

## Care Team Shout Out

Do you have a care manager who's helped you through a hard time? Is there someone on your care team who goes above and beyond to make sure you're safe and healthy? We want to hear from you! Email us a brief description of why your My Choice Wisconsin care staff deserves to be recognized to [shoutout@mychoicewi.org](mailto:mychoicewi.org). Submitted quotes could be included in our Care Team Shout Out section!

## YOUR VOICE MATTERS!

We at the Member Advisory Committee want to remind you that YOUR VOICE MATTERS!

As a member of My Choice Wisconsin, you play a vital role in your care. In the coming months, randomly selected Family Care and all Partnership members will receive a Member Satisfaction survey. It will come from the Wisconsin Department of Health Services (DHS). If you receive a survey, please take a few moments to fill it out right away and return it using the self-addressed, postage-paid envelope. You may have someone help you complete the survey, but the answers need to come from you. YOUR VOICE MATTERS!

This survey is important because it allows you to

share how you feel about your Care Team and the things that they do to support you. Even though the survey is anonymous, the overall results will be shared with My Choice Wisconsin and DHS. Your answers help My Choice Wisconsin learn how we can support you with the highest quality of care by telling us what is working well for members and what could be improved. YOUR VOICE MATTERS!

We on the Member Advisory Committee will also be looking at the anonymous survey results. As we learn what is important to our members from the survey answers, we will continue to advocate for the best quality of support and services for you and we will work to amplify your voices. YOUR VOICE MATTERS!



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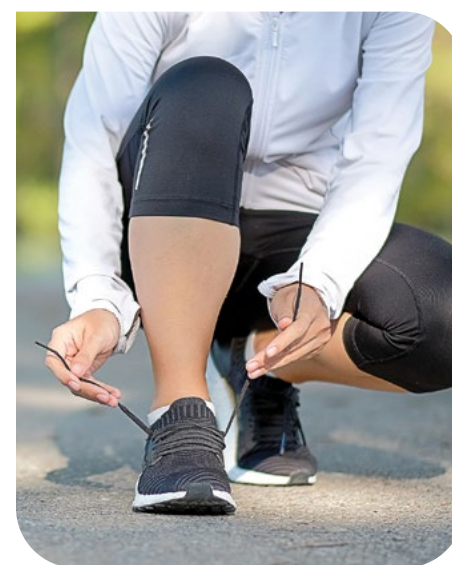
### Follow us:



Connect with us:  
[mychoicewi.org](http://mychoicewi.org)  
800-963-0035 TTY: 711

## Upcoming Events

Visit [www.mychoicewi.org/about/events/](http://www.mychoicewi.org/about/events/) for details.



**September 21**  
Fond du Lac Senior Expo – Fond du Lac

**September 24 & 25**  
Black Women's Wellness Day – Virtual

**September 19 & 26**  
Down Syndrome Awareness Walk – Madison; Milwaukee & La Crosse

**September 28**  
In the Garden, a One Act Play About Memory Loss – Virtual & Elkhorn

**September & October**  
Walks to End Alzheimer's – see our website for details

**October 5**  
Beloit Senior Fair – Beloit

**October 7**  
Waupun Senior Expo – Waupun

**October 8**  
Big Night Out Gala – Milwaukee

**October 9**  
NAMI Walks – Waukesha & Milwaukee



# Member Newsletter

Volume 1, Issue 3 | SUMMER 2021  
DHS Approved 8/24/2021

## Letter from the CEO

Dear My Choice Wisconsin Members:

First, I would like to ask you to join me in welcoming our BadgerCare Plus members to the My Choice Wisconsin family! We acquired Trilogy Health Insurance in 2019 and, as of June 1, 2021, it has been rebranded under the My Choice Wisconsin name. BadgerCare Plus joins our list of programs designed to help people maintain independence in the community. If you are interested in learning more, check out the BadgerCare Plus page on our website: [www.mychoicewi.org/badgercare-plus](http://www.mychoicewi.org/badgercare-plus) or at the WI Department of Health Services: [www.dhs.wisconsin.gov/badgercareplus](http://www.dhs.wisconsin.gov/badgercareplus).

