



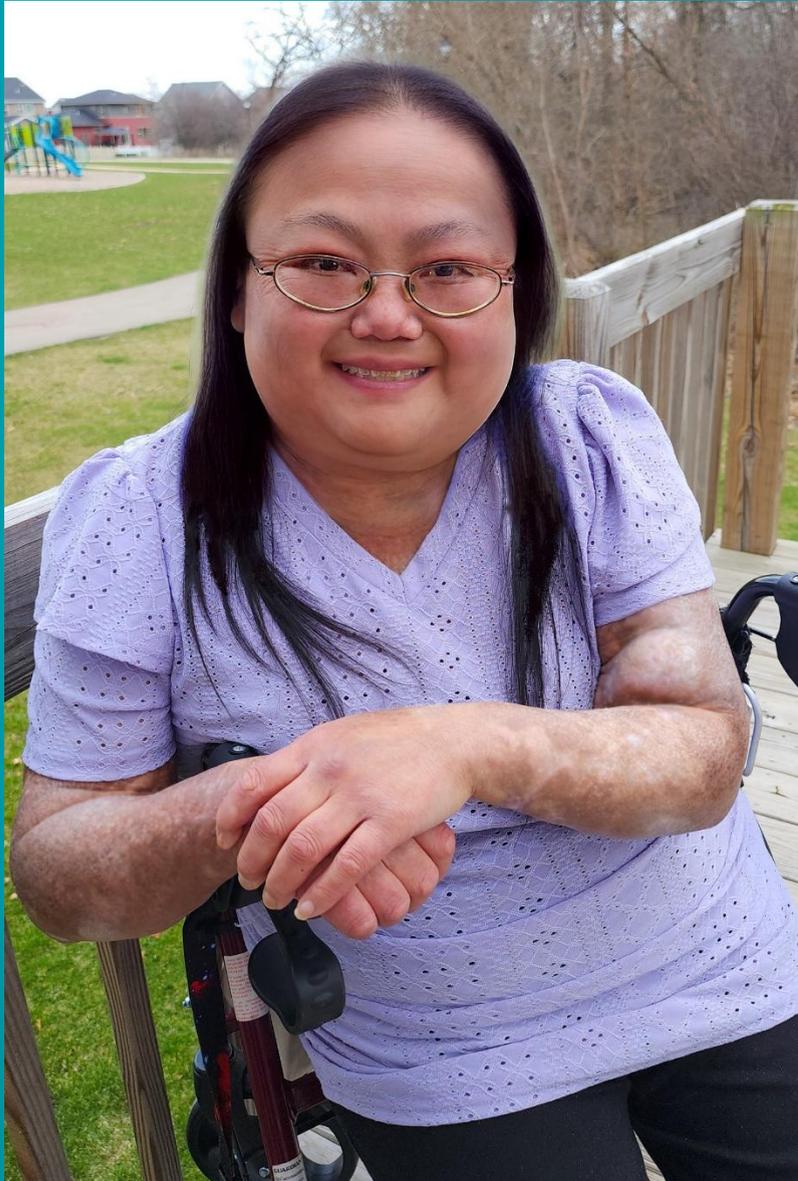
Family Care Partnership Overview

February 23, 2026



**You Matter
to Molina**

Agenda



Our plan

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Our approach

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Our extra benefits

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Thank you!

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Our plan





40+ years

delivering quality health benefits and programs



21 states

Government-sponsored health plans



1,079 employees

Based in Wisconsin



10,000+ volunteer hours

Made by our employees since 2023

Homegrown in Wisconsin

1976 – Care Wisconsin founded as Madison’s first adult day center

1980 – Molina Healthcare, Inc. (Molina) is founded

2000 – Family Care introduced

2010 – Molina Healthcare of Wisconsin, Inc. is formed

2016 – My Choice becomes a non-profit

2020 – Care Wisconsin and My Choice merge

2023 – Molina acquires My Choice Wisconsin

2025 – Brett Davis joins as Plan President for Molina Healthcare of Wisconsin (encompassing Medicaid SSI/BadgerCare Plus, Medicare Advantage, Family Care and Partnership programs)





