

## What our members say about us:

*“Always helpful and answers any questions.”*

*“I am able to stay independent, and Care Wisconsin makes that possible.”*

*“I feel that Care Wisconsin was the best choice my aunt and I ever made, and I wouldn't change it.”*

*“Care Wisconsin has been great, has always been here for me! Thank you very much, you're a 10. All of you.”*



[www.carewisc.org](http://www.carewisc.org)

## Key Dates in Care Wisconsin History

- 1976** Founded region's first adult day center in Madison.
- 1995** First agency in Wisconsin to enroll members in Partnership.
- 2005** Received HMO license.
- 2008** Implemented Family Care in 8 counties and part of Partnership start-up in 4 counties.
- 2013** Began offering Family Care in 11 counties.
- 2014** Started offering Medicaid SSI in 6 counties. Part of successful roll-out in Dane County.
- 2015** Rolled-out Family Care in 7 counties.  
Began offering Medicaid SSI in 8 more counties.
- 2016** Celebrated 40 years.  
Continued growing in Family Care, Partnership, and Medicaid SSI.

### Our Mission & Values:

To promote the quality of life of our communities by empowering others and working together to creatively solve unique health and long term care needs.

To operate on a sustainable financial basis through growth and continuous improvement.  
Our culture is based on integrity, accountability and treating our members, partners and each other with dignity and respect.

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# Care Wisconsin™

**Care Wisconsin matches frail seniors and individuals with disabilities to the health care and long-term care supports and services they need.**

*Since 1976, we've been helping our members live as independently as possible. We offer Medicare and Medicaid-funded programs.*

## Community Partners Since 1976

### Our Philosophy

Care Wisconsin fills the gaps in services and helps people in our community who are most at risk. As a non-profit, any income surplus is invested back into our organization and programs.

- More than three-quarters of our staff are care team staff
- Our administrative costs are less than 5%
- Fewer than 3% of Family Care and less than 4.5 % of Partnership members permanently live in nursing homes



### What do Members Expect of Care Wisconsin?

Members are at the center of care. Care plans are individualized to ensure member's needs are met. Members can count on consistent and responsive communication.

We collaborate with members and our partners to gather and share information through Member Advisory Committees, Regional Long-Term Care Councils, and the Provider Quality Advisory Workgroup.

### Our Provider Network

Our strong local provider networks ensure our members have choice, flexibility and access to high-quality services. We partner with:

- Providers of long term care supports and services that help individuals stay safely in the community such as personal care, transportation, employment and housing assistance.
- Acute and primary health care providers that meet our members medical and behavioral health needs such as hospitals and health care systems, physicians, laboratories, mental health providers, and home health agencies.

Our Provider Quality Advisory Group partners with providers to improve member care and collaboration between the member, care staff and the provider.

### Grievance Procedures

We protect member rights. If a member or their representative is ever dissatisfied our procedures address concerns quickly. All grievances are managed by a Member Rights Specialist from beginning to end and our tracked to assure timeliness.

### Quality Outcomes:

- More than 93% of Family Care and Partnership members would probably or definitely refer a friend or family member to Care Wisconsin.\*
- Of Partnership members 65 and older: \*\*
  - 100% had a screening to identify functional decline.
  - Nearly 98% had a yearly medication review by a pharmacist or physician.
  - 99% had an assessment of persistent pain.
- Medicaid SSI members with diabetes get extra support through a focused care management program.

\*2015 Member Survey Results

\*\*2015 HEDIS Measures

For more information, please contact us:

**1-800-963-0035**

[www.carewisc.org](http://www.carewisc.org)

TTY: Call the Wisconsin Relay System at 711