

What is the Question?	Who Should I Contact?
Provider Contract Questions (All Programs)	shfamcontracts@mychoicewi.org or contact your assigned Contract Specialist (contact info below) – Contracting cannot answer credentialing questions, please contact the credentialing department below
Provider Rate Questions	Contracted Providers to contact their Contract Specialist below
Provider Credentialing Questions	credentialing@mychoicefamilycare.com
Residential Provider Vacancies	Go into the MIDAS Portal and update bed capacity under bed information. Below is the path and link: MIDAS Provider Portal -> Provider Mgmt -> MIDAS Provider BedInformation

INTERNAL Claims Status or Questions	My Choice Wisconsin or MCFC legacy Origin Member Claims: Provider.Liaison@mychoicefamilycare.org Care Wisconsin Origin Member Claims: Provider-Help-Desk@carewisc.org
EXTERNAL Claim Status or Questions	My Choice Wisconsin or MCFC legacy Origin Member Claims: Call WPS: 800-223-6016 Care Wisconsin Origin Member Claims: Call Claims Help Desk: 855-878-6699
Member Concerns	Appropriate Care Management Program Staff (Family Care, Partnership, SSI, DualAdvantage)

Updated: April 2023

Health Care Benefit Package Questions (Partnership, SSI, Dual Advantage)	General Benefit Questions: https://mychoicewi.org/providers/authorizations/ - Prior Authorization Reference Document (Requirements by Program) EXTERNAL Inquiries: <ul style="list-style-type: none"> • Callers should be directed to call CW Customer Service 800-963-0035
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MIDAS Provider Setup Questions (Provider Password Resets, etc.)	dlfamcontracts@mychoicefamilycare.com
Change of Ownerships	chowrequests@mychoicefamilycare.com

Authorization Questions	Appropriate Care Management Program Staff (Family Care, Partnership, SSI, Dual Advantage)
Electronic Visit Verification	External communication = EVV inbox: evv@mychoicewi.org
Apply to Join the Network	https://mychoicewi.org/providers/joining-our-network/

Contractor Information for In-Network Providers (Contracted rate questions, contract questions, provider information updates)

**** Providers with Corp/Parent Locations: Will be assigned to the contractor where the corporate entity lives**

Provider Relations & Network Specialist	ASSIGNED GSR	SERVICES	ADDTL INFO	Dedicated Responsibilities (ie below)
<p align="center">Jennifer Winter Jennifer.winter@mychoicewi.org 414-287-7428</p>	<p align="center">GSR 2,3,9</p>	<p align="center">Supportive Visits, SHC, Day Services, Financial Services, Transportation, SNFS, DME/DMS, Employment Services, SDS, Meals, Adaptive Aids, PERS, Adult Day Care, OTC, Recreational Activities, Home Health Care, Personal Care</p>		<p align="center">All Member Specific Requests for this GSR</p>
<p align="center">Sheri Wojtowicz sheri.wojtowicz@mychoicewi.org 414-287-7656</p>	<p align="center">GSR 5,12,14</p>	<p align="center">Supportive Visits, SHC, Day Services, Meals, Financial Services, Transportation, SNFS, DME/DMS, Employment Services, SDS, Meals, Adaptive Aids, PERS, Adult Day Care, OTC, Recreational Activities, Home Health Care, Personal Care</p>		<p align="center">All Member Specific Requests for this GSR</p>
<p align="center">Samantha Monrial Garza samantha.monrialgarza@mychoicewi.org 608-210-4078</p>	<p align="center">GSR 6,8,11,13</p>	<p align="center">Supportive Visits, SHC, Day Services, Meals, Financial Services, Transportation, SNFS, DME/DMS, Employment Services, SDS, Meals, Adaptive Aids, PERS, Adult Day Care, OTC, Recreational Activities, Home Health Care, Personal Care</p>		<p align="center">All Member Specific Requests for this GSR</p>
<p align="center">John Jorgenson john.jorgenson@mychoicewi.org 715-563-1616</p>	<p align="center">GSR 1</p>	<p align="center">Residential, Supportive Visits, SHC, Day Services, Meals, Financial Services, Transportation, SNFS, DME/DMS, Employment Services, SDS, Meals, Adaptive Aids, PERS, Adult Day Care, OTC, Recreational Activities, Home Health Care, Personal Care</p>	<p align="center">ALL ANCILLARY AND RESIDENTIAL PROVIDERS IN GSR 1</p>	<p align="center">All Member Specific Requests for Ancillary in this GSR</p>

