

## 2021 Family Care Partnership 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.	iCare
Survey	Overall Satisfaction	★★★	★★★
	Care Team Responsiveness	★★★★	★★★★
	Care Team Quality of Communication	★★★★	★★★★
Quality and Compliance	Overall Quality Standards	★★★★★	★★★★★
	Rights and Protections	★★★★★	★★★★★
	Provider Choice and Timely Services	★★★★★	★★★★
	Grievance System	★★★★★	★★★★★
Care Team Characteristics	Care Manager Turnover	★★★	★★★
	Nurse Turnover	★★★	★★
	Care Manager to Member Ratio	1:59	1:37
	Nurse to Member Ratio	1:65	1:62

## Contact Information

### Community Care, Inc.

### iCare

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