMercyCare Insurance Company																P								P				P											
Molina Healthcare					A					P						A	A								A				A							A	A	A	
Network Health Plan		A		P	A			A	A	A															A		P		A								A	A	A
Physicians Plus Insurance															A																								
Security Health Plan	A	A	A	A			A		A	A																		A	A								A	A	
Trilogy Health Plan																																							
UnitedHealthcare Community Plan		A	A	A	A			A	A	A		A													A													A	A
Unity Health Insurance												A													A														

A = HMO serves entire county

P = HMO serves only part of 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	
Children's Community Health Plan					A				A	A						A								A					A		A	A	A			A	
Anthem Blue Cross and Blue Shield					A		A		A	A						A		A						A	A					A		A	A	P		A	A
Compcare	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	P				A	A		A	P		A	A	A	A		A							A
Group Health Cooperative of South Central Wisconsin																																					
Gundersen Lutheran Health Plan						A											P					P					A	A									
Health Tradition Health Plan						P																				P	P										
iCare		P			A				A	A														A					A		A	A	A	A			A
Managed Health Services	A	P	A	A	A		A	A	A	A			P	A	A	A		A	A			A	A	A	A			A	A	P		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	P			A	A		A	A	A	A	A	A
Network Health Plan	A	P	A	A	A		A	A	A	A			P	A	A	A		A	A				A	A	A	A			A	A	P		A	A	A	A	A
Physicians Plus Insurance																																					
Security Health Plan	A					P		A			A			A	A						A		A	P		A	P		A		A			A	A		A
Trilogy Health Plan					A					A							P																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
Unity Health Insurance																							A														

A = HMO serves entire county  
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