

**Wisconsin  
Phau Ntawv Qhia Xaiv Ib  
Lub BadgerCare Plus HMO  
BadgerCare Plus  
HMO Choice Booklet**



**BADGERCARE+**

Standard Plan thiab Benchmark 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 los yog qhia kom koj to taub phau ntawv no, hu rau 1-800-291-2002.

**[Hearing Impaired]**

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

Feem ntau cov tsev neeg nyob hauv Wisconsin BadgerCare Plus txais lawv cov kev pab kho mob los ntawm cov koom haum HMOs (Health Maintenance Organizations). Phau ntawv no yuav pab koj xaiv ib lub HMO rau koj tsev neeg. Koj yuav tsum xaiv tib lub HMO rau txhua tus neeg hauv koj tsev neeg uas tau txais qhov kev pab no.

Tsis yog tas nrho cov HMOs hauv phau ntawv qhia no yuav txais koj. Koj yuav xaiv cov npe uas nyob rau ntawm Daim Ntawv Rau Npe Xaiv (HMO Enrollment Choice form). Cov HMOs uas muab cim tseg tias “full” (puv lawm) yuav tsis txais neeg tshiab ntxiv lawm.

Wisconsin BadgerCare Plus HMO Tus Kws Paub Txog Kev Teev Npe (Enrollment Specialist) yuav pab koj thiab teb koj tej lus nug. Koj hu tau rau nws ntawm tus xov tooj hu dawb 1-800-291-2002 txij thaum 7:00 teev sawv ntxov mus txog 6:00 teev tsaus ntuj, Monday txog Friday. Tus Kws Paub Txog Kev Teev Npe yuav nrhiav neeg pab txhais lus rau cov tsis paub lus thiab.

Tus Kws Paub Txog Kev Teev Npe yuav qhia rau koj seb koj tus kws kho mob puas txais yuav cov BadgerCare Plus HMOs. Nws tseem yuav pab tau koj hu xov tooj mus ua npe zwm rau lub HMO uas koj xaiv los yog pab koj ua daim foos (form) thiab.

Ua tsaug qhov koj xaiv koj lub Wisconsin BadgerCare Plus HMO!



## Yuav Hu Rau Leej Twg:

Yuav ua npe zwm rau ib lub HMO los yog xav kom teb koj cov lus nug txog kev ua npe zwm li cas, hu mus rau **Tus Kws Paub Txog Kev Teev Npe (Enrollment Specialist) ntawm 1-800-291-2002** thaum 7:00 sawv ntxov txog 6:00 tsaus ntuj, hnuv Monday txog Friday.

## Lus Nug Txog Cov Kev Kho Mob:

Yog koj muaj lus nug txog cov kev kho mob uas ib lub HMO twg muaj los yog lwm cov lus nug txog ib lub HMO twg, hu mus rau qhov kev pab cuam cov tswv cuab ntawm lub HMO ntawd. Mus saib ntawm nqe lus qhia txog lub HMO Cheeb Tsam Muab Kev Kho Mob (HMO Service Area Section) kom paub cov counties uas cov HMOs no muab kev kho mob.

	<p align="center"><b><u>Abri Health Plan</u></b>  1-888-999-2404 or (262) 946-1160  (262) 946-1259 TDD</p>
	<p align="center"><b><u>Children's Community Health Plan</u></b>  1-800-482-8010 and  1-800-279-1301 (Columbia, Dane  and Iowa Counties only)  1-877-733-6456 TDD</p>
<p align="center"><b>Compcare</b></p>	<p align="center"><b><u>Compcare</u></b>  1-888-203-7771 or (715) 552-4310  1-800-947-3529 TDD</p>
	<p align="center"><b><u>Dean Health Plan</u></b>  1-800-279-1301 and  1-800-482-8010 (Milwaukee,  Kenosha, Ozaukee, Racine, and  Waukesha Counties only)  1-877-733-6456 TDD</p>