Wisconsin product portfolio

Family Care

- Frail elders and adults with disabilities
- Covers long-term care services
- Does not cover health care services (health insurance is separate)



15,627 members

Family Care Partnership

- Frail elders and adults with disabilities
- Full alignment of long-term care services *and* health care services
- Available to members with both Medicare and Medicaid, or only Medicaid benefits



1,198 members

Medicare Dual Advantage

- Medicare Advantage plan for adults who qualify for both Medicaid and Medicare
- Covers health care services



1,358 members

Medicaid (SSI & BadgerCare Plus)

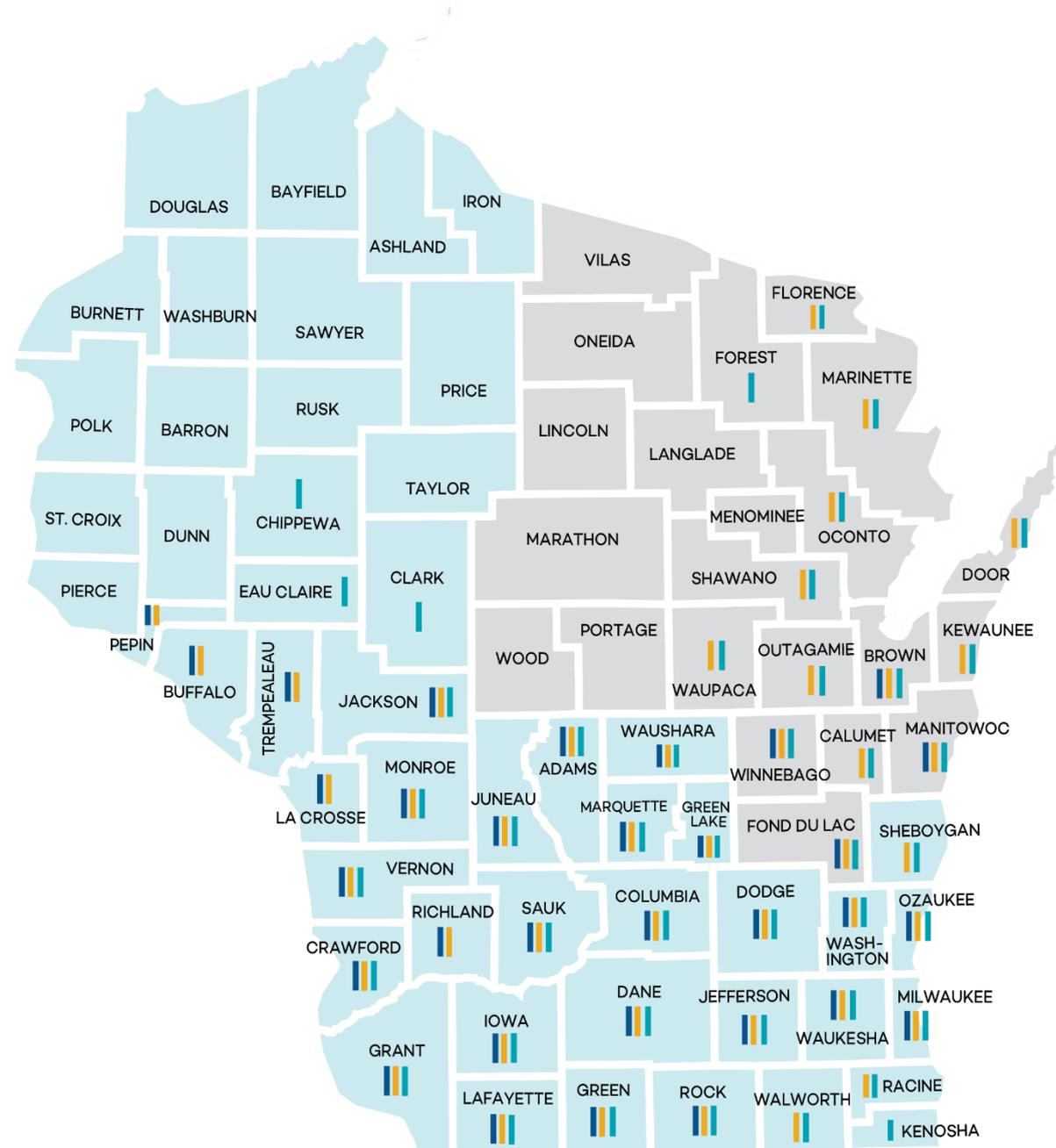
- Adults and children who qualify for Medicaid or Supplemental Security Income (SSI)
- Covers health care services