<p>Kelli Macon Kelli.macon@mychoicewi.org 414-287-7422</p>	<p>All Single Case Agreements (All GSRs) for Residential Dedicated Services</p>			
<p>Gray Bolivar gray.bolivar@mychoicewi.org 414-287-7638</p>	<p>GSR 2,3,9</p>			
<p>Jessica Cullen jessica.cullen@mychoicewi.org 608-290-0279</p>	<p>GSR 5,12,14</p>			
<p>Sadie SanFelippo Sadie.sanfelippo@mychoicewi.org 414-287-7688</p>	<p>GSR 6,8,11,13</p>			
<p>Michael Kampmeier - Health Plan michael.kampmeier@mychoicewi.org 414-287-7652</p>	<p>ALL GSRs</p>	<p>Primary & Specialty Care Physician Services, Health Systems, Independent Hospitals, FQHC & Indian Providers, Chiropractic Care, PT/ST/OT, IP & OP BH, AODA</p>		
<p>Dora Lo chowrequests@mychoicewisconsin.org, eiprequests@mychoicfamilycare.com, provterminationrequests@mychoicfamilycare.org</p>		<p>ALL Enroll In Places, CHOW's, OON, Terminations</p>	<p>A-M</p>	
<p>Kathleena Gomez chowrequests@mychoicewisconsin.org, eiprequests@mychoicfamilycare.com, provterminationrequests@mychoicfamilycare.org</p>		<p>ALL Enroll In Places, CHOW's, OON, Terminations</p>	<p>N-Z</p>	
<p>Jane Westphal</p>	<p>Contract Services Assistant</p>	<p>New Provider Applications: A-M</p>	<p>If the assigned contractor is out, please forward all calls to 414-287-7640 or email shfamcontracts@mychoicewi.org</p>	

