

# Molina Wisconsin Connections

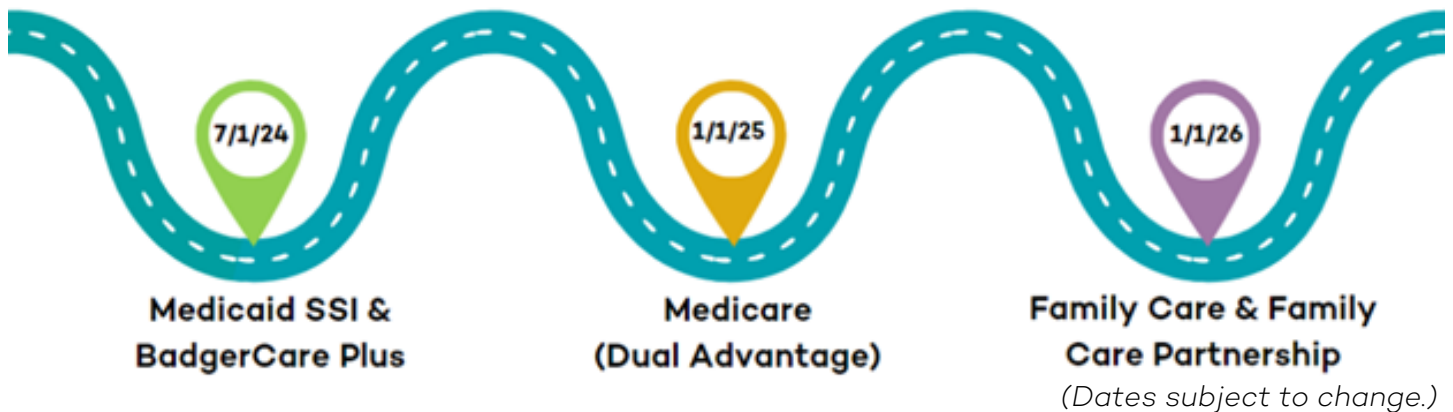
## A message from Brian Maddy, Plan President, Molina Healthcare of Wisconsin

As we welcome the warmer summer months to Wisconsin, we are also excited to soon [welcome](#) over 20,000 My Choice Wisconsin Medicaid SSI and BadgerCare Plus members to Molina Healthcare of Wisconsin on July 1.

Over the past few months, our collective teams have worked closely with our provider partners and subcontracted entities to ensure a seamless transition for members and even [more resources and benefits with Molina!](#)

As you'll see below, we still have quite a bit of work to do with the integration of other My Choice Wisconsin products. We will be sharing more details about those in future communications.

### Integration Timeline



As Molina continues to grow, thank you for your support. I am deeply grateful for your partnership and collaboration as we work to spread our mission to serve those who need us most.



Brian Maddy

Plan President, Molina Healthcare of Wisconsin

# Molina Healthcare of Wisconsin named a Top Workplace

For the second year in a row, Molina Healthcare of Wisconsin has been named a Top Workplace in Milwaukee Journal Sentinel, with special recognition for work/life flexibility!

This award is based solely on direct feedback from our employees and recognizes southeastern Wisconsin businesses on qualities such as company leadership, career opportunities, workplace flexibility and benefits.



**journal sentinel**  
Molina HealthCare of Wisconsin is a  
2024 Top Workplace!  
2 Years Running

## Why I Serve Wisconsin

Molina Healthcare of Wisconsin is dedicated to providing outstanding care to our members and fostering positive change in communities across the state. Through our new Why I Serve campaign, we highlight the incredible individuals who drive our mission forward.

Discover firsthand stories from our passionate employees about why they are committed to serving our members and making a meaningful impact in their lives. Learn more online [here](#) or [follow us on Facebook!](#)

“  
Growing up in this community and witnessing the struggles of my family and other people I know, I naturally have a deep-seated desire to lend a hand whenever possible. I see myself as a guardian of well-being, ready to attend to concerns and advocate for the needs of the community in spaces where their voices may otherwise be overlooked.  
”  
**Shana Brown**  
Growth and Community Engagement Specialist



“  
Making sure our members have access to quality providers in their community is critical to helping improve their health and quality of life. My team works to ensure Molina has a robust provider network for our members, across all lines of business. Together, we have been able to start making a positive impact in their lives.  
”  
**Katie Luther**  
Director, Provider Network Administration





# Connecting to our communities

Whether it's representing, volunteering, donating, or advocating, the team at Molina Healthcare of Wisconsin never fails to answer the call to serve. Here are some examples of our work so far this year to make a difference in our communities through the delivery of high-quality, government-sponsored care.



*In March, we donated and delivered a van full of essential food and hygiene products to the YMCA women's shelter in Madison, WI.*



*We met with leaders at Food for Health in Milwaukee about opportunities to help ensure equitable access to nutritious food.*



*Plan President Brian Maddy joined a panel of Wisconsin Medicaid health plan executives in March to discuss ways to enhance services for our state's most vulnerable.*



*In January, we delivered over 600 gloves, hats, laundry detergent and hygiene products to aid warming centers.*



*In February, our team rolled up their sleeves and volunteered at the Village Diaper Bank for the WMTV Diaper Drive Match Day.*



*In April, we were thrilled to be part of Ascension Wisconsin's Annual Blanket of Love Baby Shower to support expectant mothers and families.*

# Innovative provider partnership improves health for members with diabetes and/or hypertension

In 2023, Molina Healthcare of Wisconsin began a special collaboration with Milwaukee-area ProCare Medical Group to improve health for some of their hardest-to-engage patients with elevated A1C (diabetes) or elevated blood pressure (hypertension). We sought to improve medical adherence by directly engaging members in the care plan and reducing the provider's burden.

As part of this innovative program, we assigned a team to work directly with ProCare office managers and providers to:

- Connect members to appropriate covered services from in-network pharmacy/durable medical equipment (DME) providers;
- Identify members with upcoming appointments and make reminder calls;
- Keep members on task through ongoing care coordination;
- Provide evidence-based education to reinforce provider recommendations;
- Educate front desk staff on the importance of quality;
- Assist with communicating to difficult-to-reach members; and
- Address social determinants of health such as housing, food access and transportation.

**As a result, since October 2023, 24 of the 114 identified members have controlled their A1C rates, and 19 have started care management.**

## Program success story

As part of this program, Molina Transition of Care Coach Becky Vest worked with 47-year old Randy\*, who had diabetes since he was a child but who still struggled to keep his A1C in check. Every week, she called to check in on how he was doing. She also visited Randy in his home and joined him at an appointment with his diabetes educator. Becky coordinated all the behind-the-scenes efforts between his ProCare PCP, endocrinologist, diabetes educator, and DME provider.

**As a result, this member reduced his A1C in just a few months from 10.1 to a healthy range of 7.1!**