68,337 members



Wisconsin service area – all LOBs



Map Key

-  Medicaid SSI and BadgerCare Plus
-  Medicare 
-  Family Care 
-  Family Care Partnership* 

*Some counties pending DHS approval



Wisconsin service area – FC and FCP

Family Care



Family Care Partnership



New Partnership Counties

Effective 1/1/26:

- Adams
- Green Lake
- Marquette
- Rock
- Waushara

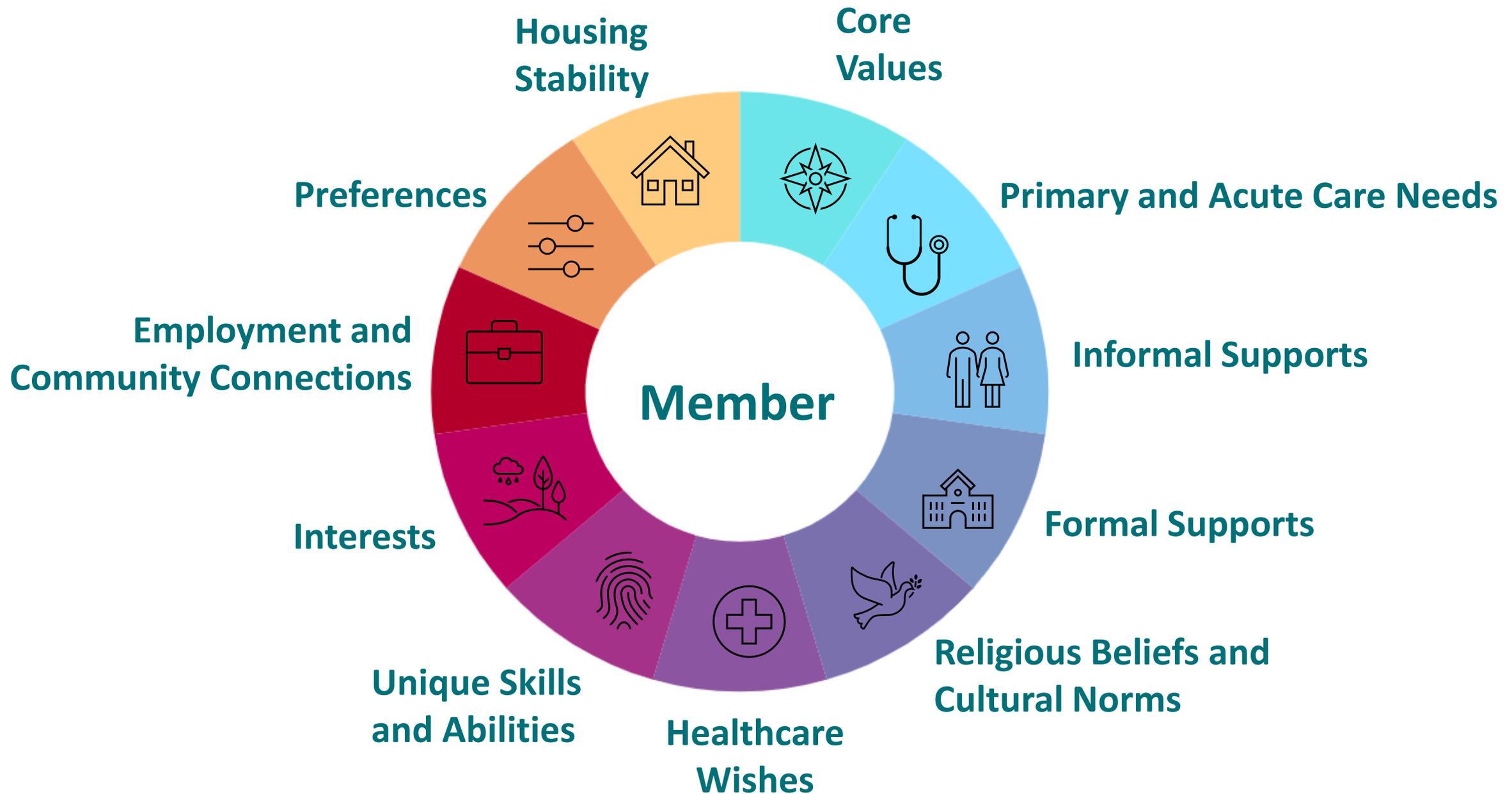
Effective 3/1/26:

- Buffalo
- Crawford
- Grant
- Green
- Iowa
- Jackson
- Juneau
- La Crosse
- Lafayette
- Milwaukee
- Monroe
- Pepin
- Richland
- Trempealeau
- Vernon

Our approach



A person-centered approach

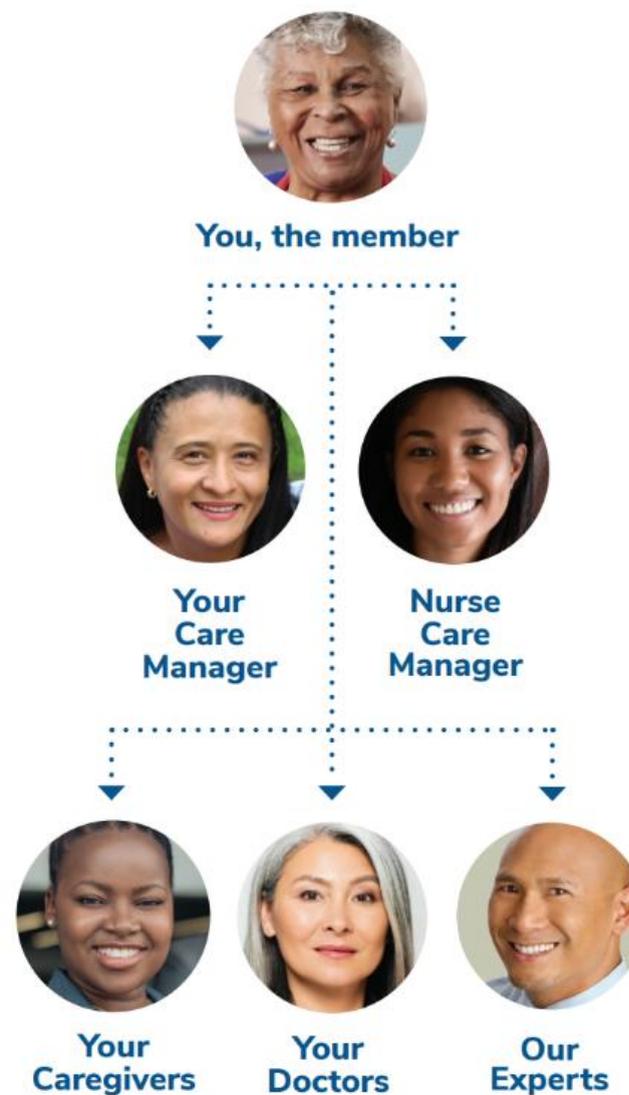


Molina care teams

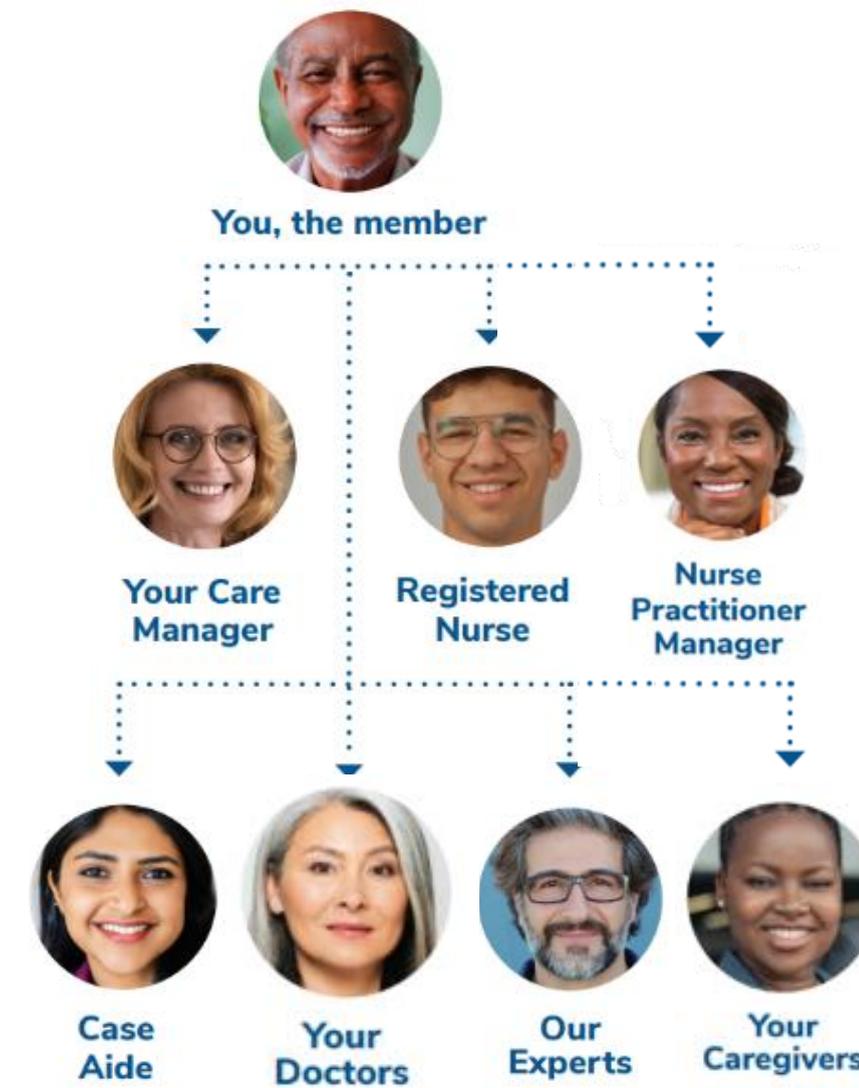
These are members' main contacts and the primary managers of their care plan.

Members seeking medical or hospital care will need to use providers in the My Choice Wisconsin provider network. Some exceptions may apply.

Family Care



Family Care Partnership



Care team responsibilities

NP/PA Role

- Develops and recommends treatment plans
- Conducts clinical medication reviews to identify potential side effects or drug interactions
- Makes recommendations based on individual care goals
- Interprets diagnostic tests and medical imaging alongside medical history and physical examination to find missing diagnoses or gaps in care
- Provides safety net prescribing and other management interventions
- Leads advanced goals of care discussions with members to ensure care aligns with their preferences and needs

RN Role

- Collaborates with the Care Manager and NP/PA to evaluate member strengths and need
- Assists with coordination of services such as:
 - Durable medical equipment
 - Disposable medical supplies
 - Other long-term care resources
- Manages hospitalizations for members, including:
 - Coordinating with hospitals
 - Conducting post-hospitalization follow-up
- Takes an active role in developing the Member Centered Plan



Seamless transitions: Preventing readmissions one call at a time

Transition of Care Calls

- RN care managers call and assess every Family Care and Partnership member within 3 business days of discharge
 - Ensures member has proper supports at home
 - Addresses potential issues *early*

Additional support for Partnership members

- In addition to these calls, Partnership members are assigned to an NP/PA, plus their care manager and RN care manager
- This special team partners with the member and their community medical team to close gaps in care and prevent readmissions

CMS Star Rating

For 2026, My Choice Wisconsin - H5209 received the following Star Ratings from Medicare:

Overall Star Rating: ★★★★★
Health Services Rating: ★★★★★
Drug Services Rating: ★★★★★



Every year, Medicare evaluates plans based on a 5-star rating system.

