



# Member Newsletter

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## Message from the Plan President, Maria Ledger

As we shared on September 1, 2023, My Choice Wisconsin joined Molina Healthcare, Inc. Molina has been improving the lives of members for over 40 years and has pioneered health care services exclusively for those with government-sponsored health care. Today, Molina serves over 5.1 million members in the US. Together, we are working hard to integrate My Choice into Molina Healthcare to move your health forward. We are committed to making this a smooth transition for you.

The first phase of the integration will occur on July 1, 2024, when all My Choice Wisconsin members in our Medicaid SSI or BadgerCare Plus programs will become members of Molina Healthcare of Wisconsin.

**It is important to note that your healthcare coverage is not changing, and you do not need to do anything to keep your health coverage. The benefits, medications, and services you currently receive from My Choice Wisconsin will remain the same.**

If you are currently a My Choice WI Medicaid SSI member or receive your BadgerCare Plus services through My Choice, here are several wonderful new benefits you will receive:

- **Access a free 24-Hour Nurse Advice Line.** When you need health advice fast in your language, you can talk to a qualified nurse 24 hours a day, 7 days a week, 365 days a year.
- **Access to a free member portal and mobile app, My Molina®.** My Molina® is your health care assistant, designed to make your life easier. It gives you 24/7 access to your health information at any time or place. With My Molina®, you can:
  - See and use a digital version of your member ID card
  - Look for doctors
  - Change your primary care provider (PCP)
  - Track your health goals
  - Find out about extra benefits and rewards
- **Gift cards for completing healthy activities!** For example, you may be able to get a gift card for things like taking your child to a well-child visit or getting a breast cancer screening (mammogram).
- **A free car seat or Pack 'n Play for our pregnant members!** We're here to help you have a healthy pregnancy and baby. With Molina's Healthy Starts program, you may get a free convertible car seat or Pack 'n Play with bassinet.
- **Community resources 24/7 with Molina Help Finder.** This online search tool helps you find free and low-cost resources to meet your basic needs like food, housing, childcare, legal, education, job training, and more! Learn more at [MolinaHelpFinder.com](https://MolinaHelpFinder.com).
- **Text and email alerts.** As a Molina member, you can get on-the-go reminders and important information about your health – wherever life takes you!

You will also receive a **new member ID card**. It has important phone numbers for you and your doctor. **This does not replace your Forward Health ID card – it is an addition.** You always need your Forward Health ID card to get healthcare.

We are excited to be part of the Molina family of companies. You have our commitment that you can continue to expect the same personalized service that you do today. We appreciate you choosing My Choice, and always want to know if there are things we can do better to serve you. If you have any questions about the changes outlined in this article, feel free to reach our Member Experience Manager, Olivia Schmidt, at 414.837.8571.

## Quality Update

# We want member input on our Quality Plan!

The goal of the annual Quality Management Work Plan is to make sure My Choice Wisconsin Family Care and Partnership members receive the best care and services possible and that our practices follow the contract agreements for the programs we offer. We do this by monitoring quality and making improvements throughout the year. The My Choice Wisconsin Quality Plan lists the areas that need focused effort and improvement, builds on past achievements and addresses gaps in performance. It cannot include all aspects of member care. The My Choice Wisconsin 2023 Quality Plan had 8 goals, which will carry forward into 2024:

- 1. Care team staff respond to and report situations that endanger the health and safety of any member.**
  - 2. Members receive high quality care management, support and services.**
  - 3. Vulnerable high-risk members receive appropriate monitoring and support.**
  - 4. Care team staff provide support for preventative care as recommended.**
  - 5. Members receive high quality care to promote the best possible health outcomes.**
  - 6. Members are satisfied with My Choice Wisconsin and the services they receive.**
  - 7. Members receive high quality care from contracted providers.**
  - 8. Care team staff receive training and evaluation to deliver high quality care management.**
- The 2024 Quality Plan has a new goal added:
- 9. Members are connected to their communities.**

My Choice Wisconsin aims for excellence across all quality measures related to our members' care, health, and safety, even if not included in the Quality Plan.

If you would like to provide feedback on My Choice Wisconsin's Quality Plan, please email [Quality.Program@mychoicewi.org](mailto:Quality.Program@mychoicewi.org).

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## Competitive Integrated Employment

2024 marks the fifth year of the Competitive Integrated Employment initiative for the Family Care and Family Care Partnership programs. Like previous years, My Choice WI's goal is to increase the number of members working in community-based jobs in 2024. My Choice WI aims to ensure that all members who are interested in pursuing employment opportunities have the chance to do so. We encourage members who are interested in learning more about employment to start a conversation with their care management staff. Together we can all work towards our employment goals!



## Community Connections

Did you know that having strong connections to the community is tied to multiple health benefits? The Community Connections initiative aims to improve both physical health and mental well-being by connecting members to their community in meaningful ways. With summer here, now is the perfect time to start thinking of ways to connect to the community. My Choice Wisconsin wants to ensure we are supporting members to achieve their desired level of connection to help facilitate happier healthier lives for our members!

Throughout 2024, My Choice WI care team staff are completing interest inventories with Family Care and Family Care Partnership members to learn which members have a desire to connect to their community. For those members who do want to connect further to their community, care team staff will establish a community connections goal and will complete different activities with members to help achieve that goal.