 <p><b>GROUPHEALTH</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 1-888-459-3020 TDD</p>
 <p><b>MHS</b> Managed Health Services</p>	<p><b><u>Managed Health Services</u></b> 1-888-713-6180 or (414) 345-4646 1-800-446-6136 TDD</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>Network Health Plan</b> AFFINITY HEALTH SYSTEM</p>	<p><b><u>Network Health Plan</u></b> 1-888-713-6180 or (414) 345-4646 1-800-446-6136 TDD</p>
 <p><b>Physicians Plus</b> INSURANCE CORPORATION</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>Security Health Plan</b></p>	<p><b><u>Security Health Plan</u></b> 1-800-791-3044 1-800-791-3044 TDD</p>
 <p><b>UnitedHealthcare of Wisconsin, Inc.</b> UnitedHealthcare A UnitedHealth Group Company</p>	<p><b><u>UnitedHealthcare of Wisconsin</u></b> 1-800-504-9660 1-800-947-6644 TDD</p>
 <p><b>Unity</b> Health Insurance A UW Health Affiliated Company</p>	<p><b><u>Unity Health Plan</u></b> 1-800-362-3310 (608) 643-1421 TDD</p>

## 2008 Wisconsin BadgerCare Plus HMO Report Card

**Daim Wisconsin BadgerCare Plus HMO Report Card** yuav pab koj xaiv los yog pauv koj lub HMO. Nws muab ib lub HMO mus piv rau lwm lub nyob hauv tsib (5) yam ntsig txog kev kho mob thiab plaub (4) yam ntsig txog kev txaus siab ntawm cov muaj npe zwm. Cov ntawd yog:

### **Kev Kho Mob**

- Txhaj tshuaj tiv thaiv kab mob rau me nyuam (vaccinations)
- Kuaj ntshav seb puas muaj lead rau cov me nyuam (Blood lead screening)
- Kho ntshav qab zib (Diabetes care)
- Kho mob hawb pob (Asthma care)
- Tshuaj xyuas poj niam ncauj tsev me nyuam (Pap tests)

### **Kev Txaus Siab Rau**

- HMO qhov kev pab cov tswv cuab (HMO customer service)
- Tau txais kev kho mob li yus xav tau (Getting needed care)
- Lub HMO
- Lub HMO kev kho mob

Qhov luj txog kev kho mob (health care ratings) yog tau los ntawm cov kev pab uas cov HMOs muab rau cov muaj npe zwm rau BadgerCare Plus.

Qhov luj txog kev txaus siab (satisfaction ratings) yog tau los ntawm daim ntawv soj nstuam (survey) uas cov muaj npe zwm rau hauv lub HMO teb rau cov npe lus nram qab no:

**HMO qhov kev pab cov tswv cuab (customer service)** qhia tias lawv lub HMO teb tau lawv tej lus nug thiab daws tau lawv tej teeb meem zoo npaum li cas.

**Tau txais kev kho mob li yus xav tau (Getting needed care)** qhia tias cov tswv cuab txaus siab npaum cas rau qhov muab kev yooj yim teem caij mus ntsib kws kho mob.

**Lub HMO (The HMO)** qhia tias cov muaj npe zwm txaus siab npaum cas rau txhua yam hauv lawv lub HMO.

**Lub HMO kev kho mob (HMO health care)** qhia tias lawv xav li cas rau cov kev kho mob uas lawv tau txais.

Tau muab txhua lub HMO luj rau qhov tau ib (1) lub hnuv qub mus txog peb (3) lub hnuv qub.

- ★ Ib lub hnuv qub txhais tau hais tias lub HMO nyob qis dua thaj tsam nruab nrab ntawm qhov muab tas nrho cov HMOs los luj ua ke (below the average score).
- ★★ Ob lub hnuv qub txhais tau hais tias yog nyob rau thaj tsam nruab nrab (average).
- ★★★ Peb lub hnuv qub txhais tau hais tias lub HMO nyob siab dua thaj tsam nruab nrab (above average).

