

## 2021 PACE Managed Care Organization (MCO) Scorecard for Milwaukee 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.

		Community Care, Inc.
<b>Survey</b>	Overall Satisfaction	★★★★
	Care Team Responsiveness	★★★★
	Care Team Quality of Communication	★★★★
<b>Quality and Compliance</b>	Overall Quality Standards	★★★★★
	Rights and Protections	★★★★★
	Provider Choice and Timely Services	★★★★★
	Grievance System	★★★★★
<b>Care Team Characteristics</b>	Care Manager Turnover	★★★
	Nurse Turnover	★★★
	Care Manager to Member Ratio	1:80
	Nurse to Member Ratio	1:46

## Contact Information

### Community Care, Inc.

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