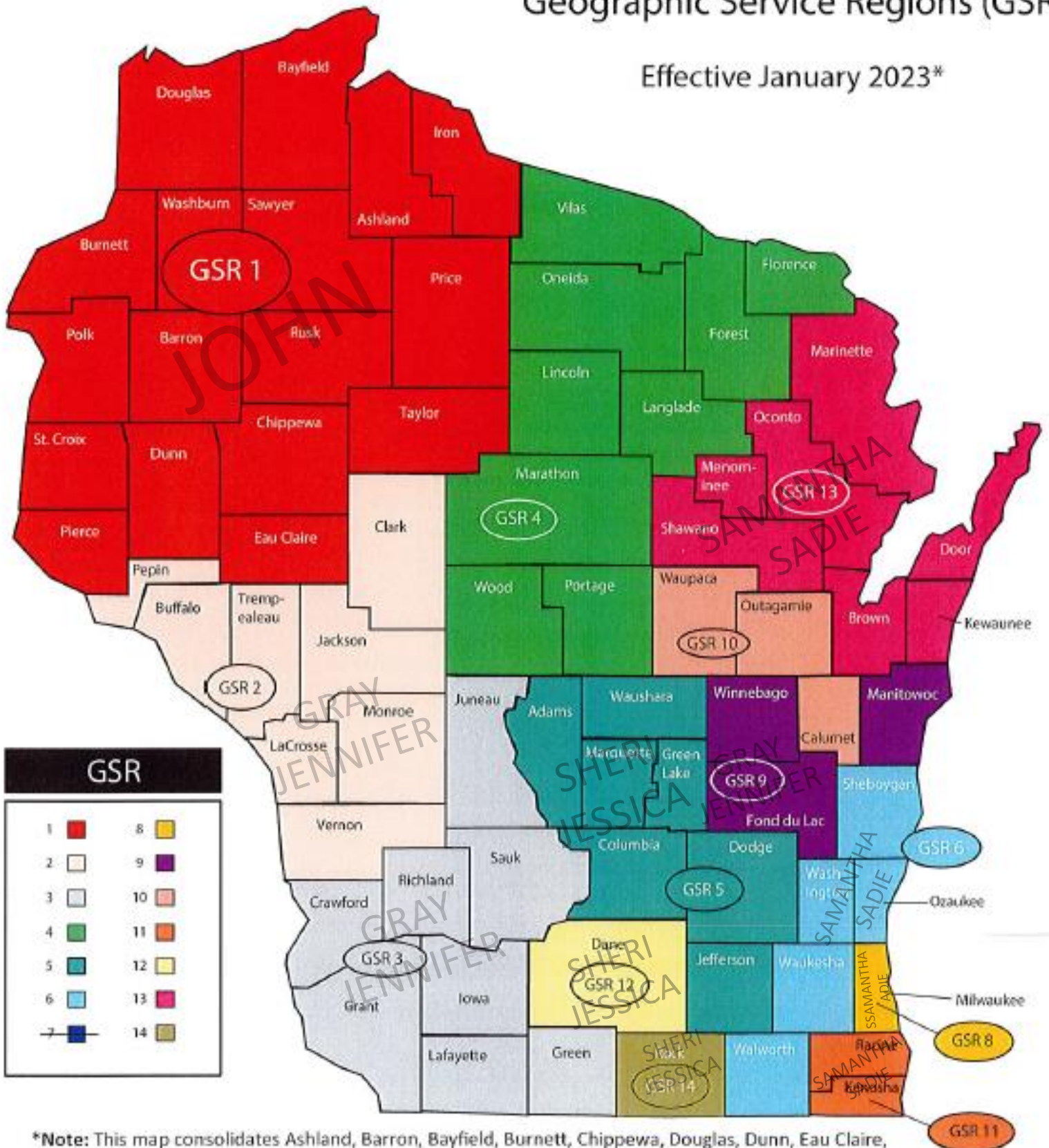
Crissi Bates	Contract Services Assistant	New Provider Applications: N-Z	
Celine Unger	Manager, Provider Relations & Network	Please forward ALL escalations	

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Provider Quality	Services Covered	Alpha Split
<p>Briann Eagen Provider Quality Lead Supervisor 800-963-0035 or providerquality@mychoicefamilycare.org</p>	<p>Misc. Ancillary Services</p>	<p>N/A</p>
<p>Elizabeth Zettler Provider Quality Coordinator 800-963-0035 or providerquality@mychoicefamilycare.org</p>	<p>Transportation & High Behavioral Site Visits</p>	<p>N/A</p>
<p>Jamison Hammer Provider Quality Coordinator 800-963-0035 or providerquality@mychoicefamilycare.org</p>	<p>SNF, CBRF, AFH 3-4 Bed, SHC/PC & Statement of Deficiencies</p>	<p>P-Z</p>
<p>Kristine Trotter Provider Quality Coordinator 800-963-0035 or providerquality@mychoicefamilycare.org</p>	<p>SNF, CBRF, AFH 3-4 Bed, SHC/PC & Statement of Deficiencies</p>	<p>A-O</p>
<p>Spencer Lameka Provider Quality Coordinator/AFH Certifier 800-963-0035 or providerquality@mychoicefamilycare.org</p>	<p>1-2 AFH Certifier 1-2 Bed AFH Concerns, SIL/SVA</p>	<p>GSRs: 6, 8, 9, 10, 11, 13 & 14</p>
<p>Tanya Kaiser Provider Quality Coordinator/AFH Certifier 800-963-0035 or providerquality@mychoicefamilycare.org</p>	<p>1-2 AFH Certifier 1-2 Bed AFH Concerns, RCAC</p>	<p>GSRs: 1, 2, 3, 4, 5, 7 & 12</p>

Family Care and IRIS Geographic Service Regions (GSR)

Effective January 2023*



*Note: This map consolidates Ashland, Barron, Bayfield, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Iron, Pierce, Polk, Price, Rusk, St. Croix, Sawyer, Taylor, and Washburn counties (formerly GSRs 1 and 7) into new GSR 1.