Qhov nyob qis dua thaj tsam nruab nrab (below average) tsis tau txhais hais tias lub HMO ntawd muab kev kho mob los yog muab kev pab tsis zoo. Nws tsuas txhais hais tias lub HMO ntawd nyob qis dua thaj tsam nruab nrab yog muab piv rau lwm cov HMOs xwb. Ib lub HMO yuav nyob siab dua los yog qis dua ntawm thaj tsam nruab nrab yog thaum qhov txawv ntawd ncuab deb txaus ua rau pom tseeb qhov sib txawv ntawm kev ua tau hauj lwm.

Qhov luj tau nyob siab los yog qis rau txhua npe lus muab qhia rau nram qab kawg ntawm lub table (phab ntawv tom ntej). Qhov nov qhia tau hais tias qhov sib txawv ntawm qhov nyob siab dua, nyob nruab nrab, thiab nyob qis dua kuj txawv me ntsis rau ib cov, hos kuj loj hauj sim rau lwm cov thiab.

Yog xav paub ntxiv txog cov HMOs, hu rau HMO Tus Kws Paub Txog Kev Teev Npe (Enrollment Specialist) ntawm **1-800-291-2002**.

## Wisconsin BadgerCare Plus 2008 HMO Report Card

	Key Kho Mob (Health Care)					Cov Tswv Cuab Kev Txaus Siab (Consumer Satisfaction)			
	Txhaj Tshuaj (Shots)	Kuaj Lead (Lead Testing)	Kho Ntshav Qab Zib (Diabetes Care)	Kho Mob Hawb Pob (Asthma Care)	Kuaj Ncauj Tsev Me Nyuum (Pap Tests)	Key Pab Cov Tswv Cuab (Customer Service)	Txais Key Kho Mob (Getting Needed Care)	Lub HMO (Health Plan)	Key Kho Mob (Health Care)
<i>Abri Health Plan</i>	★	★★★	★	★★	★	★★	★	★	★★
<i>Children's Community Health Plan</i>	★★	★★	★★	★★	★	★★	★★	★★	★★
<i>CompCare</i>	★★★	★★★	★★	★★	★★	★★	★★	★★	★★
<i>Dean Health Plan</i>	★★★	★	★★	★★★	★★★	★★	★★	★★★	★★
<i>Group Health Cooperative-Eau Claire</i>	★★★	★★★	★★★	★★	★	★★	★★	★★	★★
<i>Group Health Cooperative-South Central</i>	★★	★	★★	★★	★★	★★★	★★	★★	★★
<i>Health Tradition Health Plan</i>	★★	★★★	★★	★★	★★★	★★	★★★	★★	★★
<i>MercyCare HMO</i>	★★★	★★★	★★★	★★	★★	★★	★★	★★	★★
<i>Managed Health Services</i>	★	★	★	★★	★★	★★	★★	★★	★★
<i>Network Health Plan</i>	★★★	★★	★★	★★	★★	★★	★★	★	★★
<i>Security Health Plan</i>	★★★	★★★	★★	★★	★★★	★★	★★★	★★★	★★
<i>UnitedHealthcare</i>	★	★★	★★	★★	★★★	★★	★	★★	★★
<i>Unity Health Plan</i>	★★★	★	★	★	★★	★★	★★	★★★	★★
<b>Range of scores (low - high)</b>	53.8%- 82.4%	45.7%- 74.9%	42.2%- 80.2%	69.2%- 98.7%	60.1%- 77.3%	81.1%- 91.6%	77.9%- 88.8%	79.8%- 87.7%	84.8%- 88.3%

**Cim:**

★★★ Siab dua qhov nruab nrab

★★ Nyob nruab nrab

★ Qis dua qhov nruab nrab

Qhov luj txog kev kho mob (health care ratings) yog cov kev pab rau xyoo 2007. Qhov luj txog kev txaus siab ntawm cov tswv cuab (customer satisfaction ratings) yog tau los ntawm daim ntawv soj ntsuam (survey) rau xyoo 2008. Qhov kev soj ntsuam no yog ua ob xyoos twg ib zaug.