I would also like to share that almost 50% of My Choice Wisconsin members have been vaccinated against COVID-19. Vaccinating is the number one way to protect yourself against this virus and we highly encourage you, your families, and caregivers to get vaccinated. If you would like to learn where you can receive your free vaccination, visit [www.vaccines.gov](http://www.vaccines.gov) or call your care team or care coordinator. Contact your doctor or care team if you have questions about the vaccines. The My Choice Wisconsin executive team and department directors received their vaccinations, as did many, many others so I feel very confident in encouraging all of you to do the same.

Lastly, I would like to highlight our Member Advisory Committee. This team of My Choice Wisconsin members represent the diverse

demographics, cultural backgrounds, and abilities of our members across the state. They offer their unique voice to advise and consult with us to ensure quality of care. **The committee is looking to add more members**, so if you enjoy being part of a team and care about helping others, contact

Mary Clare Carlson (Self-Advocacy Specialist) at [maryclare.carlson@mychoicewi.org](mailto:maryclare.carlson@mychoicewi.org) or at (414) 639-9381. She can answer any question you may have.



As always, your satisfaction is our priority. We appreciate your trust in My Choice Wisconsin for your

long-term care and care coordination needs and we welcome your feedback anytime if there is something we can do to better support your independence and wellbeing.



Sincerely,  
**Maria Ledger**

## Member Spotlight

# Meet Joe

For Partnership member Joe, music is his life. From his start as a 4-year-old Baptist choir singer and belting out Doo-Wop as a teenager of the 60s, to learning the trombone and trumpet and singing with Smokey Robinson and the Miracles as a young man, Joe says his voice was a gift from God. He even formed a band, God's Children, that would travel WI playing gospel and rhythm and blues for community groups and churches. He believes in the power of music to bring people together and he's seen people of all different races, cultures, economic status, religious and political beliefs bond through music. He is proud to have been a part of creating that sense of community and joy.



## Dr. Q.'s Corner

# Outdoor Safety



Dr. Eric Quivers  
Medical Director

Early fall is here and we are enjoying being active outside! While it may be the fun time of the year, there are risks and it's important to be mindful of our safety and that of our loved ones.

### Sunburn

Sunburn is very common – 3 million cases a year.

**Caused by:** too much exposure to ultraviolet (UV) radiation in sunlight. It does not have to be a bright and sunny day to get a sunburn; UV rays go through clouds.

**Symptoms:** skin becomes red, painful, itchy, and hot to the touch. A severe sunburn can blister.

**Treatments:** pain medications like ibuprofen or a cream that is a local anesthetic, ice packs, aloe, and moisturizers.

**How to prevent:** use (and reapply!) sunblock, choose clothing to cover exposed skin, and stay out of the sun during peak hours (10 am - 4 pm). Repeated sunburn does increase the risk for skin cancer.

### Heat Stroke

Heat Stroke is a serious medical condition and can be life-threatening.

**Caused by:** prolonged exposure or physical activity in high temperatures which makes the body's core temperature rise above 104 F.



**Symptoms:** high body temperature, confusion, decrease in sweating, racing heart, rapid breathing, nausea and vomiting, flushed skin, and headache.

**Treatment:** seek emergency medical attention immediately!

**How to prevent:** monitor your activity in hot weather, stay in shaded areas or cooling places, and drink plenty of water.

### Drowning

Every year about 3,000 people drown in pools and about 650 drown in boating accidents, overall less than 20,000 cases a year. For every child under 14 years old that drowns, there are 5 others who have come close. This year, WI has had more drownings than usual and several have involved children.

**Caused by:** water or liquid filling the lungs causing suffocation which leads to death.

**How to prevent:** wear a life jacket when on the water and keep an eye on children when they're around water.

### Bug Bites

- Wearing insect repellent can help keep mosquitos and ticks away.
- Keep food covered so you don't attract bees. Walk away calmly if they are near.
- West Nile and Lyme Disease can be spread by insects. If you develop flu-like symptoms, a rash, or an infected bite, be sure to see your doctor.

### Food Poisoning

- Leaving food in the sun will cause bacteria to grow and spoil the food.
- Follow the Food and Drug Administration's "2-Hour Rule" – perishable food left at room temperature for more than two hours should be thrown out.

