

# **Wisconsin**

## **Medicaid SSI HMO**

### **Choice Booklet**



**HMO Enrollment Specialist**  
**1-800-291-2002**

**Department of Health Services**  
**Division of Health Care Access and Accountability**



**If you have a legal guardian, please pass this information package along to that person, or call them to let them know that important information has arrived.**

**[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 ntawv 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.

It is time for you to make a choice about how you will receive your Medicaid SSI health care. You may be able to receive your health care through a Wisconsin Medicaid SSI HMO (Health Maintenance Organization). The following information will help you make an important choice.

Many people who receive Medicaid SSI or SSI-related Medicaid because of a disability determined by the Disability Determination Bureau must try Medicaid SSI HMO enrollment. If you must try SSI HMO enrollment, you can choose the HMO you will join.

**You can choose not to enroll in a Medicaid SSI HMO if you:**

- Receive both Medicaid and Medicare,
- Are in the Medicaid Purchase Plan (MAPP),
- Were enrolled in the Medicaid SSI HMO program at any time in the past, or
- Have only one HMO available in the area where you live.

You are not eligible to enroll in an HMO if you are participating in the Home and Community Waivers Program (for example, CIP or COP).

**You still have choices if you must enroll and are not happy with the HMO you joined.**

If two or more HMOs serve the area where you live, you may:

- Choose a different HMO during the first 120 days of your HMO enrollment or
- Ask to go back to fee-for-service (regular) Medicaid after 60 days in the HMO. You must make this request no later than the 120<sup>th</sup> day of your HMO enrollment.

If only one HMO serves the area where you live, you may:

- Ask to go back to fee-for-service (regular) Medicaid anytime during the first 90 days of your HMO enrollment.

The **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 Medicaid SSI HMO enrollment. The HMO Enrollment Specialist provides language translations for those who need it.

**The HMO Enrollment Specialist can:**

- Tell you if your doctor accepts any of the Medicaid SSI HMOs.
- Enroll you in the SSI HMO of your choice right over the telephone or help you complete the choice form.
- Stop your HMO enrollment if you meet the requirements to go back to fee-for-service (regular) Medicaid.

Please call the **HMO Enrollment Specialist** at **1-800-291-2002** with your choice, or return the enclosed choice form as soon as possible. If we do not hear from you, an HMO may be chosen for you. Thank you for making this important choice about your Medicaid health care!



**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>Anthem</b> BlueCross BlueShield</p>	<p><i>Anthem BlueCross BlueShield</i> 1-855-690-7800 1-800-855-2880</p>
 <p><b>CARE WISCONSIN</b> HEALTH PLAN</p>	<p><i>Care Wisconsin Health Plan</i> 1-855-463-0026</p>
<p><b>Compcare</b></p>	<p><i>Compcare</i> 1-888-203-7771 or 715-552-4310 1-800-947-3529 TDD</p>
 <p>group health <b>Cooperative</b> of eau claire</p>	<p><i>Group Health Cooperative of Eau Claire</i> 1-888-203-7770 1-800-947-3529 TDD</p>
 <p><b>iCare</b> INDEPENDENT CARE HEALTH PLAN</p>	<p><i>Independent Care Health Plan</i> 1-800-777-4376 1-800-947-3529 TDD</p>

	<p><b><i>Managed Health Services</i></b>  1-888-713-6180  1-800-446-6136 TDD</p>
	<p><b><i>Molina Healthcare</i></b>  1-888-999-2404  414-847-1789 TDD</p>
	<p><b><i>Network Health Plan</i></b>  1-888-713-6180  1-800-446-6136 TDD</p>
	<p><b><i>UnitedHealthcare Community Plan</i></b>  1-800-504-9660  1-800-947-6644 TDD</p>
	<p><b><i>Trilogy Health Insurance</i></b>  414-755-3619 or 855-530-6790  414-755-3615 TDD</p>



# Wisconsin Department of Health Services 2014 HMO Report Card – Medicaid SSI

## Overview

You can use this report card to help you choose the most appropriate HMO for your needs. The report card rates the quality of health care that Wisconsin Medicaid members received from SSI Health Maintenance Organizations (HMOs) in 2014. It shows quality ratings for **four major areas of care**:

1. **Staying Healthy:** This rating is based on the percentage of women who were screened for breast cancer.
2. **Living with Illness:** This rating is based on testing that diabetic members received for their cholesterol and hemoglobin A1c.
3. **Mental Health:** This rating is based on care that members received for depression, alcohol and other drug dependence, tobacco counseling and follow-up care after getting out of a mental health hospital.
4. **Emergency Room (ER) Visits:** This rating is based on the number of times members went to the ER.

The report card also gives an **Overall Quality rating of 1 to 5 for each HMO**, with 5 being the best score. The Overall Quality rating is the average rating for all areas of care.

## Star Rating System

Each HMO received 1 to 5 stars (with more stars being better) in each major area of care. The rating for each area of care is based on how well the HMO did compared to other Medicaid HMOs in the U.S. Wisconsin’s statewide averages for major areas of care were also compared with U.S. averages. If data for other Medicaid HMOs in the U.S. was not available, HMOs were compared with other Medicaid HMOs in Wisconsin.