# HMO Cov Cheeb Tsam Muab Kev Kho Mob

Daim phiaj (chart) hauv qab no qhia cov counties uas cov Wisconsin BadgerCare Plus HMOs muab kev kho mob. Tus cim ntawv qhia siv daim phiaj no nyob nram qab kawg ntawm phab ntawv no.

	Adams	Ashland	Barron	Bayfield	Brown	Buffalo	Burnett	Calumet	Chippewa	Clark	Columbia	Crawford	Dane	Dodge	Door	Douglas	Dunn	Eau Claire	Florence	Fond du	Forest	Grant	Green	Green Lake	Iowa	Iron	Jackson	Jefferson	Juneau	Kenosha	Kewaunee	La Crosse	Lafayette	Langlade	Lincoln	Manitowoc				
Abri Health Plan					A								A															A		A	A									
Children's Community Health Plan											A		A													A					A									
CompCare		A	A	A		P	A		A		P	A				A	A	A					A	A		A		P		A			P	A						
Dean Health Plan											A		A	A									A	A		A			A		P									
Group Health Cooperative of Eau Claire		A	A	A		P	A		A	P	P	A				A	A	A					A	A		A		P		A				A			P			
Group Health Cooperative of South Central Wisconsin													A																											
Gundersen Lutheran Health Plan						P						A																P		A			A							
Health Tradition Health Plan						P						P																						A						
Independent Care Health Plan (iCare)																																								
Managed Health Services					A			A		A				P						A	P				A				P		A					A	A	P		
MercyCare Insurance Company													P												P					P										
Network Health Plan					A			A		A				P							A	P			A				P		A					A	A	P		
Physicians Plus Insurance													A																											
Security Health Plan	P	P	A						A	A								A			A						P	A		P						A	A			
UnitedHealth-care of Wisconsin			P		A	A		A	A					A		A					A								A		A					A			A	
Unity Health Insurance											P		A	P											A					A										

A = HMO muaj kev pab rau tas nrho hauv lub county  
 P = HMO tsuas muaj kev pab rau qee thaj chaw hauv lub county xwb

	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	
Abri Health Plan				A				A	A							A															A	A	A		A		
Children's Community Health Plan				A					A							A												A		A	A						
Compcare					A					P	P	A					P		P	P	P	A				A	A			A							
Dean Health Plan				A					A							P		A				A											A				
Group Health Cooperative of Eau Claire	P				P					P	P	A			P		A		A	P	P	A			A	P	P			A							
Group Health Cooperative of South Central Wisconsin																																					
Gundersen Lutheran Health Plan						P																P					P	P									
Health Tradition Health Plan						P																					P	P									
Independent Care Health Plan (iCare)				A					A							A								A							A	A					
Managed Health Services	A	A	A	A		A	A	A	P					A				A					A	P	A			A	P		P	A	A	A	A	A	
MercyCare Insurance Company																		A											A								
Network Health Plan	A	A	A	A		A	A	A	P					A				A						A	P	A			A	P		P	A	A	A	A	
Physicians Plus Insurance																																					
Security Health Plan	A						A							A	A					A			A			A		A		P		P				A	
UnitedHealth-care of Wisconsin	A	A	A	A		A		A	A				A	A		A			P		A		P	A	A	A			A	A	A	A	A	A	A	A	
Unity Health Insurance																						P															

A = HMO muaj kev pab rau tas nrho hauv lub county

P = HMO tsuas muaj kev pab rau qee thaj chaw hauv lub county xwb