Remember, all these health concerns are preventable! Here's to wishing a safe and fun filled summer/fall for you and your family!

## Featured Article

# YOUR VOICE MATTERS!

By the My Choice Wisconsin Quality Division

Your satisfaction with the support and services you receive from My Choice Wisconsin is one of our top goals and your feedback helps us to understand how we can deliver. You are the center of the care planning process — from enrollment, to care plan development, to working alongside your care team — and we want My Choice Wisconsin members to be highly satisfied every step along the way.

### Our care teams will check in to make sure:

We are there for you when you need us. We meet with you as often as you need. You are involved with making decisions about your care plan. Your care plan includes things that are important to you. The services you receive meet your needs. We work with you to adjust your care plan if your needs change.

No matter which program you are in, you have the opportunity to tell us how you feel. Member surveys give members and/or their guardians a chance to express how well My Choice Wisconsin helps with meeting your needs and reaching your goals. Your survey answers are so important in making your program the best it can be!



## Surveys by program:

### Family Care & Partnership

- Member Satisfaction Survey — mailed July–September from WI Department of Health Services
  - Surveys are sent to randomly selected Family Care members
  - All Partnership members receive the survey

### Partnership & Medicare Dual Advantage

- Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey — mailed February–May from Centers for Medicare & Medicaid Services
- Health Outcomes Survey (HOS) — mailed April–July from Centers for Medicare & Medicaid Services

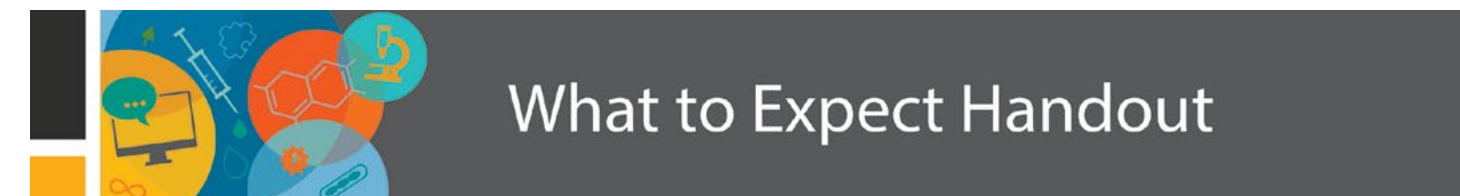
### Medicaid SSI

- SSI Member Satisfaction Survey — mailed in October from My Choice Wisconsin

### BadgerCare Plus

- Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey — mailed February–May from Centers for Medicare & Medicaid Services

For more information or questions about the surveys, please call your care manager. Make sure your voice is heard — participate in the survey! **We care about YOU!**



## Vaccines (shots) are one of the tools we have to fight the COVID-19 pandemic.



To stop this pandemic, we need to use all of our prevention tools. Vaccines are one of the most effective tools to protect your health and prevent disease. Vaccines work with your body's natural defenses so **your body will be ready to fight the virus**, if you are exposed (also called immunity). Other steps, like wearing a mask that covers your nose and mouth and staying at least 6 feet away from other people you don't live with, also help stop the spread of COVID-19.

Studies show that COVID-19 **vaccines are very effective** at keeping you from getting COVID-19. Experts also think that getting a COVID-19 vaccine may help keep you from getting seriously ill even if you do get COVID-19. These vaccines cannot give you the disease itself.



**The vaccines are safe.** The U.S. vaccine safety system makes sure that all vaccines are as safe as possible. All the COVID-19 vaccines that are being used have gone through the same safety tests and meet the same standards as any other vaccines produced through the years. A system in place across the entire country that allows CDC to watch for safety issues and make sure the vaccines stay safe.

**Different types of COVID-19 vaccines will be available.** Most of these vaccines are given in two shots, one at a time and spaced apart. The first shot gets your body ready. The second shot is given at least three weeks later to make sure you have full protection. If you are told you need two shots, make sure that you get both of them. The vaccines may work in slightly different ways, but all types of the vaccines will help protect you.



12/23/20

[www.cdc.gov/coronavirus/vaccines](http://www.cdc.gov/coronavirus/vaccines)