My Choice WI encourages members to begin thinking of interests, hobbies, and skills that they would like to pursue further in the community!

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## MCW 2024 Clinical and Non-Clinical Performance Improvement Projects (PIP)

At My Choice Wisconsin (MCW), we are always looking for better ways to support our members. The goal of a “Performance Improvement Project” (PIP) is to improve the lives of our members and the care they receive. For the next two years (2024 & 2025), MCW has two PIPs for Family Care and Family Care Partnership members - a clinical project and a non-clinical project. The clinical project is focused on diabetes self-management for

Family Care and Partnership members with diabetes. The non-clinical project involves the completion of advance directives with a special focus on Hispanic Family Care and Partnership members.

Each project includes member education and member resources. Please reach out to your care team staff with questions about the projects and/or project resources.



# Be Proactive with your Health

Your health is really important, and taking care of it ahead of time is key. Going for check-ups and talking to your doctor about any worries you have about your health are big steps in staying healthy. Remember to see your doctor once a year for a check-up or as often as they suggest. It helps find any problems early and builds a good relationship with your doctor. Make sure to tell them about any changes in your health too, so they can give you the best care possible. Also, don't forget to get checked for any health problems your doctor recommends. It's important!

Sometimes, getting appointments or care when you need it can be tricky because lots of people are going to the doctor. But here are some tips to help you out: Try to book appointments early, especially for regular check-ups. If you need help right away, call your doctor's office and explain. They might be able to see you sooner or tell you where to go. You can also use telehealth services if they're available. They let you talk to a doctor from home, which can be super handy. You can also get a list of My Choice WI providers at: [mychoicewi.org](https://mychoicewi.org). And remember, staying organized and speaking up about your health needs can make things easier. By being proactive, you can make sure you get the care you need when you need it.

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## Together We Are Stronger

As we shared on September 1, 2023, My Choice Wisconsin joined Molina Healthcare, Inc. Molina has been taking care of families and individuals since 1980. Together, we are working hard to move your health forward. We are committed to making this a smooth transition for you.

**On July 1, 2024, all My Choice Wisconsin members with Medicaid SSI or BadgerCare Plus will become Molina Healthcare of Wisconsin members.** You do not need to do anything to keep your health coverage, and your health coverage is not changing. The benefits, medicines, and services you currently get from My Choice Wisconsin will remain the same. Learn more about Molina at [meetmolinawi.com](https://meetmolinawi.com).

**Watch your mail for more information – coming soon!**



## Greetings from the MAC

# The 2024 Arlyn Doehler Acorn Awards

The Member Advisory Committee was thrilled to hand out the 2024 Arlyn Doehler Acorn Awards on April 26 in Wauwatosa. Arlyn Doehler was an amazing woman who served on both the MAC and the My Choice Wisconsin Board of Directors. After Arlyn passed away, the MAC created the Arlyn Doehler Acorn Awards to honor her memory by acknowledging the great work of the staff at My Choice Wisconsin.

Awards were given out to Diane Bentley-Henderson, Care Manager, Milwaukee CMU, Team 4, Kristine

Trotter, Provider Network Administration Supervisor, the Rock County Care Management Unit, and the MIDAS Development Team.

MAC Chairperson, Duazong (Dee) Her was the Master of Ceremonies for the event. The MAC welcomed Kim Kunz, Director, Health Services and Joe Dietlin, Molina Healthcare of Wisconsin Vice-President of Network Management and Operations to share a few words at the ceremony. All the MAC members who were present via Zoom or in-person participated in the awards ceremony as well.



It was a wonderful gathering of some outstanding people who contribute so much to the work of supporting My Choice Wisconsin members to live their best lives.



On March 20, five members of the Member Advisory Committee attended Disability Advocacy Day at the State Capitol. Barry, Savanna, Kristi and Duazong (Dee) had all

## Disability Advocacy Day

participated in Disability Advocacy Day many times before. But for Carley, this was her first time participating in this important advocacy event. The MAC members were also joined by My Choice Wisconsin staff: Betsy Van Heesch, Vice-President Health Care Plan, Spencer Lameka, Quality Initiatives Specialist and Mary Clare Carlson, Self-Advocacy Specialist.

Disability Advocacy Day is a day-long event coordinated by the Survival Coalition of Wisconsin. The event focuses on connecting people with

disabilities and their allies with their state legislators to talk about issues that matter. Many issues were discussed that day but by far the biggest issues were transportation and the caregiver shortage.

The MAC members who participated in Disability Advocacy Day reported at the March MAC meeting on their experiences. MAC member, Savanna and her mother were interviewed about the issue of accessible voting. Their interview was shown by news stations in both Madison and Milwaukee.



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## YOUR VOICE MATTERS!

The 2024 Member Satisfaction Survey (MSS) will be mailed to members and guardians starting in July from the Department of Health Services. Surveys are sent to randomly selected Family Care members/guardians and to all Family Care Partnership members/guardians. Satisfaction with your support and services is one of our top goals at MCW and your feedback on the MSS helps us to understand what we are doing well and helps identify areas we can improve upon. You are the center of the care planning process — from enrollment, to care plan development, to working alongside your care team — and we want MCW members to be highly satisfied every step of the way. For more information or questions about the surveys, please contact your care team staff and make sure your voice is heard by participating in the 2024 Member Satisfaction Survey!