We received 5 stars in the following categories:

- Managing Chronic Conditions - Members whose plan did an assessment of their health needs and risks
- Reducing the risk of falling
- Improving bladder control
- Health plan makes timely decisions about appeals
- Drug Plan Customer Service
- Availability of TTY services and foreign language interpretation when prospective members call the drug plan
- Plan provides accurate drug pricing information for this website





Consistent Quality

Annual Quality Review Results from External Review Agency MetaStar

- **FY21** – 91.3% – ★★★★★ – *Excellent*
- **FY22** – 91.7% – ★★★★★ – *Excellent*
- **FY23** – 98.2% – ★★★★★ – *Excellent*
- **FY24** – 96.1% – ★★★★★ – *Fully Met*
- **FY25** – 95.5% – ★★★★★ – *Fully Met*



Strengths of the Quality Structure

- Integrated Leadership
- Performance Management Council
- Member-Centered Approach
- Data-Driven Decision Making
- Cross-Functional Collaboration
- Commitment to Compliance and Innovation

Member Satisfaction

Consistently high positive responses* year-over-year.



95% positive

“Can you contact your care team when you need?”



95% positive

“Do you feel your care team treats you with respect?”



94.6% positive

*“How often do you **get the help you need** from your care team?”*

**Based on the 2024 Family Care Partnership Member Satisfaction Surveys conducted by the WI DHS and My Choice WI.*



We regularly consult with our **Member Advisory Committee** to gather input, ideas, and suggestions for improvement.



Extra benefits





My Choice Wisconsin Family Care Partnership: FIDE

My Choice Wisconsin Partnership (HMO D-SNP) H5209-005-001 (FIDE) Service Area (7): Dane, Jefferson, Milwaukee, Ozaukee, Rock, Washington, Waukesha
 My Choice Wisconsin Partnership (HMO D-SNP) H5209-005-002 (FIDE) Service Area (25): Adams, Brown, Buffalo, Clark, Columbia, Crawford, Dodge, Fond du Lac, Grant, Green, Green Lake, Iowa, Jackson, Juneau, La Crosse, Lafayette, Manitowoc, Marquette, Monroe, Pepin, Sauk, Richland, Trempealeau, Vernon, Waushara, Winnebago

Plan	Premium	PCP/Specialist	Prescriptions	Dental	Hearing	Vision	Pre-Funded MyChoice Debit Card Benefits*
My Choice Wisconsin Partnership (HMO D-SNP) H5209-005-001 (FIDE)	\$0	\$0/\$0 copay	Tier 1 & Tier 6: \$0 Deductible: \$0-\$615 Tier 2: 20% Tier 3: 20% Tier 4: 30% Tier 5: 25% Or LIS Cost Share	\$0 preventive \$4,000 comprehensive	\$0 exam every year 2 Pre-selected hearing aids every two years	\$0 exam every year \$300 eyewear allowance every year	\$220 a month in healthy food, OTC, utilities and transportation
My Choice Wisconsin Partnership (HMO D-SNP) H5209-005-002 (FIDE)	\$0	\$0/\$0 copay	Tier 1 & Tier 6: \$0 Deductible: \$0-\$615 Tier 2: 20% Tier 3: 20% Tier 4: 30% Tier 5: 25% Or LIS Cost Share	\$0 preventive \$4,000 comprehensive	\$0 exam every year 2 Pre-selected hearing aids every two years	\$0 exam every year \$300 eyewear allowance every year	\$185 a month in healthy food, OTC, utilities and transportation

Chiropractic	Dental	Healthy Food*	Hearing	Meals	OTC	Transportation*	Utilities*	Vision	Worldwide Emergency
									
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓



Pre-funded *MyChoice* Debit Card



Over the counter (OTC):

- Allergy, flu and cold medicine
- Pain relievers
- Fever reducers
- First aid items
- Vitamins and supplements
- Dental and dental care products
- And more



Transportation:

(Ride share (Uber, Lyft, taxi) or public transportation)