<i># of Stars</i>	<i>Explanation</i>
★★★★★ = Excellent	The HMO was in the top 25% of all Medicaid HMOs in the U.S. It did <b>better than 75% (or, 3/4)</b> of all Medicaid HMOs. Or, if data for other Medicaid HMOs in the U.S. was not available, five stars mean that the HMO was at or above 110% of the state average.
★★★★★ = Very Good	The HMO was in the top 33% of all Medicaid HMOs in the U.S. It did <b>better than 67% (or, 2/3)</b> of all Medicaid HMOs. Or, if data for other Medicaid HMOs in the U.S. was not available, four stars mean that the HMO was between 100% and 109% of the state average.
★★★ = Good	The HMO was in the top 50% of all Medicaid HMOs in the U.S. It did <b>better than 50% (or, one-half)</b> of all Medicaid HMOs. Or, if data for other Medicaid HMOs in the U.S. was not available, three stars mean that the HMO was between 90% and 99% of the state average.
★★ = Fair	The HMO was below average compared to other HMOs in the U.S. It did <b>better than 33% (or, 1/3)</b> of all Medicaid HMOs in the U.S. Or, if data for other Medicaid HMOs in the U.S. was not available, two stars mean that the HMO was between 80% and 89% percent of the state average.
★ = Poor	The HMO was in the <b>lowest 1/3</b> of all Medicaid HMOs in the U.S. Or, if data for other Medicaid HMOs in the U.S. was not available, the HMO was at or below 79% of the state average.





**Wisconsin Department of Health Services**  
**2014 HMO Report Card – SSI**

***Medicaid SSI HMO Ratings***

*No averages are available for other Medicaid SSI HMOs in the U.S.*

*HMOs earned stars based on how they compared to statewide averages for Wisconsin.*

Medicaid SSI HMO	Staying Healthy	Living with Illness	Mental Health	Emergency Department	Overall (out of 5)
<b>Anthem</b>	Began serving Medicaid SSI members in 2015. No data for 2014.				
<b>CareWisconsin</b>	Began serving Medicaid SSI members in 2014. Not enough data for 2014.				
<b>CompCare</b>	Not enough data for 2014.				
<b>Group Health Cooperative - Eau Claire</b>	★★★★★	★★★★★	★★★	★★★★★	3.6
<b>Independent Care Health Plan (iCare)</b>	★★★	★★★	★★★★	★★	3.1
<b>MHS Health Wisconsin</b>	★★★	★★★★	★★★	★★★★	3.1
<b>Molina Healthcare</b>	★★★	★★★★	★★	★★★★	2.1
<b>Network Health Plan</b>	★★	★★★★	★★★	★★★★	3.3
<b>Trilogy Health Insurance</b>	Began serving Medicaid SSI members in 2014. Not enough data for 2014.				
<b>UnitedHealthcare Community Plan</b>	★★★★	★★★★	★★★★	★★★	3.6

## Medicaid SSI HMO Service Area

The following chart indicates the counties that the Wisconsin Medicaid SSI 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	
<b>Anthem Blue Cross Blue Shield</b>					A			A					A	A	A				A	A	A			A				A	A	A			A		A		
<b>Compcare</b>		A							A							A		A				A	A		A							A			A		
<b>Care Wisconsin</b>	A							A		A	A	A	A	A						A		A	A	A	A		A	A			A	A					
<b>Group Health Cooperative-Eau Claire</b>		A				A			A		A	A				A		A			A	A	A		A	A	A				A	A	A	A			
<b>Independent Health Care Plan (iCare)</b>	A				A								A	A	A					A		A	A				A	A	A	A					A		
<b>MHS Health Wisconsin</b>		A		P	A			A	A	A				A	A	A		A		A	A			A		P		A		A	A			A	A	A	
<b>Molina Healthcare</b>					A			A		P				A	A				A	A	A			A				A		A	A			A	A	A	
<b>Network Health Plan</b>		A		P	A			A	A	A				A	A	A		A		A	A			A		P		A		A	A			A	A	A	
<b>Trilogy</b>					A									A										A													
<b>UnitedHealthcare Community Plan</b>	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 = 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	Wausara	Winnebago	Wood		
<b>Anthem Blue Cross Blue Shield</b>		A	A	A	A		A		A	A			A	A		A		A					A	A	A			A		A	A	A	A	A	A	A		
<b>Compcare</b>	A														A		A										A		A									
<b>Care Wisconsin</b>			A			A			A	A							A	A								A	A					A	A	A	A	A		
<b>Group Health Cooperative-Eau Claire</b>	A							A			A		A	A	A		A						A			A	A	A		A						A		
<b>Independent Health Care Plan (iCare)</b>		A			A	A	A		A	A						A		A						A		A	A	A		A	A	A	A	A		A		
<b>MHS Health Wisconsin</b>	A	A	A	A	A		A	A	A	A			P	A	A	A		A	A				A	A	A			A	A	P		A	A	A	A	A	A	
<b>Molina Healthcare</b>	A	A	A		A		A	A	A	A				A		A							A	A	A			A	A		A	A	A	A	A	A	A	
<b>Network Health Plan</b>	A	A	A	A	A		A	A	A	A			P	A	A	A		A	A				A	A	A			A	A	P		A	A	A	A	A	A	
<b>Trilogy</b>		P		A	A		A		A	A						P																A	A	A	A	A		
<b>UnitedHealthcare Community Plan</b>	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 = HMO serves entire county  
P = HMO serves only part of county

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