

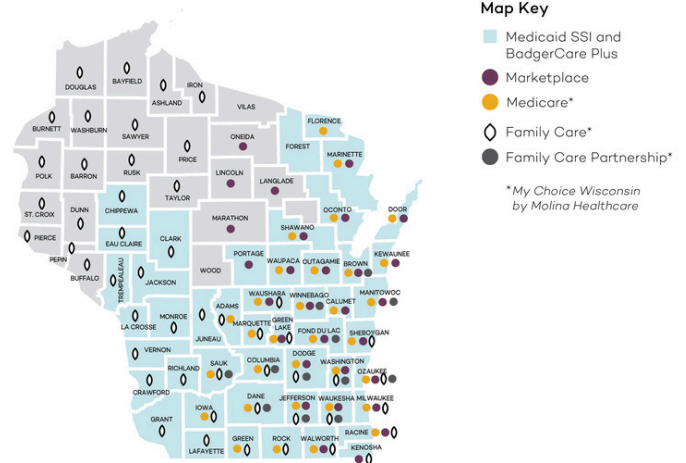
Molina Wisconsin Connections

A message from Brian Maddy, Plan President Molina Healthcare of Wisconsin and My Choice Wisconsin by Molina Healthcare

As spring begins to peek through after a long Wisconsin winter, we're excited to announce the expansion of our government-sponsored healthcare services this year to members in eight additional counties.

As of January 1, 2025, Molina Healthcare of Wisconsin now provides Medicaid BadgerCare Plus and Supplemental Security Income (SSI) services in **Clark, Crawford, Grant, Jackson, La Crosse, Lafayette, Monroe, Trempealeau and Vernon** counties. This brings the total counties served by Molina to 55.

Wisconsin Service Area Map
Effective January 1, 2025



For the Molina team in Wisconsin, this is an opportunity to collaborate with more communities and providers toward our mission to improve the health and well-being of those we serve. We are pleased that together with you, we are able to provide access to quality health care to even more individuals and families in Wisconsin.

As you'll read in this edition of Connections, we are looking forward to a bright year ahead of us! Thank you for being a part of our efforts and mission.



Brian Maddy, Plan President

Molina Healthcare of Wisconsin, My Choice Wisconsin
by Molina Healthcare

Family Care Community Connections

Pay-for-Performance (P4P) early success

At Molina, we are dedicated to working collaboratively with community stakeholders to develop meaningful connections for our members. In 2023, we began Community Connections, a five-year P4P program to connect Family Care (FC) and Family Care Partnership (FCP) members in ways that are personally meaningful to them to improve their overall health and quality of life.

Here are some of our major successes from 2024:

- We **assessed the needs and interests** of 10,909 FC and 871 FCP members.
- We **established Long Term Care Outcome (LTCO) plans** and completed follow-up activities with 590 (94.7%) FC and 42 (95.5%) FCP members who expressed interest in developing community connections.
- We **trained and equipped 683 of our care team employees** with the knowledge and resources they need to help members facilitate community connections.
- We **hosted 18 community readiness interviews** and **32 stakeholder collaboration committee meetings** to gain insights from local community stakeholders throughout Wisconsin.

MetaStar rates Molina “High Confidence” for Wisconsin Medicaid Network Adequacy

Every year, the Wisconsin Department of Health Services (DHS) contracts with external quality review agency MetaStar, Inc. to provide independent evaluation of managed care organization compliance with federal Medicaid managed care regulations and our DHS contract.



According to MetaStar, we achieved a “High Confidence” rating, indicating **over 90% compliance with the Network Adequacy guidelines** to ensure our provider networks are sufficient to serve our Medicaid BadgerCare Plus and SSI members.

“Network adequacy is an important part of our operations,” explains Health Plan Operations Director Katie Luther. **“Maintaining a provider network for the large service area that we have in Wisconsin while being focused predominately on government-sponsored products is no easy feat!”**

Connecting to our communities

Here are some examples of our work to make a difference in our communities.



In February, we were proud to partner with [Progressive Community Health Centers](#) in celebration of National Children's Dental Health Month!



On December 14 and 15, we participated in the Milwaukee Hmong New Year event hosted by the [Hmong American Friendship Association](#) at the WI State Fairgrounds.



We were honored to be table sponsors at the 2024 Sixteenth Street Annual Celebrity Roast, which raised over \$300,000 for the [Sixteenth Street Clinic](#).



In December, we donated \$10,000 to [ConnectRx Wisconsin](#) to support their vital work or improving community health and supporting families in need.



In December, our team volunteered to sort toys to serve over 1,000 children at the [Salvation Army Rock County](#) in Janesville.



On Wednesday, December 11, we sponsored the [YWCA Madison](#) Christmas party at the Madison Children's Museum!



Learning from our members:

Member Advisory Committee expansion

This year, we expanded our Member Advisory Committee (MAC) to include members from all of our long-term care and healthcare programs (Medicaid, Medicare, Family Care and Partnership).

This volunteer group meets monthly to advise and offer input into current Molina/My Choice Wisconsin programs and the care our members receive. Learn more at mychoicewi.org/about/member-advisory.

Success Story:

Sebastian

Member concerns

- When Molina Case Manager Amber met Sebastian, he was in psychiatric admission for alcohol detox and struggling with housing, employment, and family relationships. He'd had several emergency room visits related to alcohol addiction.

How we helped

- Amber enrolled Sebastian in a 30-day residential treatment program to begin his journey to sobriety.
- As the program ended, he was concerned that returning home to family/friends would trigger him to relapse, so Amber helped him relocate to a residential facility in a new area.
- She also secured funds to cover his room and board for 30 days until he could establish residency and obtain county assistance.



Today

- Sebastian graduated the program and obtained independent housing and employment. In fact, he was promoted to a full-time position and now is no longer a Medicaid recipient! He has begun working to rebuild his relationships with family and friends.
- He expressed gratitude to Amber, stating he would not have been able to achieve sobriety without Molina's assistance.

**This member's name and image have been changed for privacy.*