



February 23, 2021

RE: Re-Contracting My Choice Wisconsin Update

Dear Valued Provider:

My Choice Wisconsin (MCW) is diligently working to re-contract with the entire Residential Service and Supportive Visit provider network at this time. If we have not yet connected with your organization or the services your organization provides for a new contract, we will be connecting with you soon over the next three (3) months.

We are writing today to request your patience with the MCO and our re-contracting efforts. The organization is required to re-contract with all service providers in all service categories. The philosophy behind our organization and contracting is to have a personalized conversation about your contract. This means our process will take extra time to complete, but it is extremely important to My Choice Wisconsin to speak with you as our relationship is a partnership.

The Provider Services department recognizes that you may be trying to contact the Provider Services department for status of your contract. Please know that your contractor is on the phone daily engaging in conversations to complete our re-contracting efforts. If you are not able to make contact with the Provider Services department or your assigned contracting representative it is not our intent to be delayed in a response. Your contract is important to our organization and we will be in contact as soon as we are able. To help us with managing the volume of calls coming into the Provider Services department we would ask to refrain from calling to inquire about re-contracting if we have not yet reached out to you. These calls can result in additional delays in the re-contracting efforts.

My Choice Wisconsin is currently working on re-contracting approximately 5,000 provider contracts and we have completed approximately 1,500 of these contracts to date. My Choice Wisconsin is committed to providing another status update on our re-contracting efforts by the week of April 15<sup>th</sup>.

Please be reassured that your current contract remains in effect until we can re-contract with your organization.

We recognize this is a challenging time for all and we appreciate your patience and all that you are doing to serve our members.

Best Regards,

*Nicole Pagliaro*

Nicole Pagliaro  
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My Choice Wisconsin, Inc.