- Health-related
- Non-medical*



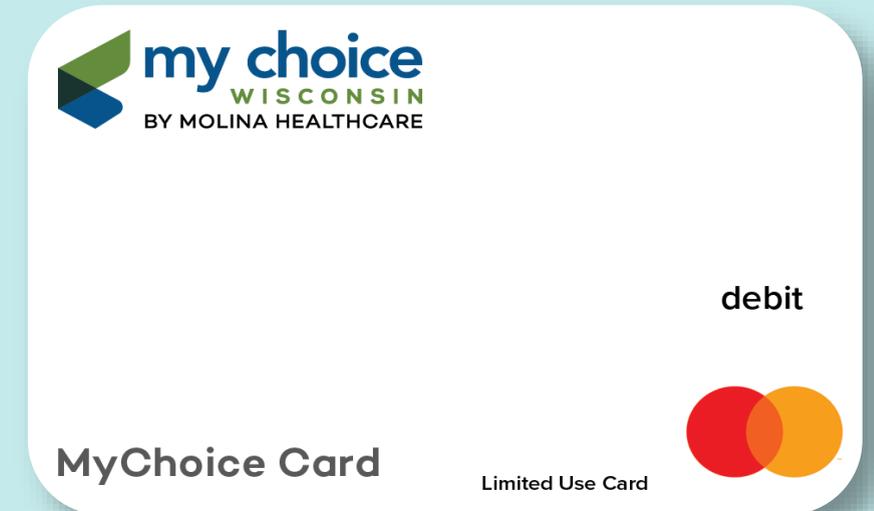
Healthy food allowance*:

- Beverages
- Bread, grains and flour
- Baking and cooking mixes
- Processed cereal products
- Fruits and vegetables
- Meat, poultry and seafood
- Dairy and dairy substitutes
- Nuts and seeds
- Prepared and preserved food



Utilities*:

- Electricity
- Natural gas
- Water



Disclaimer:

Molina offers a variety of Medicare Advantage plans, and **benefit details may vary by plan**. Certain benefits may differ in availability, delivery or eligibility criteria. Please refer to each plan's **evidence of coverage (EOC)** for complete details.

*Special Supplemental Benefits ("SSBCI") might be available to a member if they have any of the following conditions: chronic heart failure, cardiovascular disorders, diabetes, cancer and end-stage liver disease. And Other eligible conditions not listed. These conditions may not apply to all types of SSBCI mentioned. Eligibility for this benefit cannot be guaranteed based solely on the member's condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us.



My Choice Wisconsin Accepted SSBCI Qualifiers

1. Autoimmune disorders
2. Cancer
3. Cardiovascular disorders
4. Chronic heart failure
5. Dementia
6. Diabetes mellitus
7. Overweight, obesity, and metabolic syndrome
8. Chronic gastrointestinal disease
9. Chronic kidney disease (CKD)
10. Severe hematologic disorders
11. HIV/AIDS
12. Chronic lung disorders
13. Chronic and disabling mental health conditions
14. Neurologic disorders
15. Stroke
16. Post-organ transplantation
17. Immunodeficiency and immunosuppressive disorders
18. Conditions associated with cognitive impairment
19. Conditions with functional challenges
20. Chronic conditions that impair vision, hearing (deafness), taste, touch and smell
21. Conditions that require continued therapy services in order for individuals to maintain or retain functioning
22. Chronic alcohol use disorder and other substance use disorders (SUDs)

*Special Supplemental Benefits for the Chronically Ill (“SSBCI”) might be available to a member if they have any of the following conditions: chronic heart failure, cardiovascular disorders, diabetes, cancer and end-stage liver disease. And Other eligible conditions not listed. These conditions may not apply to all types of SSBCI mentioned. Eligibility for this benefit cannot be guaranteed based solely on the member's condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us.

Additional Resources

Partnership dual-eligible members:

[2026 Partnership Evidence of Coverage H5209-005-001](#)

[2026 Partnership Evidence of Coverage H5209-005-002](#)

Partnership Medicaid-only members:

[Partnership Member Handbook](#)

Partnership Member Resources (Medicaid & dual-eligible):

MyChoiceWI.org/Partnership/Member-Resources

Provider Resources:

[Healthcare Provider Resources | My Choice Wisconsin](#)

Contact Information for Healthcare Providers:

[Contact Info for Healthcare Providers in the My Choice Wisconsin Network | My Choice Wisconsin](#)

Contact Us:

MHWIProviderNetworkManagement@MolinaHealthcare.com

General inbox for provider questions, concerns, contracting, credentialing, and demographic information.



Questions?

